BONE MATTERS™

Bone Matters™: A patient support programme for patients prescribed Prolia® (Denosumab)

You have received this leaflet because you and your doctor have chosen Prolia® to treat your osteoporosis.

We understand that starting a new treatment can leave you with a lot of questions. Through the Bone Matters™ programme, you will receive information every month via automated phone calls or text messages, to keep you informed and empowered about your bone health.

From everyday lifestyle tips to reminders of when your next Prolia® treatment is due, consider Bone Matters™ a helpful support system.

Join the Bone Matters™ programme and receive access to tailored content and ongoing support

What you will receive from Bone Matters™

- Aids to remind you to take your Prolia®
- Fall-prevention and safety tips
- Calcium-rich recipes
- Exercise tips
- Call centre access for questions on the service
- Additional helpful resources

Join Bone Matters™ today, it's easy!

Simply contact us via one of the 3 ways below to join the programme:

1. **Call** 1800-851-661 OR
2. **Text "Care Companion"** to 1800-851-662 OR
3. **Visit** www.amgencare.ie/prolia/bm

SCAN ME

Scan this code with your smart device to be taken to the Bone Matters™ website

AMGEN PRIVACY NOTICE OF INFORMATION

Bone Matters is a patient support program (the "Program") provided by Indegene Inc Heritage Business Park, Mahon Industrial Estate, Blackrock Cork. ("Indegene"), on behalf of Amgen Ireland Ltd. (21 Northwood Court, Santry, Dublin, D09 TX31) ("Amgen").

Indegene is the organization that collects your personal information, as described in this Privacy Notice and consent form. This information is required to participate in the Program and includes the personal information you voluntarily provide to the Program now or in the future including your name, contact information, date of birth, prescription/treatment information, and quality of life information. Indegene will only process the information necessary to:

(i) enrol you in the Program and provide you with the services for which you have registered including:

- to provide you with ongoing communications through different channels (text message, phone calls, post, or others) with educational content relating to Prolia®, your condition or treatment, and/or other support services and features related to your treatment that may be further developed.

(ii) To operate, administer, and/or continue your participation in the Bone Matters Patient Support Program and related activities;

(iii) inform you about disease state education and other services or education available on this Program.

(iv) obtain your feedback regarding your participation in the Program and assess the performance of the services for improvement, development, and evaluation of products, services, and materials.

(v) for possible statistical evaluation with regards to drug utilisation, patient quality of life, caregiver burden, costs and logistics of the Program.

Your personal information will be processed by Indegene for the duration of the Program and only for the purposes and in the manner described in this Privacy Notice and consent form. Indegene maintains appropriate technical and organizational measures to protect your personal information from unauthorized or unlawful access, accidental loss, alteration or destruction, in accordance with applicable law.

Indegene will provide Amgen with anonymized information about your participation in the Program for its business purposes (e.g., to learn more about the disease, understand the patient journey). Amgen will not have access to your personal information. On a case by case basis and solely for the purposes of pharmacovigilance reporting (collecting information concerning drug or device safety) and safety reasons, the Data Processors may be required by law to disclose limited identifiable information about you. Amgen as the manufacturer of Prolia® (denosumab) is required by law to report safety information to relevant national health authorities, and as such, Indegene may be required to disclose limited information about you (such as your date of birth and gender) to the safety department of Amgen. Such safety reporting may also require Amgen to follow up with your physician to inform him/her about a safety event and to ask for additional medical information as necessary. Amgen shall only process this information for safety reporting purposes. Additionally, you can agree to allow Indegene to provide your full identity (your name and contact information) to the safety department of Amgen in order to improve the follow-up process with your physician. For pharmacovigilance (safety) reporting, your information may be transferred to Amgen Inc. (in the United States of America) and trusted processors acting on Amgen´s behalf, located in countries outside of that in which you reside. Transfers of personal information among Amgen and its group entities follow applicable laws and our Binding Corporate Rules (BCRs). For information on the BCRs, please visit http:/www.amgen.com/bcr/. Transfers to vendors processing personal information under Amgen´s instructions are made using Model Contracts (Standard information on the BCRs, please visit http:/www.amgen.com/bcr/. Transfers to vendors processing personal information under Amgen´s instructions are made using Model Contracts (Standard information is collected, Amgen maintains appropriate safeguards to ensure an adequate level of protection of your information.

Participation in the Program is voluntary and free of charge. A decision to not participate, will not impact the medical care you receive. However, if you decide not to agree to the processing of your personal information as described within this Privacy Notice and Consent Form, or you decide to opt out from the available services of the Program at a later date, you will be unable to participate in, or receive further assistance on the Program.

You can withdraw your consent to participate in the Program, at any time, without giving any reasons, by notifying Indegene using the contact details provided below. If the Program ends or you voluntarily withdraw your consent to participate in the Program, your personal information will be securely destroyed. In some instances, Indegene and/or Amgen may be required by applicable law to retain your personal information beyond such period of time.

If you wish to request access to or a copy of your personal information, please contact Indegene through any of the following:

- Online: please email prolia.care@indegene.com
- Phone: please ring Indegene at the phone 1800 851 661
- Letter: please write to Bone Matters Program, INDEGENE Heritage Business Park, Mahon Industrial Estate, Blackrock Cork.

You can also correct or update your personal information or change/cancel your subscription to the Program by contacting Indegene at any time.

Your personal information may be combined with the information of others who participate in the Program in order to generate aggregated data that do not contain identifying information ("Aggregated Data"). Aggregated Data may be used by Amgen and its service providers to improve and/or refine the Program, to design and implement other patient programs and for research purposes including the identification of trends such as product utilization, adherence or outcomes.

Your personal information will not be used for any purpose other than the purposes described above in this Privacy Notice and consent form. Should you wish to file a complaint regarding the Program´s use of your personal information, please contact Indegene or your local Data Protection Authority: Data Protection Commission, 21 Fitzwilliam Square South, Dublin 2, D02 RD28, Ireland; Telephone: 076 110 4800 or Lo Call Number: 1890 252 231.

Reporting of side effects:

If you get any side effects, talk to your doctor, pharmacist or nurse. Side effects can be reported directly to the Health Products Regulatory Authority (HPRA) using the available methods via www.hpra.ie. By reporting side effects you can help provide more information on the safety of this medicine. Side effects should also be reported to Amgen Limited on +44 (0) 1223 436441 or Freephone 1800 535 160.

Please report any potential quality issue with the Amgen product you have received, by calling us on +44 (0) 1223 436441 or Freephone 1800 535 160 and providing us with the details. Please ensure that you keep your packaging, so we are able to identify your product more easily.

IE-PRO-1121-00016 | Date of Preparation: February 2022