

# Privacy Notice

**Last Updated:** December 3, 2025

Veeva Systems is committed to maintaining a privacy program that is designed around trust, transparency and respecting your rights in your personal information. This privacy notice describes how we process personal information, including what information we collect, why we collect it, how we use it, how we may share it, and your controls over your personal information.

## Scope

This privacy notice applies to the [trust.veeva.com](https://trust.veeva.com) website and the [veeva-subprocessors.status.page](https://veeva-subprocessors.status.page) website (together the “Veeva Trust Websites”) and describes the personal information that we collect, use and share through these websites.

For information on our other privacy practices, including as part of [veeva.com](https://veeva.com) (a separate website), please refer to our notice at [veeva.com/privacy](https://veeva.com/privacy).

## Information We Collect

We collect the following types of information through the Veeva Trust Websites:

- **Account Creation & Subscription:** When you create an account, subscribe to receive notifications or engage in similar activities through the Veeva Trust Websites, we collect information that you provide through that process, such as your email address, phone number, job title, and if provided, your profile image.
- **Account Verification:** If you log into an account you’ve created with us, we collect your IP address, username and password, and other related information we need to verify you are the account owner, before allowing you to access that account.
- **Device & Usage:** We collect device and usage information such as cookie records, browser type, internet service provider (ISP), device IP address and operating systems and versions.

## How We Collect Information

When you visit the Veeva Trust Websites, create an account or subscribe to receive notifications, we collect your information directly from you and indirectly from you by observing your actions on our website or from your devices. This includes collecting information using analytic tools and other tracking technologies. Please see our [Cookie Notice](#) for more information.

## Why We Collect Information and How We Use It

When you create an account or subscribe to receive notifications provided through the Veeva Trust Websites, we collect your information to provide you with the services and information you’ve requested. When you visit the Veeva Trust Websites, we collect your information to help us understand how you interact with us, to provide you with relevant information and services, and to help us to ensure the Veeva Trust Websites are working as designed. This includes processing personal information as necessary to analyze, improve and optimize the delivery and use of the Veeva Trust Websites and their security.

We do not make decisions about you which have legal or similarly significant effects on you, based solely on the automated processing, including profiling, of your information. We will not sell your personal information or share it with third parties for cross-context behavioral advertising.

## Sharing Your Information

We may share personal information internally and with our subsidiaries, service providers and other third parties, for the following purposes:

- to support the purposes described in the section above entitled “[Why We Collect Information and How We Use It](#)”;
- to enable third parties to provide services on our behalf;
- to comply with applicable law, legal obligations and valid legal processes such as search warrants, subpoenas, or court orders;
- as necessary to establish, exercise or defend against potential, threatened or actual litigation;
- when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, or investigate or prevent fraud or other illegal activity;
- in connection with a merger, sale or asset transfer; and
- for additional purposes with your consent, where consent is required by law.

When we share your personal information, we will take reasonable steps to ensure that we only share the minimum personal information necessary for the specific purpose and circumstance.

## Cookie Notice

When you visit our website, our website asks your browser to store small text files called “cookies” on your device. Cookies are used to collect information about you, your preferences or your device. The cookies that are set by us are called first-party cookies. We mostly use cookies to collect information to make the site work as you expect it to, to analyze site usage and to provide a more personalized web experience.

Some cookies may be stored that are not controlled by us; these are called third-party cookies. In providing the Veeva Trust Websites, third-parties may set cookies which support your use of the Veeva Trust Websites (e.g., session cookies for load-balancing purposes). You should review the privacy and cookie policies of these third-parties services to find out how they set cookies. We do not use targeting, functional or marketing cookies.

We classify cookies into the following categories:

- **Strictly Necessary.** These cookies are necessary for the website to function. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but if you do, some parts of the site will not work. These cookies do not store any personally identifiable information.
- **Performance.** These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the website. All information these cookies collect is aggregated and therefore anonymous.

