

Policy Regarding Client IT Support Vendors

Many IQVIA clients use third party IT vendors to assist with management and support of their IT software and systems (e.g., help desk support), including those IT software and systems the client uses to store and utilize IQVIA Data. This Policy authorizes such vendors to have incidental access to the IQVIA data so that the vendors can assist with the client's IT software and systems management and support, provided the vendors will not use the IQVIA Data for any substantive purpose.

Background: IQVIA Inc. ("IQVIA") data are highly valuable and proprietary resources, built over decades of careful design, significant capital investments, and the expertise of many thousands of employees. To retain the value of these data and services, clients generally can share these data services with third parties only with IQVIA's permission. This *Policy* provides IQVIA's permission to use IT management and support vendors that have incidental access to, but non-substantive use of, IQVIA Data in the situations described below.

Policy: Clients may use IT support and management vendors who need access to the IQVIA Data to provide those IT management and support services, subject to the requirements below.

Requirements:

- The IT management and support services are provided by a reputable entity that adheres to professionally recognized and effective security, privacy and IT architectural standards (e.g., ISO), and has customary and effective compliance programs that address applicable regulatory requirements.
- Such vendors may only access the IQVIA Data as may be necessary to provide the IT management and support services and shall not be permitted any other access to or use of the IQVIA Data for any purpose.
 - Any activity that is dependent on the content of the data (e.g., analysis, insights, conclusions, results) or that alters or transforms the content of the data (e.g., master data management) is a use of the data.
- The vendor will not store, save, retain or have custody of any IQVIA Data, and the IQVIA Data will not contact any IT environment owned or controlled by the vendor (except as may be authorized separately under the IQVIA Policy Regarding Cloud Based Hosting).
- The vendor will disable access to the IQVIA Data or otherwise ensure that no other party will have access to the IQVIA Data upon termination.

In all other respects, the terms of your license agreement shall continue to apply, and you shall be responsible for the vendor's compliance with them.

Changes to This Policy. IQVIA reserves the right to modify this *Policy*.

Date Policy Last Reviewed: December 6, 2017

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