

## **Effective Date: September 21, 2022**

[View state-specific privacy rights](#)

At McKesson Pharmaceutical Distribution ("McKesson" or "we"), we value the trust that our customers place in us to appropriately use and protect personal information. This Privacy Notice informs users of the McKesson Connect website ("Site") about the purposes for which we may collect, use and share personal information and how it is protected. By using McKesson Connect, you accept the privacy practices presented in this Privacy Notice. We encourage you to read this Privacy Notice in full to understand our privacy practices before using McKesson Connect.

### **Scope**

This Privacy Notice applies only to the McKesson Connect website. McKesson affiliates and subsidiaries, as well as McKesson business partners and other third parties, may have independent Privacy Notices and Privacy Policies. We encourage you to read the privacy notices of all websites you visit to understand their privacy practices and your options.

### **Personal Information We Collect**

When you use McKesson Connect, we may collect personal information about you. Personal information is any information accessed, collected, or used by McKesson that identifies an individual, or can reasonably be used to identify an individual, whether directly or indirectly. The personal information we may collect includes, but is not limited to:

- Contact information such as your name, business email address, business address, business telephone number (office, cell, fax, etc.), organization name and job title
- Identifiers such as your username, password and IP address
- Profile information such as a profile photo on the McKesson Connect Community platform

### **Tracking Technologies We Use**

We use various technologies to collect personal information about users of McKesson Connect. These technologies include the following:

- Web server logs
  - As is true of most websites, we gather certain information automatically and store it in log files. This information may include IP addresses, browser type, internet service provider, referring/exit pages, operating system, date/time stamp and/or clickstream data.
- Cookies

- We may utilize cookies. Cookies are small text files dropped on your browser or device by a website. Cookies dropped by McKesson Connect uniquely identify your device or user account associated with the Sites and enable McKesson to track usage patterns and deliver customized content to you. You can control the use of cookies through your browser settings. If you reject cookies, you may still use McKesson Connect, but your ability to use some features or areas of the Sites may be limited.
- Geo-location Services
  - If you enable a location-based service in your browser, we may collect information about your location to identify and analyze regional response time issues with McKesson Connect. Your browser or device may use various technologies to determine location, such as sensor data from your device that may provide information on nearby Wi-Fi access points and cell towers. You may opt-out of geo-location collection by changing the setting of your browser or device.
- Other Tracking Technologies
  - We may also use other tracking technologies such as local shared objects (such as session storage), tags, scripts and session replay/capture.

These technologies are used to analyze trends, remember your settings between visits for your convenience, administer the Sites, track your movement around the Sites and to gather demographic information about our user base. We may receive reports based on the use of these technologies from companies such as Google Analytics or User Replay on an individual as well as aggregated basis. [Learn more](#) about Google Analytics, privacy practices and opt-out.

### **How We Respond to "Do Not Track" Signals**

Although some web browsers have a 'Do Not Track' feature (which allows you to signal websites you visit that you do not want to have your online activity tracked), such features are not uniform across browsers and not broadly supported. McKesson Connect does not respond to these signals.

### **How We Use the Personal Information Collected**

We may use the personal information we collect for purposes such as:

- Fulfilling your orders
- Improving Site content

- Responding to inquiries, requests and activities, and providing related customer support
- Sending important notices and other communications to you
- Improving our products and services
- Surveys
  - If you participate in surveys, we may request certain personal information from you within these surveys. Participation in these surveys is completely voluntary and you have a choice whether to disclose personal information. Although we may use a third-party service provider to conduct these surveys, we will not share personal information provided through surveys with other third parties, unless we give you prior notice and choice.

### **How We Share Personal Information Collected**

- McKesson does not sell personal information about you to third parties.
- We may provide your personal information to third parties who help us with our business activities, such as payment processing services. These companies are authorized to use personal information about you *only as necessary* to provide these services to us.
- Some of our pages may utilize framing techniques to serve content to/from our partners while preserving the look and feel of our website. Please be aware that you are providing personal information to these third parties and not directly to McKesson. When framing techniques are utilized, your personal information is subject to the privacy practices of the third party.
- Our site may offer a public area for users to share posts, comments, blogs, or testimonials. You should be aware that any personal information you provide in these areas may be read, collected, and used by others who access them. To request removal of personal information from our blog or community forum, contact us at Technical Support 855-625-6285.

McKesson may also need to share information with companies, organizations or individuals outside of McKesson if we have a good faith belief that access, use, preservation, or disclosure of that information is reasonably necessary to:

- Meet applicable laws, regulations, legal processes or enforceable governmental requests
- Enforce applicable Terms of Use, including investigation of potential violations

- Detect, prevent, or otherwise address fraud, security or technical issues
- Protect against harm to the rights, property or safety of our users, McKesson, or the public as required or permitted by law
- Engage in a merger, acquisition, reorganization, or sale of all or a portion of McKesson assets.

### **Access and Choice**

Where appropriate or legally required, we will describe how your information that we collect through McKesson Connect will be used and will provide choices about whether to allow us to engage in that use. To exercise your choice or to directly access, edit, or delete your personal information go through your profile settings.

We will use your name and email address to send McKesson Connect newsletters to you. You may choose to stop receiving such newsletters or marketing emails by following the unsubscribe instructions included in these emails or by accessing and managing the email preferences in your profile settings pages.

### **Retention**

We will retain your personal information for as long as your account is active, as reasonably useful for commercial purposes, or as necessary to comply with our legal obligations, resolve disputes and enforce our agreements.

### **Health Insurance Portability and Accountability Act ("HIPAA")**

As a key provider of services and technology to the healthcare industry, McKesson has implemented programs to address the privacy and security requirements of HIPAA. To the extent that we are functioning as a HIPAA covered entity, a Notice of Privacy Practices will be provided to you or made available to you.

### **Children's Privacy**

McKesson Connect Sites are not intended for any user under the age of 13, and we do not knowingly collect personal information from children under the age of 13. We request that children under the age of 13 not submit any personal information through the Sites.

### **How We Protect Your Information**

McKesson has established appropriate physical, electronic and administrative safeguards to protect the information we collect from or about our users. We restrict access to personal information to McKesson employees, contractors and agents who need to know that information to process it for us, and who are subject to confidentiality obligations. Any sensitive personal information (e.g., credit card number) will be transmitted in an encrypted form using SSL encryption. Notwithstanding our security safeguards, it is impossible to guarantee 100% security in all circumstances. If you have any questions

about security or have reason to believe that your interaction with us is no longer secure (for example, you feel that the security of any account you might have with us has been compromised), you must immediately notify us of the problem by contacting McKesson at [Privacy@mckesson.com](mailto:Privacy@mckesson.com).

### **Changes to this Privacy Notice**

We may periodically update this Privacy Notice to describe new features, products or services we offer and how it may affect our use of personal information about you and your controls. Since we may change this Privacy Notice, we recommend that you check the current version available from time to time. If we make changes to this notice, we will update the "Effective Date" at the beginning of this notice.

### **Contact Information**

If you have questions or concerns about this Privacy Notice, our information handling practices, or any other aspect of privacy and security of your personal information, please contact us at [Privacy@mckesson.com](mailto:Privacy@mckesson.com).

You may also write to us at:

McKesson Corporation  
ATTN: Privacy Officer (Privacy Notice, McKesson Connect)  
2 National Data Plaza NE, 3<sup>rd</sup> Floor  
Atlanta, GA 30329