

Trial Adviser Privacy Policy

Privacy Matters

TrialAdviser understands that personal information is confidential information, and we want you to feel as comfortable as possible visiting our website and using its services. This statement sets forth our Privacy Policy and advises you about the information we collect, how we collect it, how we secure and protect it, and what choices you have about how that information is used.

TrialAdviser knows that privacy and security are important to you and to all of our users. Earning and keeping your trust and respect is of primary importance to us. We pledge to protect your privacy and keep your personal information secure and confidential. We will not give, sell or distribute your information to any other organization for promotional purposes. Be assured that the personal information you share with TrialAdviser is kept strictly confidential and fully secure unless you, the user, specifically request otherwise.

The personal information we collect helps us to maintain contact with you aiming to provide the most up-to-date information on clinical trial options for people who wish to search this website.

Information we collect

TrialAdviser is solely responsible for collecting and storing all personally identifiable information provided by visitors to our trials matching service, either through www.trialadviser.com or through one of our possible syndication partners.

If you have questions about this privacy policy or wish to register an inquiry or complaint, please contact us via the contact link on www.trialadviser.com.

WE COLLECT INFORMATION FROM YOU IN THE FOLLOWING AREAS:

Name and title

Your company (if any)

Your address details (in case of mailing contact)

Your phone, fax contact information

Your email address (required for verification of you and provision of your login details)

A reason for your interest in being registered with TrialAdviser

Submission of trials about which you wish public information to be listed.

The information we collect in these areas is limited to the information that you choose to share with us, though emails are essential and we will vet the reason you wish to be registered. We reserve the right to refuse registration to anybody without requiring us to provide reasons if we choose not to. The information is stored in the TrialAdviser database until you decide to instruct us to delete it.

Information is stored in a secure, password-protected system. By registering with us, you grant TrialAdviser the right to receive, transmit, monitor, retrieve, store, and use this information in connection with the operation and maintenance of this website. In accordance with the provisions of this Privacy Policy we will not give, sell, or distribute this information to any other organization. In accordance with the provisions of this Privacy Policy we will not give, sell, or distribute your personal information.

You may contact us via the contact link on www.trialadviser.com..

When you submit information about one or more clinical trials, you grant TrialAdviser the right to receive, transmit, monitor, retrieve, store, and use this information in connection with the operation and maintenance of website searches for users of TrialAdviser. In accordance with the provisions of this Privacy Policy we will not give, sell, or distribute any personal information to any other entity.

Please keep in mind that in some instances the range of services available to users is tied to the information provided. Therefore, if you choose not to provide certain information or provide limited information, some services may not be available for the full use of visitors searching for clinical trials.

How we protect your information

TrialAdviser keeps all your personal information confidential on a password-protected system. No other user can view or change your information without your Username and Password. Your information is saved until you edit, update or delete it. You can edit, update or delete information that you have provided by contacting us using the links on the web site.

No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, we cannot guarantee its absolute security. If a breach of your personal information occurs, TrialAdviser would no longer have the ability to protect it.

TrialAdviser was initiated by academics in Melbourne, Australia, has received some grant funding from Melbourne Health, and is not otherwise currently receiving funding. This may change in future if costs increase. TrialAdviser controls all personal data gathered via its own web site (www.trialadviser.com) as well as through its services embedded on any partner websites. We do not disclose where data is secured.

On the employee side, only authorized TrialAdviser employees (with special passwords) are permitted or able to access your personal information. All TrialAdviser employees must abide by our Privacy Policy and those who violate this policy are subject to disciplinary action, up to and including termination.

In order to provide you with a secure online experience, you will automatically be logged off of this service if there is no activity for a number of undisclosed minutes. To continue, you will need to log in again, using your Username and Password.

How to update or delete your information

To change your password use the link within the secure password-protected site. If you wish to make other personal changes please use the secure contact links within the web site portal and we will notify you when the changes have been made. To change trial related information, please use the links, buttons and other tools provided on the website portal.

Information gathered through syndication partners

TrialAdviser may enter into relationships with several partners that host the matching and referral service on their websites and in their call centres. Visitors who enter the TrialAdviser matching and referral service from one of our syndication partners' websites are still bound and protected by the TrialAdviser Privacy Policy. No individually identifying information will be exchanged between TrialAdviser and any of our syndication partners. In some instances, aggregate (grouped) information will be provided to these partners in order to monitor the effectiveness of this syndicated service in helping their constituents pursue clinical trial options.

