

Privacy Policy

Collecting, handling and using of Personal Information

Lenis d.o.o. ensures that we collect and process your personal data for specific purposes and to the smallest extent possible and store them only for the time required to fulfill the purpose, for which they were collected. Lenis will process your Personal Information fairly, meaning that we are transparent about how we process Personal Information and that we will process it in accordance with applicable law and the information we provide with this Policy or with any other or additional Notice you may have been provided with. Personal Information that we process is accurate, complete and, where necessary, kept up to date.

The information we collect will be used for the specific purposes, for our internal analytics purposes and to make our Services easier for you to use and navigate, to personalize the content of our Services to your preferences and to personalize and improve our interactions with you by making the information we provide more relevant to you. We also can use it to facilitate participation in surveys, research, promotions and other interactive features or to respond to your request and enquiries (e.g., for sending e-mails).

We may also be obliged to disclose your information to other recipients (for the provision of services such as sending e-mails and web site analytics or to meet a legal obligation when we need to report an adverse event).

Certain Services may link with social media platforms and social media plug-ins (e.g., LinkedIn button). If you use Services via such social media plug-ins, Lenis will automatically have access to information provided to or through the relevant social media platform for the purposes described in this Policy. We strongly recommend you get familiarized with the privacy settings of those social media platforms and exercise your rights with them accordingly because Lenis does not control the privacy practices of these third parties.

Legal basis for processing Personal Information

We will collect and process the Personal Information described above when one of the following applies to our Services:

- You have given to us your consent to process your Personal Information. We will normally need your consent in the following circumstances: (a) according to the relevant cookie banner that you may be presented with when we are using cookies and other tracking technologies for optional activities such as for analytics purposes (but not for essential and strictly necessary cookies that are collected automatically on the basis of our legitimate interest to operate and provide our Services); (b) if you use the Services to share sensitive Personal Information with us such as your health information; (c) if we use the Services to communicate with you proactively via electronic means such as emails or SMS. You can withdraw your consent at any time.

- We need to meet a legal obligation as above such as when we need to report an adverse event about any of our products.
- Where the processing is in our legitimate interests to provide the Services and not overridden by your data protection interests or fundamental rights and freedoms.
- We need to process your Personal Information to enable us to establish, exercise or defend legal claims or proceedings.

In cases where our processing of your Personal Information is not already covered by any of the above legal bases, we will either provide you with a separate privacy notice stating relevant legal basis or we will obtain your prior, explicit and specific consent to do so.

Pharmacovigilance purposes

Any personal data provided to Lenis related to adverse events or other activities related to pharmacovigilance will be used for these purposes. This information is very important for public health and will be used for the detection, assessment, understanding and prevention of adverse effects or any other medicine-related problem.

For the processing of personal data for pharmacovigilance, Lenis relies on a legal obligation and for reasons of public interest, as the processing is necessary to comply with Lenis legal pharmacovigilance (GVP) obligations.

We collect the name, contact details, and affiliations/profession of the reporting individual. We may collect some additional personal data related to health and medical history of the individual experiencing an adverse event if required for processing of adverse event for pharmacovigilance purposes.

Medical Information enquiries purposes

We may collect name, surname, and contact details of the inquirer, organization where the inquirer works and information whether the inquirer is a Healthcare Professional. We may collect health data or data relating to the medical history of an individual submitting an enquiry to us. We collect this information to respond to your enquiry and follow up with you, if necessary, in order to comply with our legal obligations. We may be required by law to report your data to the regulatory authorities, to the extent your enquiry is associated with an adverse event.

If we ask you to provide any other personal information not described above, then the personal information we will ask you to provide, and the reasons why we ask you to provide it, will be made clear to you at the point we collect your personal information.

Recipients of your personal data

Lenis may share the data you provided to us among affiliates and partners. We share data in order to operate a pharmacovigilance database and to fulfil regulatory obligations deriving from applicable pharmacovigilance legislation and/or legislation regarding drug safety.

