

Merlin.net™ United States Privacy Policy

Revised December 20, 2017

St. Jude Medical, LLC ("St. Jude Medical"), which became a wholly-owned subsidiary of Abbott in January 2017, is a global medical device company. St. Jude Medical is committed to protecting the privacy of our customers and customers' patients. This privacy statement describes how we collect, use, and protect information from St. Jude Medical's Merlin.net™ website. We may change this privacy statement at any time for any reason. We will post changes to the privacy statement on St. Jude Medical's Merlin.net website.

This website is operated by Pacesetter, Inc., a St. Jude Medical, LLC company ("we", "us", "our").

Physician/Clinician Personal Information

Physician/Clinician personal information is information that identifies you individually, such as your name, business address, email address, clinic name, phone number, or other information that you or your representative have entered into Merlin.net which specifically identifies you. Some pages on this website provide online contact forms that require Physician/Clinician personal information.

Use of Physician/Clinician Personal Information

St. Jude Medical stores and uses the personal information collected about you on the contact form to contact you as a user of Merlin.net and to give you access to your clinic's patient follow-up records.

In addition, we may use your personal information to:

- Develop internal company reports for promotion, research, and website content;
- Track website usage so we can improve website content and functionality;
- Formulate personalized website access based on your site and areas of interest;
- Contact you about customer support or quality related matters;
- Support the functionality of the system;
- Contact you about our products or services or those of others that may be of interest to you; and
- Learn about our customers and markets.

Disclosure of Personal Physician/Clinician Information

St. Jude Medical and our affiliates will not share Physician/Clinician personal information collected through this website with unrelated third parties, except as provided in this privacy policy. St. Jude Medical and our affiliates may share personal information with companies that we hire to perform services for us, such as mailing or data processing, where they need your personal information to perform the service. These companies are not authorized to retain or use your personal information for any other purpose.

St. Jude Medical and our affiliates also may share your personal information to comply with legal requirements, such as law, regulation, warrant, subpoena, court order, or in a corporate sale, merger, reorganization, acquisition, dissolution, or similar events.

Patient Personal Information

Patient Personal information is information that identifies a patient individually, such as his or her name, home address, email address, clinic name, birth date, medical device model and serial number, phone number, or other information that is specific to your patient. In some cases, the personal information of a patient-appointed designated caregiver (family member, spouse, relative, or others) may be substituted for the patient personal information. Some pages on this website provide online contact forms that require personal information.

Use of Patient Personal Information

St. Jude Medical collects and uses the patient personal information to ship transmitters to patients per your orders on Merlin.net or through Merlin.net remote care technical support. Patient personal information is also used to enable you to: enroll your patients into the Merlin.net website; to track your patients' enrollment on the website; order a Merlin@Home transmitter, CardioMEMS patient interrogator, and connectivity accessories for your patients; view all remote follow-up transmissions; view in-clinic follow-ups that have been transferred from a Merlin programmer in your office to Merlin.net; and schedule remote follow-up appointments.

In addition, we may use patient personal information to:

- Develop internal company reports, based on de-identified patient personal information, for promotion, research, product improvement, and website content;
- Contact you and your patients for customer support or other quality related matters;
- Support the functionality of the system;
- Contact you about our products or services or those of others that may be of interest to you; and
- Learn about our customers and markets.

Disclosure of Patient Personal Information

St. Jude Medical and our affiliates will not share patient personal information collected through this website with unrelated third parties, except as provided in this privacy policy.

St. Jude Medical and our affiliates may share patient personal information with companies that we hire to perform services for us, such as mailing services, only where they need your patient's personal information in order to perform the service. These companies are not authorized to keep or use your patient's personal information for any other purpose.

St. Jude Medical and our affiliates may share your patients' de-identified information with companies that we hire to perform services for us. De-identified information is information that has had the individual identifiers removed pursuant to the applicable regulatory requirements, and is no longer considered identifiable personal information.

St. Jude Medical and our affiliates also may share your patients' personal information, the minimum amount necessary, to comply with legal requirements, such as law, regulation, warrant, subpoena, court order, or in a corporate sale, merger, reorganization, acquisition, dissolution, or similar event.

