



[Twitter](#)

AbbVie's Twitter Community Guidelines

Welcome to AbbVie's Canadian Twitter handle, managed by our communications team. We use this community to share stories about serious health challenges around the world, as well as AbbVie's Canadian company and employer news.

We welcome the opportunity to hear from you on Twitter. When we see mentions of and replies to [@abbviecanada](#) we ask that you follow these Community Guidelines to ensure we provide you the best experience.

Please remember that we work in a highly-regulated industry with unique legal considerations. We are not allowed to engage in sensitive topics or discussions about our products, other companies' products or treatment options. These discussions are best held in private with a health care professional.

Because of these regulations, discussions need to be on-topic and constructive. For this reason, we may not be able to respond to mentions or replies that:

- Name our or other companies' products;
- Offer health or medical advice;
- Include profanity, defamatory, libelous, offensive, abusive, discriminatory or demeaning content, including images, videos and links;
- Are disparaging, threatening, condone violence or illegal behavior;
- Contain personal information, like the names of individuals, email addresses, phone numbers, personal photos or videos;
- Contain proprietary, confidential, sensitive or nonpublic information;
- Violate copyright or intellectual property;
- Are commercial in nature with an intent to sell products and services, or recruit fans and followers to other social communities;
- Contain information that is false, inaccurate or misleading
- Are excessively repetitive and/or disruptive to the community (SPAM); or
- Violate Twitter's Platform [Terms](#).

Twitter accounts that AbbVie follows and content that AbbVie favorites or retweets are not an indication of AbbVie's endorsement of these accounts or the content they produce. Nor is it an indication that we are engaged in a business relationship with the content authors. AbbVie is not responsible for and does not assume any liability for any such third party content. AbbVie is not responsible for the terms and conditions,



privacy policy or content of any website accessed through links or references in our tweets.

Medical side effects

If you believe you have experienced any medical side effects from an AbbVie product, please consult your physician, pharmacist or other healthcare professional immediately.

You can help improve the safe use of health products for Canadians by reporting serious and unexpected side effects to Health Canada. Your report may help to identify new side effects and change the product safety information. Three ways to report:

- Online at MedEffect (www.healthcanada.gc.ca/medeffect);
 - By calling 1-866-234-2345 (toll-free); -
 - By completing a Consumer Side Effect Reporting Form and sending it by: - Fax to 1-866-678-6789 (toll-free), or - Mail to: Canada Vigilance Program Health Canada, Postal Locator 0701D Ottawa, ON K1A 0K9
- Postage paid labels and the Consumer Side Effect Reporting Form are available at MedEffect (www.healthcanada.gc.ca/medeffect).

NOTE: Contact your doctor if you need information about how to manage your side effects. The Canada Vigilance Program does not provide medical advice.

We suggest you avoid sharing specific information concerning your personal health on Twitter, other social media sites and the Internet in general. Should you decide to direct message us [@abbviecanada](https://twitter.com/abbviecanada) in order to detail any side effects or report a complaint, we may need to contact you for more information, such as your email address, in order to assist you.

Using and storing personal identifying information

AbbVie will not disclose or share personal identifying information on its Twitter handle unless we have obtained proper consents. We do not store or use your Twitter profile unique ID, email or other personal identifying information. However, in the case of reporting a side effect or product issue, we will need to store and use personal identifying information, such as your name, location, health-related information or similar, in accordance with applicable laws. This information is required to be submitted to the AbbVie Pharmacovigilance and Patient Safety department and/or regulatory authorities. We are also required to store your personal identifying information for auditing purposes.

In some instances AbbVie may choose to use third-party service providers to help us manage comments and messages, which means that they too would have access to any personal identifying information you share with us. Such third-party service providers are contractually bound and trained to ensure an adequate protection and security of your personal identifying information.



Please note that Twitter also has access to information you share with us. For more details please refer to the [Twitter Privacy Policy](#).

Thank you for reading and following [@abbviecanada](#) on Twitter.