

# Customer Privacy Notice

**Last Updated Date: May 18, 2026**

Alkem Laboratories Ltd (“**Company**”, “**Alkem**”, “**we**”, “**us**”, “**our**”) is committed to protecting the privacy and security of Personal Data in accordance with applicable data protection laws, including the Digital Personal Data Protection Act, 2023 (“**DPDPA**”).

This Customers Privacy Notice (“**Notice**”) applies to individuals associated with customers of Alkem or individuals associated to Alkem as customers, including distributors, stockists, retailers, and other business partners (collectively, “**Customers**” or “**Data Principals**”), who purchase products from or otherwise engage in business with Alkem.

This Notice describes how Alkem collects, receives, stores, uses, discloses, shares, and otherwise processes Personal Data of such Customers (“**Customer Personal Data**”) in connection with its business operations.

## **1. Types of Personal Data Collected**

Alkem may collect, hold, use, and process the following categories of Customers Data, including but not limited to:

- i) **General Personal Data:** Name, Address, Date of Birth, Signatures, Gender, Phone Number, Email ID, Complaint Details, Litigation details
- ii) **Government Identifiers:** PAN, Aadhaar, GST No, TAN, License No
- iii) **Employment Data:** CV/Resume, Educational Qualifications, Designation,
- iv) **Identifiers:** Social Networking Username

## **2. Purpose of Collection**

Alkem collects, holds, uses, and otherwise processes the Customers Personal Data for the purposes described below, or for purposes which are reasonably compatible with the ones described below:

- Processing for consent as a lawful basis such as:
  - i. To onboard, manage, and maintain business relationships with Customers
- Processing for legitimate uses such as:
  - i. To handle social media complaints
  - ii. To ensure compliance with our legal obligations and to also comply with our obligations towards public authorities
  - iii. To enforce any legal right or contractual claims
  - iv. For legal and compliance reasons, such as the prevention, detection, or investigation of a crime, loss prevention or prevention of fraud
  - v. To conduct various internal and external audits

Where required under applicable law, Alkem will obtain consent prior to processing Personal Data.

### 3. Disclosure and sharing of Customers Personal Data

As a part of its normal business operations, Alkem may disclose the Customers Personal Data in the manner detailed below. Customers Personal Data is shared with only those parties that provide an adequate level of data protection by implementing appropriate technical and organizational security measures as prescribed by applicable law. We do not sell Customers Personal Data to anyone.

- **Internal stakeholders** on a need-to-know basis
- **Group entities and affiliates** for business and operational purposes
- **Service providers and vendors** (e.g., IT, logistics, payment processors), subject to appropriate safeguards
- **Regulatory authorities, government bodies, or law enforcement agencies**, where required by law
- **Third parties in connection with business restructuring**, including mergers, acquisitions, or transfers

### 4. Transfer of Customers Personal Data Outside India

Alkem operates globally and may transfer the Customers Personal Data in territories outside India for the purposes described in this Notice and in accordance with applicable data protection laws in such territories. Such transfer of Customers Data may be to its affiliated or group companies or to third parties, primarily for business and operational purposes.

### 5. Retention of Customers Personal Data

Alkem will retain Customers Personal Data for as long as reasonably considered necessary for achieving the purposes detailed in this Notice and as is permissible under applicable law. Alkem may further retain Personal Data for longer periods where required for legal, regulatory, or contractual purposes, or for the establishment, exercise, or defence of legal claims.

### 6. Security Practices and Procedures

Alkem has adopted reasonable security safeguards in compliance with applicable laws to secure Customers Personal Data. Alkem also ensures that the third parties to whom Customers Personal Data is transferred or disclosed will have at least the same level of security practices as that followed by Alkem.

### 7. Your Rights in Connection with your Personal Data

In relation to your Personal Data, you have the following rights:

- **Right to access:** Customers can request access to their Personal Data held by Alkem.
- **Right to correction:** Customers have the right to correct any inaccurate or incomplete Personal Data. The Customer is responsible for informing Alkem if there are any changes or inaccuracies to their Personal Data.
- **Right to erasure:** Customers have the right to request the erasure of their Personal Data in certain circumstances. If you believe that we should discontinue the use of your Personal Data, you have the option to request the deletion of your Personal Data. Alkem shall delete the Personal Data unless retention is necessary for compliance with any law for the time being in force.

- **Right of grievance redressal:** Any grievance related to the processing or handling of the Customers Data shall be intimated to the Grievance Officer at [dataprivacy@alkem.com](mailto:dataprivacy@alkem.com).
- **Right to nominate:** Customers have the right to nominate another individual to exercise their rights in case of death or incapacity
- **Right to withdraw consent:** Customers have a right to withdraw their consent for the activities they had consented for, although the right will have limited applicability as only in cases where consent-based processing does apply. The withdrawal of consent previously granted for the processing of personal data does not affect the lawfulness of the processing until the withdrawal. However, opting out will result in cessation of the respective activity or services

For exercising any of the above rights, you can write to [dataprivacy@alkem.com](mailto:dataprivacy@alkem.com). You may be asked to furnish proof of your identity before you can exercise these rights. Alkem may not be able to process any requests made in the event you fail to establish your identity, or if we are unable to authenticate your identity.

If you believe that we have not adequately addressed your request or concerns, you have the right to file a complaint with the Data Protection Board. However, you are encouraged to contact Alkem first, as we welcome the opportunity to investigate and resolve any concerns.

We are committed to cooperating with the Data Protection Board in the resolution of any complaints and ensuring that all concerns are addressed in a timely and appropriate manner.

## 8. Changes to this Privacy Notice

We may update this notice from time to time. We encourage you to review this Notice periodically so that you are aware of any changes. The updated Notice will take effect as soon as it has been uploaded.