Non-Personal Information

Non-personal information is information that does not identify you or your patient individually. Non-personal information includes information we collect from a site visitor's computer, such as the visitor's web browser, the date and time of the website visit, the web address from which our site was accessed, the number of visitors to the website, the web pages viewed, and the length of time on the website.

Use of Non-Personal Information

St. Jude Medical uses non-personal information to collect general information about our site visitors and the usage of St. Jude Medical products. Non-personal information is used by St. Jude Medical and is shared with third parties to:

- Improve our products, services, and website content;
- Generate information about our customers' device usage so we can make this website more useful and valuable; and
- Personalize information and services for visitors that return to our website.

Children's Privacy

St. Jude Medical does not intentionally collect personal information from children under 13 years of age. If you think that a child has provided us with personal information, please email us. We will use reasonable efforts to delete this information.

Links to Other Websites

St. Jude Medical operates multiple websites for different purposes in countries where laws may apply that differ from those in the United States. This privacy policy applies only to this website.

This privacy policy does not apply to websites of other companies or organizations to which our website links. These links are provided for your convenience. St. Jude Medical does not control these websites, nor are we responsible for their operation or content. We suggest that you review the privacy policy for each website you visit.

Cookies

Your non-personal information on our website may be collected using a technology called cookies. Cookies are small data files that are sent to your browser and placed on your computer's hard drive when you visit a website. You can set your browser to accept or decline cookies. Some sections of our website may not work properly if you decline cookies.

Security

St. Jude Medical takes reasonable steps to protect personal information from loss and misuse. Unfortunately, no Internet transmission is 100% secure and there will always be risks when using or transmitting information over the internet. Please consider this risk when sending information to us by email.

Updates to This Policy

This policy will be published on our Merlin.net website. St. Jude Medical may amend this policy from time to time. The revisions will take effect on the date of publication of the amended policy, as stated.

Questions, Complaints, and Concerns

If you have any questions, concerns, or complaints regarding the Merlin.net website or this privacy policy, you may contact us at:

Chief Privacy Officer
St. Jude Medical, LLC
One St. Jude Medical Drive
St. Paul, MN 55117
privacy@sjm.com.

Merlin.net European Economic Area and Switzerland Privacy Policy

Revised December 20, 2017

St. Jude Medical, LLC ("St. Jude Medical"), which became a wholly-owned subsidiary of Abbott in January 2017, is a global medical device company. St. Jude Medical is committed to protecting the privacy of our customers and customers' patients. This privacy policy describes how we collect, use, and protect information from St. Jude Medical's website accessed at www.Merlin.net[®] ("website"). If we change this privacy policy, we will post changes on the website homepage.

This privacy policy applies to visitors and registered users based in the European Economic Area ("EEA") or Switzerland. "Registered user" includes only those medical providers (and their duly authorized representatives and agents) who have entered into a separate written agreement with us for utilization of the Merlin.net[®] Patient Care System or for utilization of the CardioMEMS[™] HF System (collectively, the "System"). This website is operated by Pacesetter, Inc., a St. Jude Medical, LLC company ("we", "us" or "our"). Pacesetter, Inc. is registered in the State of Delaware, United States, under company number 2400854, and has our registered office at 15900 Valley View Court, Sylmar, California 91342-3577, USA. The System is operated from the United States of America.

Personal Information

"Personal Information" is any information that allows us to identify you. We collect personal information from the visitors to our website and from the users of our website and their patients. Personal information also includes information that is sensitive, such as information about a person's health.

Physician/Clinician Personal Information

Physician/Clinician personal information is information that identifies you, such as your name, business address, email address, clinic name, phone number, or other information you or your representative have entered into Merlin.net which specifically identifies you; as well as information from your computer, such as your web browser, the date and time of your website visit, and the web address from which you accessed the website. Some pages on this website provide online contact forms that require Physician/Clinician personal information.

Use of Physician/Clinician Personal Information

We store and use the personal information collected on the contact form to contact you as a user of the System and to give you access to your clinic's patient follow-up records.

