

## **IQVIA POLICY – USE OF RECORDING TOOLS**

This policy describes the circumstances and manner in which IQVIA employees can record meetings or calls. Recording meetings and calls can be an efficient, effective way to capture ideas accurately and share information. However, there are risks associated with the use of recording which can be avoided by responsible use of recording tools and compliance with this policy.

Legitimate business purposes<sup>1</sup>. Recording of meetings and calls may only be made for legitimate business purposes, which are limited to the following:

<b>Legitimate Business Purpose</b>	<b>Retention Requirements</b>
Record a meeting or call to share with individuals who are working on the same or related IQVIA activities who are unable to participate in that meeting or call.	Delete thirty days after the meeting or call.
To accurately capture notes from a workshop or work session involving a significant amount of content.	Delete thirty days after the meeting or call.
Expressly required by the terms of a client contract	Delete one year after completion of the applicable services relating to that contract. However, if the contract requires retention for a different period, then retain for the period required by the contract.
Expressly required by any law or regulation.	Delete in accordance with law.
To create an informal education, training, webinar or other session for IQVIA employees.	Delete one year after the information becomes obsolete or an updated version becomes available.
A call for all IQVIA employees associated with a function / department, facility, business unit, or company.	Delete one year after the meeting or call. However, if the meeting or call involves the recording of a matter of historical significance for IQVIA, then the recording can be kept for a longer period.

- The person making the recording has the obligation to ensure the recording is deleted in a timely manner in accordance with this policy.
- Deletion of recordings must be suspended if subject to a litigation hold requirement issued by the IQVIA legal department or based on the advice of an attorney in the IQVIA legal department.

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<sup>1</sup> When recording is not required by contract / law, consider whether the benefits of recording for IQVIA outweigh the legitimate interests of individuals (e.g., is sharing of the recording expected? have employees been given notice? will recorded employees benefit? will access to the recording be limited to the intended audience?).

Do Not Use Recording in the Following Circumstances. Recording of meetings and calls should not occur in the following circumstances:

- The meeting or call involves the rendering of professional advice from a member of any of the following functions: legal, privacy, compliance, tax and human resources.
- The meeting or call involves highly confidential or sensitive information, including an employment matter relating to an individual employee, corporate development activities (e.g., proposed acquisition, merger or investment), strategy discussions or highly confidential details of valuable trade secrets or rich product development discussions.
- The meeting or call involves discussion of a competitor unless you receive guidance from an attorney in the IQVIA legal department regarding competition law requirements.

Notice and Consent. Notify all participants in a meeting or call that you intend to record the discussion. When possible, use tools that provide visual or audio prompts to alert participants that you are recording (e.g., Microsoft Teams). Also, alert people at the start of the meeting that you will be recording the discussion (and make that comment again after you start recording). IQVIA is a company that allows the use of recording, so you have a responsibility to arrive on time to meetings and calls to learn whether recording will be used. If you are not sure whether a session will be recorded and you have any concerns, please speak up and ask. If you do not speak up or object, it is reasonable for the leader of the meeting to treat your continued participation as consent to recording. If someone would prefer not to participate in a recorded session (e.g., not speak for recorded audio; not appear on camera or speak during the discussion; not attend for the recorded session), then that person can decline to participate in a manner that is suitable for the circumstances. However, if that person is expected to contribute to the work activity, it is up to that employee to find a suitable alternative way to contribute.

Secure Recordings. If you make a recording, you are responsible to: (1) secure the recording so access is limited to those individuals who require access to perform their work, and (2) inform anyone with access to the recording about context and requirements (e.g., date, purpose, limits on use, access and distribution, retention period). Use reasonable methods to inform others, including the file name, an accompanying text file, on the recording, or in the location where the recording is held. When possible, provide access to recordings through a link rather than through the replication of the recorded file.

No Use of Recording for Surveillance. IQVIA values the privacy of individuals, including employees of IQVIA, clients, vendors or sites, patients, health care professionals and other individual stakeholders. Further, IQVIA is committed to the safety of individuals. Recording may not be used at IQVIA for secret or surreptitious recordings. However, existing recordings may be used by IQVIA in accordance with applicable law and IQVIA corporate policies.

Protected Employee Rights. The limitations and restrictions on the use of recordings described in this policy do not limit legal rights associated with the use of recordings to protect worker rights under applicable law.

Respect the Intellectual Property Rights of Others. Do not include proprietary content belonging to any third party (e.g., videos, music and other audio, artwork, photos) unless we have the right to use the content in that manner; if you are not sure, confirm with a reliable, authoritative source or do not use it.