In particular, in the field of pharmacovigilance, Lenis and the local companies that act as the so-called marketing authorization holder may have to share information with supervisory authorities to the extent the data is potentially relevant to such authorities for reasons of drug safety. To ensure the safety of our products and to advance the safety of medical procedures, the global accessibility of information is of utmost importance. Such reports contain details about the incident but will only contain limited personal data:

- Patients: Information as provided, including age or date/year of birth, gender and initials (note that patient name will never be provided).
- Reporting Individuals: Information as provided to allow the regulatory authority to follow up with the reporting individual, including name, profession, initials, address, email, phone number.

Your data protection rights

You have the right to withdraw your consent at any time, if you give it. Withdrawing your consent will not affect the lawfulness of any processing we conducted prior to your withdrawal, nor will it affect processing of your Personal Information conducted in reliance on legal bases other than consent.

You also have the right to request access to, rectification, correction or deletion of your Personal Information or restriction of the processing or the right to object to the processing to some limited circumstances by contacting Lenis at GDPR@lenis.si.

Please note that your rights mentioned above are not absolute. They are limited by the applicable regulations and do not need to be complied with in certain cases. In addition, you have the right to file a complaint with the supervisory authority in relation to the processing of your personal data. For more information, please contact your local data protection authority on <https://www.ip-rs.si/>. The data protection officer of Lenis can be contacted by e-mail GDPR@lenis.si.

Cookies

Cookies are small files that are loaded on your computer, in order to improve the customer experience.

Cookies are not harmful and are always limited in time.

We use the following cookies:

Strictly necessary cookies:

They are a key and without site will not work as it should. Adjust when you submit the form, sign make a purchase online or perform any interaction with the website,

which goes beyond clicking on simple links. These cookies we do not need to get your consent.

Additional cookies:

They analyze traffic to sites that can improve the user experience. By using the website, you agree to install on your computer.

How to manage and disable cookies on your PC:

Storage of cookies is under your full control, because the browser you are using, storing limits or disable cookies.

For information about the settings for cookies, select the web browser you are using.

[Chrome](#)

[Firefox](#)

[Internet Explorer 9](#)

[Internet Explorer 7 ali 8](#)

[Opera](#)

[Safari](#)

If you disable cookies, some opportunities website disabled.

List of cookies used by this site:

- COOKIE NAME: __utma
- DESCRIPTION: Page view statistics
- SERVICES: Google Analytics
- COOKIE EXPIRE TIME: 2 years
- COOKIE NAME: __utmb
- DESCRIPTION: Page view statistics
- SERVICES: Google Analytics
- COOKIE EXPIRE TIME: 1 day
- COOKIE NAME: __utmc
- DESCRIPTION: Page view statistics
- SERVICES: Google Analytics
- COOKIE EXPIRE TIME: End of this session
- COOKIE NAME: __utmz
- DESCRIPTION: Page view statistics
- SERVICES: Google Analytics
- COOKIE EXPIRE TIME: 6 months

We use optional cookies only if you give us your prior explicit consent in our cookie management solution. You can withdraw your consent at any time simply by visiting the preference center in our cookie management solution.

How can you control cookies?

You have the right to decide whether to accept or reject some or all of the cookies that are not strictly necessary. You can change your cookie preferences and withdraw your prior consent at any time by using our cookie management solution that you can access by clicking the relevant link (typically available at the footer of our website).

You can also set or amend your web browser controls to accept or refuse cookies. If you choose to reject strictly necessary cookies on our website using your browser settings, you may still be able to use our website though your access to some functionalities and areas of our website may be restricted. As the means by which you can refuse cookies through your web browser controls vary from browser-to-browser, you should visit your browser's help menu for more information.

How often will we update this Privacy Policy?

We may update this Privacy Policy from time to time in order to reflect, for example, changes to the cookies we use or for other operational, legal or regulatory reasons. Please therefore re-visit this Privacy Policy regularly to stay informed about our use of cookies and related technologies.

This Privacy Policy was last updated in October 2025.