You can delete all cookies that are stored in your browser, and you can set most browsers to prevent them from being placed. If you do this, you may have to manually adjust some preferences every time you visit Veeva Trust Websites and some services and functionalities may not work. Please note that your choices are specific to the website you are navigating and to the device and browser you are using, and that removing or blocking non-required cookies can negatively impact your user experience and may cause some of the services available through Veeva Trust Websites,

including certain features and general functionality, to work incorrectly or no longer be available. For more information about how cookies work, see [aboutcookies.org](https://aboutcookies.org).

## Retaining Your Information

When you subscribe to receive notifications through the Veeva Trust Websites, we retain your information for as long as needed to provide you with the requested subscription or until your account is terminated. Otherwise, we only keep your information for as long as it is necessary and relevant for the purposes described in this privacy notice. We retain your account verification and device and usage information for up to one year (or as otherwise required by law).

## Your Controls

If you have created a subscriber account on the Veeva Trust Websites, you can access and edit your personal information that is maintained within your account using the features available when you log in to your account. If you wish to permanently delete your subscriber account, please email [privacy-trustsites@veeva.com](mailto:privacy-trustsites@veeva.com).

To unsubscribe from notification emails generated from the Veeva Trust Websites, click on the “unsubscribe” link located on the bottom of the email notification you received. You will then be redirected to a page on the relevant Veeva Trust Website where you can unsubscribe and modify your notification preferences. To unsubscribe from SMS messages generated from the Veeva Trust Websites, please follow the steps outlined in the relevant SMS message you received.

In addition, we offer you certain other controls over your personal information. These controls may include the right to know what information we hold about you and who we share it with, the right to correct your inaccurate information, the right to delete your information, and the right to receive a copy of your information in a portable and readily usable format. We respond to these requests in accordance with applicable laws, which may vary depending on where you live.

In order to process your request, we require certain information about you. We will only use this information to verify your identity and facilitate the processing of your request. If you are exercising your rights through an authorized agent, that agent must provide us with your signed permission or a power of attorney. If you, or an authorized agent acting on your behalf, wish to exercise your privacy rights, email [privacy-trustsites@veeva.com](mailto:privacy-trustsites@veeva.com). There may be times when we are unable to fulfill your request; in those cases, we will let you know why we are unable to fulfill your request, subject to applicable law. If we deny or are otherwise unable to fulfill your request, you may have the right to appeal. You may submit an appeal to the following email address: [privacy-trustsites@veeva.com](mailto:privacy-trustsites@veeva.com).

## Children’s Privacy

The Veeva Trust Websites are not designed for or directed at children, and we do not knowingly collect personal information from children under the age of 18. If you believe we may have mistakenly collected the personal information of a minor without appropriate consent, please contact us using the methods described in the “[Contact Us](#)” section and we will investigate and promptly address the issue.

## Security

We maintain a privacy and security program with technical, physical and organizational safeguards designed to protect against the wrongful access, use or disclosure of personal information, and to provide a level of security which we believe is appropriate to the risk our processing of your personal information poses to your privacy. We regularly review and modify our security measures to reflect changing technology, laws and regulations, risk, industry and security practices and other business needs.

## Transfer of Personal Information Between Countries

We are a global company. As a global company, we may transfer your personal information to various locations around the world for the purposes described in this privacy notice. We apply the protections and limitations described in this privacy notice regardless of where we process your personal information.

We also comply with various legal frameworks that enable the cross-border transfer of personal information. Where required, we rely on transfer mechanisms that lawfully support data transfer to locations that are not considered “adequate” by the appropriate data protection authority, which may include standard contractual clauses, obtaining your consent or another recognized transfer mechanism.

### Data Privacy Framework

Veeva Systems Inc. complies with the EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF (UK Extension), and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) as set forth by the U.S. Department of Commerce. We have certified to the U.S. Department of Commerce that we adhere to the (i) EU-U.S. DPF Principles with regard to the processing of personal information received from the European Union in reliance on the EU-U.S. DPF and from the United Kingdom (and Gibraltar) in reliance on the UK Extension, and (ii) Swiss-U.S. DPF Principles with regard to the processing of personal information received from Switzerland in reliance on the Swiss-U.S. DPF. If there is any conflict between the terms in this privacy notice and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles shall govern. To learn more about the DPF program and to view our certification visit the [Data Privacy Framework Program](#) website.

