

Twitter community guidelines

Welcome to the Novartis Institutes for BioMedical Research (NIBR) Twitter Feed, we're glad you are here. We welcome the opportunity to hear from you via @mentions and replies, however would like to remind you that we work in regulated industries with a unique legal situation in the healthcare space. As such, we can't engage in sensitive topics, or discussion(s) about products - ours or other companies' - or treatment options on Twitter.

We may not be able to respond to @mentions and replies that:

1. Mention products
2. Include profanity, defamatory, libelous, offensive, abusive, discriminatory or demeaning content (including images, videos and links);
3. Are disparaging, threatening, condone violence or illegal behavior;
4. Offer health or medical advice;
5. Are commercial, e.g. sell products and services, or recruit fans and followers;
6. Are excessively repetitive and/or disruptive to the community or are spam; or qualify as solicitations for donations or other resources.
7. Violate [Twitter's Platform Rules](#)

Our Twitter feed is English speaking only and as such any non-English tweets may not be responded to.

Twitter accounts that NIBR follows or is followed by, content that NIBR retweets, or Twitter users that NIBR @mentions, are not an indication of NIBR's endorsement of these accounts or the content they produce.

Medical side effects or adverse events

If you believe that you have experienced any medical side effects or reactions from a Novartis product you should consult your physician, pharmacist or other healthcare professional immediately. You can also report these to us directly using the information found on [Novartis.com](#).

We suggest sharing as little personal information as possible on Twitter especially sharing a specific data concerning your personal health should be avoided. Should you, however, decide to direct tweets at @NovartisScience which detail any side effects, NIBR may need to contact you to find out more information.

Storing and using private information

We do not aim to store or use your Twitter profile unique ID, email or other personal details. However, in case of an adverse event or product issue you report to us, we'd need to store and use identifying information about you, such as your name, location, health related information or similar in accordance with the applicable laws. This information is required to be submitted to the Novartis Drug safety department and/or regulatory authorities.

In such case we are also required to store your personal data for five years for auditing purposes. Please kindly note that we are using 3rd party service providers to help us manage your comments and messages which means that they too would have access to any personal information you share with us. Such 3rd party service providers are contractually bound to ensure an adequate protection and security of your personal information.

Please note that Twitter also has access to information you share with us. For more details read the Twitter [Privacy Policy](#).

Thank you for reading and for following [@NovartisScience](#) on Twitter