In addition, we may use your personal information to:

- Develop internal company reports for promotion, research, and website content;
- Track website usage so we can improve website content and functionality;
- Formulate personalized website access based on your site use and areas of interest;
- Contact you about customer support and other quality related matters;
- Support the functionality of the system;

- Contact you about our products or services that may be of interest to you; and
- Learn about our customers and markets.

Disclosure of Physician/Clinician Personal Information

St. Jude Medical and our affiliates will not share Physician/Clinician personal information collected through this website with unrelated third parties, except as provided in this privacy policy.

St. Jude Medical and our affiliates may share personal information with companies that we hire to perform services for us, such as mailing or data processing, where they need your personal information to perform the service. These companies are not authorized to retain or use your personal information for any other purpose.

St. Jude Medical and our affiliates also may share your personal information, the minimum amount necessary, to comply with legal requirements, such as law, regulation, warrant, subpoena, court order, or in a corporate sale, merger, reorganization, acquisition, dissolution, or similar events.

We will never rent to sell your personal information to third parties for marketing purposes.

Patient Personal Information

Patient personal information is information that identifies your patient individually, such as his or her name, home address, email address, clinic name, birth date, medical device model and serial number, phone number, or other information that is specific to your patient. In some cases, the personal information of a patient-appointed caregiver (family member, spouse, relative, or others) may be substituted for the patient personal information. Some pages on this website provide online contact forms that require personal information.

Use of Patient Personal Information

We collect and use the patients' personal information to ship transmitters to patients pursuant to your orders on Merlin.net or through Merlin.net remote care technical support. Patient personal information is also used to enable you to: enroll your patients into the System; track your patients' enrollment and participation; view all remote follow-up transmissions received; view in-clinic follow-ups that have been transferred from either a Merlin programmer in your office or a CardioMEMS™ Hospital Electronics System to the website; and schedule remote follow-up appointments.

Prior to enrolling any patient onto the System, you must have obtained their consent to the processing of their personal information and to the transfer of their personal information to the United States, a jurisdiction which may not be required to provide the same level of protection as the country in which your patient resides.

In addition, we may use the patient personal information to:

- Develop internal company reports for research, product improvement, and website content;
- Contact registered users for customer support and other quality related matters;
- Support the functionality of the system;
- Learn about our customers and markets; and
- Continue improvement of products and enhance patient care.

Disclosure of Patient Personal Information

St. Jude Medical and our affiliates may share patient personal information with companies that we hire to perform services for us, such as mailing services, only where they need your patient's personal information in order to perform the service. These companies are not authorized to keep or use your patient's personal information for any other purpose.

St. Jude Medical and our affiliates may share your patients' de-identified and/or anonymized information with companies that we hire to perform services for us. De-identified and/or anonymized information is information that has had the individual identifiers removed pursuant to the applicable regulatory requirements, and is no longer considered identifiable personal information.

St. Jude Medical and our affiliates also may share your patients' personal information, the minimum amount necessary, to comply with legal requirements, such as law, regulation, warrant, subpoena, court order, or in a corporate sale, merger, reorganization, acquisition, dissolution, or similar event.

Where Personal Information is Stored

The personal information that we collect about you and your patients is transferred to and stored outside the EEA, in the United States. It may be processed by our, or our affiliates', staff operating outside the EEA or Switzerland who work for us, or for one of our suppliers, as notified to you in this privacy policy. Such staff may be engaged in, among other things, the provision of support services. By submitting your personal information, you agree to this transfer, storing, or processing and that such transfer, storing, or processing is required in order for St. Jude Medical to provide you with access and to the services offered on the website.

Non-Personal Information

Non-personal information is information that does not identify you or your patients individually. Non-personal information is information we collect, such as, the date and time of website visits, the number of visitors to the website, the web pages viewed, and the length of time on the website.

Use of Non-Personal Information

We use non-personal information to collect general information about our website visitors. Non-personal information is used by us and our affiliates and is shared with third parties to:

- Improve our products, services, and website content;
- Generate information about site visitors to make this website more useful and valuable; and
- Personalize information and services for visitors that return to our website.