The DPF applies to European, Swiss and UK individuals whose personal information is transferred to the United States. In compliance with the DPF, we allow these individuals the opportunity to choose (through an opt-out mechanism) whether their personal information is to be disclosed to a third party or used for a purpose that is materially different from the purpose(s) for which it was originally collected or subsequently authorized. The [Your Controls](#) section provides more information about these rights and the mechanisms we provide to exercise them. If we collect sensitive personal information on these individuals, we will obtain explicit consent before disclosing sensitive personal information to a third party or using it for a purpose that is materially different from the purpose(s) for which it was originally collected or subsequently authorized.

If you have questions or concerns regarding our handling of your personal information under the DPF or about our privacy program generally, please contact us at [privacy@veeva.com](mailto:privacy@veeva.com). If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider, TrustArc, (free of charge) at <https://feedback-form.truste.com/watchdog/request>. If neither process resolves your question or concern, you may be able to pursue binding arbitration; visit the [Data Privacy Framework Program](#) website for more information about how to submit a complaint.

The Federal Trade Commission has jurisdiction over our compliance with the EU-U.S. DPF, the UK Extension, and the Swiss-U.S. DPF. We remain responsible for personal information that we transfer to third parties for processing on our behalf. We may be required to disclose personal information that we handle under the DPF in response to lawful requests by public authorities, including to meet national security or law enforcement requirements, as described in more detail by our [Government Access Request Policy](#).

## Contact Us

If you wish to exercise your privacy rights, please email [privacy-trustsites@veeva.com](mailto:privacy-trustsites@veeva.com). If you have any questions about our privacy practices, you can contact our Chief Privacy Officer at:

Veeva Systems Inc.  
4280 Hacienda Drive  
Pleasanton, CA 94588 USA  
[privacy@veeva.com](mailto:privacy@veeva.com)

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider, TrustArc, (free of charge) at <https://feedback-form.truste.com/watchdog/request>.

## Changes to this Privacy Notice

From time-to-time, we may change this privacy notice to reflect changing technology, laws, regulations, risk, industry and security practices and other business needs. The most up-to-date version will be found on this website; we post its effective date at the top. If we make a material update, we may notify you by posting notice on our website or by other means, consistent with applicable law.

## Residents of the EU, UK, and Switzerland

Veeva Systems Inc. is the data controller for the Veeva Trust Websites. The legal basis for processing your device and usage information is our legitimate interest in providing the Veeva Trust Websites. The legal basis for processing your personal information is to provide you with your requested subscription services or that your personal information is processed with your consent.

## Residents of California

Refer to the section of this privacy notice entitled “Your Controls” for information on how to exercise your rights. You may also exercise your rights by calling us (free of charge) at 1 (877) 807-3230.

The categories of personal information we collect include:

- Identifiers such as a real name, alias, postal address, telephone or mobile contact number, unique personal identifier, online identifier, Internet Protocol address, email address and account name.
- Personal Information categories as defined in the California Customer Records statute, Cal. Civ. Code Section 1798.80, such as name, education, employment, employment history and financial information.
- Audio, electronic, visual and similar information, such as images and audio, video or call recordings created in connection with your practice.
- Internet or other electronic network activity information, such as browsing history, search history, online behavior, interest data, and interactions with our and other websites, applications, systems and advertisements.

We collect this information to support the purposes described in the section of this privacy notice entitled “[Why We Collect Information and How We Use It](#)”. We collect your personal information from the sources described under the “[How We Collect Information](#)” section of this privacy notice. We disclose the information from the above listed categories for the purposes and to the categories of recipients described in the section of this privacy notice entitled “[Sharing Your Information](#)”.

We do not use or disclose sensitive personal information for any purpose other than those specified in Section 7027(m) of the CCPA regulations.