

Twitter Community Guidelines

Welcome to the Ferring News Twitter Feed.

We manage this channel from our Global Headquarters in St-Prex, Switzerland to provide information and content about our business to a global audience.

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

We're happy that you're following us and look forward to hearing from you via @mentions and replies. However, due to the nature of our industry, we do not commit to responding to @mentions and/or replies, and in certain instances, cannot engage in discussions about certain topics. These topics include:

- Treatment options or medical advice
- Products (either Ferring products or those of other companies)
- Commercial content, e.g. selling products or services, or recruiting fans and followers
- Profanity, defamatory, libellous, offensive, abusive, discriminatory or demeaning content (including images, videos and links)
- Violence or illegal behaviour, including disparaging or threatening content
- Off-topic comments or discussions
- Violations of another person or company's copyright or intellectual property
- Spam, excessive or repetitive content that may be disruptive to the community
- Proprietary, confidential, sensitive, or non-public information
- Violations of Twitter's [Platform Rules](#)

Because we care deeply about improving family health and wellbeing, we may discuss medical and health-related topics on our Twitter feed. However the content we post, and associated content shared by other Twitter users, should not be misconstrued as medical advice. We always recommend speaking to your doctor about any medical concerns you or your family have.

Ferring reserves all the rights relating to the company's Twitter account, which may include, but are not limited to:

- Removing, adding or modifying any content posted on the account
- Blocking individual Twitter users
- Reporting content that is found liable or malicious that is shared on our feed

Ferring is also not responsible for content altered via retweets by other Twitter users, nor the content, privacy policies or terms and conditions of any websites accessed or posted to the Ferring Twitter feed or in our tweets.

Please also be aware that Twitter accounts that Ferring follows or is followed by are not an indication of Ferring's endorsement of these accounts or the content they produce.

Medical side effects or adverse events

In order to protect your privacy, we recommend sharing as little personal information as possible on Twitter.



Should you, however, decide to direct tweets at @Ferring which detail any potential medical side effects or adverse events from Ferring products, we may need to contact you to find out more information.

Posts of this nature may also need to be removed from our Twitter page, due to legal obligations concerning drug safety reporting.

If you believe that you have experienced any medical side effects or reactions from a Ferring product you should consult your physician, pharmacist or other healthcare professional immediately. We also encourage you to report any adverse events with Ferring products using the contact details provided here: safety.mailbox@ferring.com.

Personal information

We do not aim to store or use your social media handle, profile or personal information, except in the case of any potential medical side effects or adverse events.

Please note that we are using third party service providers to help manage our social media channels which means that they have access to any personal information you share with us. Such third party service providers are contractually bound to ensure an adequate protection of your personal information. For more details read the [Ferring Privacy Notice](#).

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

Thank you for reading this, and for following Ferring on Twitter.