Children's Privacy

We do not intentionally collect personal information from children under 13 years of age. If you think that a child has provided us with personal information, please email us. We will use reasonable efforts to delete this information.

Links to Other Websites

St. Jude Medical operates multiple websites for different purposes in countries where laws may apply that differ from those in the EEA and Switzerland. This privacy policy applies only to this website.

This privacy policy does not apply to websites of other companies or organizations to which our website links. These links are provided for your convenience. We do not control these websites, nor are we responsible for their operation or content. We suggest that you review the privacy policy for each website you visit.

IP Addresses and Cookies

Through the use of cookies we collect information about the way in which you interact with and use the different website pages available to you. We may collect information about your computer, including where available, your internet protocol (“IP”) address, operating system, and browser type. An IP address is a number that is automatically assigned to your computer when you use the internet. We use IP addresses to help diagnose problems with the website, administer the site, and analyze trends.

Cookies are small data files that are sent to your browser and placed on your computer’s hard drive when you visit a website. Cookies enable us to store information about your IP address, to save your passwords and speed up access and use of the website, and to recognize you when you return to the website. We do link the information stored in cookies to any personal information you submit while on our website.

We use Cookies for the following purposes:

- **Analytics and Research:** We use Google Analytics to collect information on how our registered users navigate the website. We use the information to compile reports and to help us make improvements. The cookies collect information in an anonymous form, including the number of visitors to the website, where visitors have come to the website from, and the web pages they visited. For more information about Google’s privacy policy, please visit <http://www.google.com/intl/en/policies/>.
- **Authentication and Security:** We use certain cookies to help us identify registered users so that when they are logged in, they can utilize the website’s services and various functionalities, and to help us manage the registered user’s password expiration.
- **Performance and Functionality of the Website:** We need to use certain cookies and local storage devices for session management to ensure that registered users can access the website and use the services, such as assisting with navigation of the website, ensuring that the web pages load quickly, and to ensure the general functionality of the website.
- **Security:** We use cookies and other devices to ensure that registered users are safe and secure when using the websites. For example, these cookies protect against spam and fraud.

You can set your browser to accept or decline cookies. Some sections of our website may not work properly if you decline cookies. Unless you adjust your browser setting to decline cookies, our website will issue cookies when you log on to the website. If you would like further information about managing and disabling cookies, you can refer to your browser’s help section or user guide. Alternatively, the Interactive Advertising Bureau has produced a guide (see www.allaboutcookies.org) which explains to users how cookies work and can be managed.

Security

St. Jude Medical has implemented appropriate, industry standard security measures to protect personal information from accidental loss or damage, unauthorized access, and misuses. Access to this website is only available over a secure socket layer (“https”). Unfortunately, no Internet transmission is 100% secure and there will always be risks when using or transmitting information over the internet. Please consider this risk when sending information to us by email.

Where you have been given (or where you have chosen) a password which provides you access to certain parts of the website, you are responsible for keeping this password confidential.

Your Rights

You have the right to request access to the personal information held about you. Your right of access can be exercised in accordance with data protection laws in your country of residence.

You have the right to ask us not to process your personal information for marketing purposes or to send you email communication. If you registered to receive email communications from us and later change your mind, you may contact us to have your name removed from our marketing distribution lists.

Updates to This Policy

This policy will be published on our Merlin.net website. St. Jude Medical may amend this policy from time to time. The revisions will take effect on the date of publication of the amended policy, as stated.

Your Inquiries, Complaints, and Concerns

If you consider that any action taken by us breaches our privacy policy or any applicable local law, or if you have any other questions, complaints, or concerns, you may contact us at:

Chief Privacy Officer
St. Jude Medical, LLC
One St. Jude Medical Drive
St. Paul, MN 55117 USA
privacy@sjm.com

We will endeavor to respond within an appropriate timeframe. Please address all requests or questions about how we deal with your personal information or this policy to our Chief Privacy Officer at privacy@sjm.com.