What we do about "cookies"

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. TrialAdviser does not store information about you in cookies that we can find and use later. Therefore you can feel secure that unless you choose to share information with TrialAdviser in one of the areas described earlier, we will not collect any personally identifiable information about you without your consent.

TrialAdviser does employ what are known as "session cookies" that allow you to move around the website without being forced to re-enter some information multiple times. Those session cookies are deleted when you leave TrialAdviser. They are not used to track and store personal information about you or your internet use.

Please be aware that websites to which TrialAdviser links may collect personally identifiable information about you and may have different practices and policies concerning privacy issues. This Privacy Policy does not cover the information practices of other websites.

Log Files

As is true of most web sites, we may use a third party tracking-utility partner to gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.

We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole.

When we disclose information we collect to outside parties

Except as set forth in this Privacy Policy, we will not disclose to unrelated persons or entities any information you provide to TrialAdviser that could be used to identify or contact you ("personal information"). Any personal information provided to persons or entities affiliated with TrialAdviser will be treated in accordance with the terms of this Privacy Policy, unless you otherwise agree specifically. In the following limited circumstances we will consider, and may release, personal information to third parties: (1) as required by law, such as to comply with a subpoena, or similar legal process, (2) when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request, or (3) if TrialAdviser is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Web site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

With your specific consent, TrialAdviser may enclose personal information in a message sent to you through email or regular mail at your request. These messages -- which may take the form of a general update or a specific response to your questions -- will be sent to the email address or physical location you specify.

TrialAdviser may provide non-identifying (aggregate) information about our users to third parties. For example, we might inform third parties about the number of users of our site who are interested in information about a particular disease category, or information about the number of users who live in a particular geographic region. We may also provide aggregate information to entities for the purpose of determining whether additional clinical trials are needed in a particular disease area. Depending on the circumstances, we may or may not charge third parties for the right to access this aggregate information.

Except as provided in this section, TrialAdviser will not disclose to unrelated persons or entities any personal information that you provide to us. Please note, however, that you are responsible for taking all reasonable steps to ensure that no unauthorized person shall have access to your username and password or Patient Profile. It is your sole responsibility to: (1) control the dissemination and use of usernames and passwords; (2) authorize, monitor, and control access to and use of your usernames and passwords; and (3) promptly inform TrialAdviser of any need to deactivate a username or password. You grant TrialAdviser the right to receive, transmit, monitor, retrieve, store, and use your personal information, including information that may be privileged and confidential under applicable local laws, in connection with the operation of or maintenance of your registration. TrialAdviser cannot and does not assume any responsibility or liability

related to the accuracy or inaccuracy of the information you provide to us. TrialAdviser also cannot and does not assume any responsibility or liability related to your or third parties' use or misuse of information transmitted or received using TrialAdviser.

Privacy of children

TrialAdviser does not collect, maintain, store, or disclose personal information about children.

Your consent

By creating a username and password (registering) and filling out your information (including providing a contact email address), you grant TrialAdviser the right to receive, transmit, monitor, retrieve, store and use your personal information, including information that may be privileged and confidential under applicable laws, in connection with the operation or maintenance of these features.

TrialAdviser cannot and does not assume any responsibility or liability related to the accuracy or inaccuracy of the information you provide to us. TrialAdviser also cannot and does not assume any responsibility or liability related to your use or misuse of information transmitted or received on the site.

TrialAdviser has the right to suspend or eliminate your right to use this site and to remove any information that you have placed on our site. TrialAdviser may also change this Privacy Policy at any time by posting revisions on our website. Your use of the site constitutes acceptance of the provisions of this Privacy Policy and your continued use of the site after such changes are posted constitutes acceptance of each revised Privacy Policy. If you do not agree to the terms of this Privacy Policy or any revised policy, please exit this site immediately.

If TrialAdviser decides to materially change how we use personal information or your personal health information, we will notify you by posting a notice on the website, homepage or by sending you an email.

Tell us what you think

If you have any questions about this privacy policy or wish to register an inquiry or complaint, please contact us through the contact links on www.trialadviser.com. We will try to respond usually within 5 business days.

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