



CLINUVEL Social Media Community Guidelines

Thank you for your interest in CLINUVEL. We welcome the opportunity to hear from our stakeholders on social media, and our channels have been designed to provide news updates and share relevant information.

We always do our best to respond to your questions, however we would like to remind you that we operate within a highly-regulated industry. These regulations mean that in certain cases we may be unable to respond to your post or comment immediately, our responses may be limited, or we may need to remove content that you post. Circumstances in which this could occur include, but are not limited to, content that:

- Makes reference to financial, legal or regulatory matters
- Mentions any prescription medicines
- Provides health or medical advice
- Contains factually incorrect or misleading information
- Contains confidential or personal information
- Could be seen as promoting a product or service
- Contains offensive, discriminatory or disruptive content (spam)
- Violates copyright or intellectual property
- Violates the rules of the platform:
 - [LinkedIn: User Agreement](#)
 - [Facebook: Terms of Service](#)
 - [Twitter: Terms of Service](#)
 - [Instagram: Terms of Service](#)

Any links or references to third party sites included in content we post does not indicate that CLINUVEL endorses these sites or the content they produce.

Please note that CLINUVEL is unable to provide medical advice. If you have any medical questions we would recommend speaking with your treating physician or another healthcare professional.

Reporting an adverse event

If you believe you have experienced an adverse reaction (commonly called “side effect”) related to a CLINUVEL product, please consult your treating physician immediately. Your information about adverse reactions can help us to improve the safety of our products. We encourage you to contact CLINUVEL directly to report an adverse reaction.

Please email safety@clinovel.com or call +44 1372 860 765.

If you do post an adverse reaction on any of our social media platforms, please be aware that we may need to contact you in order to obtain more information.

Thank you for taking the time to read our guidelines.

The CLINUVEL Communications Team

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