



[Twitter](#)

## AbbVie's Twitter Community Guidelines

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

We welcome the opportunity to hear from you on Twitter. When we see mentions of and replies to [@abbvie](#), 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 cannot engage in sensitive topics or discussions about our products, other companies' products, or treatment options on Twitter. 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 hide or not respond to mentions, direct messages or replies that:

- Name our or other companies' products.
- Offer health or medical advice.
- Include profanity, defamatory, libelous, offensive, abusive, discriminatory, harassing, 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 non-public 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](#).

Please be aware that those who violate the above rules may have their replies hidden, tweets reported, or be blocked on our Twitter account.

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. Any information expressed by AbbVie is subject to the risk factors and information on forward-looking statements contained in its filings with the Securities and Exchange Commission and available at [AbbVie.com](http://AbbVie.com). Nothing provided on these channels constitutes an offer or invitation to invest or deal in AbbVie securities.

### **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 report this, a product issue or product question to us directly by using the [medical information form](#) found on [AbbVie.com](http://AbbVie.com).

We suggest you avoid sharing specific information concerning your personal health on Twitter, other social media sites and the Internet in general. If you decide to direct message us to detail any side effects or report a complaint, we may contact you for more information, such as your email address and phone number, in order to assist you. Due to the nature of this platform, if you do not follow our account and decide to mention us to detail any side effects or report a complaint, we may reach out to ask that you follow @abbVie in order to learn more.

### **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 @abbvie on Twitter.