

Privacy Notice - Customer Center

Effective Date: July 30 2021

At McKesson ("McKesson" or "we"), we value the trust that Healthcare providers, pharmaceutical manufacturers, employees, vendors, contractors, pharmacies, health plans, and payers place in us to appropriately use and protect personal information. This Privacy Notice informs visitors and regular users of McKesson's Customer Center site about how McKesson may collect, use and share personal information and how it is protected. We want you to be clear how we're using personal information and the ways in which we protect this information. By using our site, 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 this site or submitting any personal information.

Scope

This Privacy Notice applies only to the Customer Center site (<https://mscs.mckesson.com>). McKesson affiliates and subsidiaries may have separate websites, subdomains, and applications through other web, mobile, cloud or SaaS platforms which are not subject to this Privacy Notice. Additionally, McKesson business partners, ad networks and other third parties may have their own websites and services with separate privacy practices. We encourage you to read the privacy notices of all websites and applications that you visit and understand their privacy practices.

Personal Information We Collect

When you use this site, 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:

- Name and Initials
 - First name, Last name
- Contact Information
 - Business address, Business telephone number (office, cell, fax, etc.), Business electronic mail address

- User Behavioral Information
 - Device/User activity (such as login-logout info, sites/pages visited, # of visits, click stream, navigation, beacon signal hits, errors, crash rate, or other user activities)

Tracking Technologies We Use

We use various technologies to collect personal information about you. 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, operating system, internet service provider, referring/exit pages, date/time stamp and/or clickstream data. These tracking technologies are used to perform diagnostic services such as error reporting to improve the site or service.

- Cookies

We utilize cookies. Cookies uniquely identify your device or user account associated with this website. You can control the use of cookies by adjusting your browser preferences at any time. If you reject cookies, you may still use this website, but your ability to use some features or areas of our site may be limited. We may receive reports based on the use of cookies and other technologies from companies such as Google Analytics and Marketo on an individual as well as aggregated basis.

How We Respond to “Do Not Track” Signals

Some web browsers have a “Do Not Track” feature. This feature allows you to tell websites you visit that you do not want to have your online activity tracked over time and across websites. These features are not yet uniform across browsers and not broadly supported. This site is not currently set up to respond to those signals.

How We Use the Personal Information Collected

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

- Customer and troubleshooting support
- Payment processing services, reporting or data analytics services
- Marketing initiatives via surveys

- Marketing notices, newsletter, or communications via email, fax, mail, mobile badge notifications, or text message
- To serve you personalized user service or customized site content

We may also use the information collected for surveys. If you participate in surveys, we will request certain personal information from you. Participation in these surveys is completely voluntary and you have a choice whether to disclose this information. We may use a third-party service provider to conduct these surveys. We will not share the personal information you provide through a survey 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 that provide services to 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.

McKesson may 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 Service, 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.

Your Choice

Where appropriate or legally required, we will describe how your information that we collect through our Customer Center site

will be used and will provide choices about whether to allow us to engage in that use. To exercise your choice, you may contact us to correct, update, amend or request deletion of your

personal information through your account representative or through the email or mailing address listed in the Contact Information section below.

Where permitted in our legitimate interest, or with your prior consent where required by law, we will use your name and email address to send the newsletter to you. You may choose to stop receiving our newsletter or marketing emails by following the unsubscribe instructions included in these emails, or by contacting us using the contact information listed below in this Privacy Notice.

Access to Personal Information

You can update information about you by calling 800.482.6700 or by emailing credentialing@mckesson.com. 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.

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

This site is 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 Customer Center site.

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 / debit 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.

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. We will not apply changes to this Privacy Notice retroactively to personal information we have previously collected. 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.

You may also write to us at:

McKesson Corporation
ATTN: Privacy Officer (Privacy Notice, Pharmaceutical Solutions and Services (PSaS) Customer
Center)
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Atlanta, GA 30329