

@FerringUSA Community Guidelines

Welcome to the @FerringUSA Twitter feed. We manage this channel from our US Corporate Headquarters in Parsippany, NJ with the goal of providing information about our business and brands. Our feed is for US residents 18 years of age or older.

We're happy that you're following us and look forward to hearing from you via @mentions and replies. We are here to respond to your questions and comments Monday-Friday 9 am to 5 pm ET, and once on weekends and holidays. *Please note, non-English tweets may not be responded to.*

Please keep in mind that we work in a regulated industry, which is why we ask that you follow our Community Guidelines outlined below. We appreciate your patience and participation!

1. We care deeply about improving family health and wellbeing, and, therefore, we may discuss medical and health-related topics on our Twitter feed. The content we post, and associated content shared by other users, should not be taken as medical advice. Please do not solicit or post any medical advice on this feed. Your doctor is the best resource for advice and information when it comes to your health.
2. We have a responsibility with regards to drug safety reporting. Comments mentioning potential medical side effects or adverse side effects experienced while taking Ferring products must be reported to the FDA. Please see the **Medical Side Effects or Adverse Events** section for more information.
3. We reserve the right to block individuals and report content that is inconsistent with these Guidelines, including content that:
 - Is profane, defamatory, libelous, offensive, abusive, harassing, discriminatory or demeaning (including images, videos and links)
 - Promotes violence or illegal behavior, including disparaging or threatening content
 - Violates another person or company's copyright or intellectual property
 - Is spam, excessive or repetitive content that may be disruptive to the community
 - Includes proprietary, confidential, sensitive, or non-public information
 - Violates Twitter's [Platform Rules](#)
4. Because pharmaceutical companies are regulated about what and how we can communicate, we may not respond to every @mention and/or reply, and in certain instances, cannot engage in discussions about certain topics, including:
 - Treatment options, medical advice, or off-label use of products
 - Products of other companies
 - Commercial content (e.g. selling products or services, or recruiting fans and followers)
 - Off-topic comments or discussions
 - Confidential, proprietary, or other sensitive company information
5. We may follow other Twitter accounts and share links to informative third-party sites that you may find useful. This is not an indication of Ferring's endorsement of these accounts or the content they produce.
6. We are not responsible for content altered via retweets by other users. If we are made aware of altered/misrepresentative content posted by other users, we reserve the right to report that content. Additionally, we are not responsible for the content, privacy policies or terms and conditions of any websites accessed or posted to our feed or in our tweets.

Medical Side Effects or Adverse Events

If you believe that you have experienced any medical side effects or reactions from a Ferring product, please consult your physician, pharmacist or other healthcare professional immediately. You are encouraged to report negative side effects of prescription drugs to the FDA directly.

Visit www.fda.gov/medwatch or call 1-800-FDA-1088. We also encourage you to report any adverse events with Ferring products via email to safety.mailboxUS@ferring.com.

For your privacy and protection, sharing specific personal information, including data concerning your health or treatment, on Twitter should be avoided. If, however, you direct tweets detailing any potential medical side effects or adverse events from Ferring products to @FerringUSA, we may need to contact you to find out more information.

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 Policy](#).

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 @FerringUSA!