

dexcom

Dexcom Social Media Community Guidelines

Thank you for visiting the Dexcom social media pages. Where indicated, Dexcom's social media pages (such as its Facebook and Instagram pages) have been created for US-based audiences. These pages are intended to provide a place for Dexcom fans to leave comments, post links and share videos with us and the rest of the online community. However, we will review all comments and will remove any that are inappropriate or offensive.

All users must comply with the Community Guidelines set forth below as well as the Terms of Use for each social media platform, such as Facebook and Instagram. Postings and/or comments will be periodically reviewed by Dexcom and are subject to removal if Dexcom determines that they violate the Community Guidelines set forth below.

Comments Containing Offensive Language, Hateful Speech or Otherwise Detract from the Purpose of the Facebook and Instagram Page

In order to promote an atmosphere that encourages people to share their stories and experience, we ask that you be courteous and respectful in your postings and comments on this page. Comments or postings that contain profanity, offensive or inflammatory language, hate speech, pornographic or profane material or any material that violates applicable laws or may give rise to liability, will be removed by Dexcom.

In addition, sometimes comments are posted that are off-topic, make unsupported accusations or claims, contain misleading information or constitute spam. These comments deter from our page's intent and will be removed.

Comments Containing Unapproved Products or Unapproved Uses of Our Products

Where indicated, Dexcom's social media pages (such as its Facebook and Instagram pages) have been created for US-based audiences. As a result, we cannot discuss on this page any products, or product indications, that have not been approved by the United States Food and Drug Administration (the "FDA"). In addition, we will remove any posts or comments about (1) unapproved products, (2) competitor products, or the (3) use of our products in a way that is not indicated by the FDA (commonly referred to as "off-label use"). Dexcom social media pages may not be used to promote your products or services.

Comments Seeking or Containing Medical Advice

From time to time Dexcom may post on the social media channels (1) tips for a healthier lifestyle and (2) information related to various health, medical and fitness conditions and their treatment. These social media pages are for general information and are not an official outlet of medical advice or a replacement for advice from your doctor. Dexcom does not practice medicine or provide medical services or advice and the information on this page should not be considered medical advice. You should not use the information for diagnosing a health or fitness problem or disease. Please refrain from posting information to the social media pages that

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provide, or seek, medical or other professional advice. If you are experiencing medical problems, please consult a healthcare professional for diagnosis and treatment.

Comments Containing Personally Identifiable Information

You understand that your name or username may be associated with your post on this page. We may remove any posts from the social media pages that contain other personally identifiable information about you or someone you know, including a phone number, address, email or date of birth.

Comments about Technical Support or Customer Services Issues

The Dexcom social media pages should not be used as your first point of contact to resolve technical or customer services issues. In order to protect your privacy and personal information, and promptly resolve any technical or customer services issues you are having with any Dexcom product, please contact 1-888-738-3646.

Dexcom is required to follow up with customers regarding product-related complaints. If Dexcom determines that your comment/complaint requires follow up, a technical support representative will attempt to contact you to gather more information regarding your comment/complaint.

Material posted by Fans

All comments, visuals, videos and other types of material posted by fans on this site ("User Content") do not necessarily reflect the opinions or ideals of Dexcom, its employees or affiliates. Dexcom can only confirm the accuracy of the information we post on this site. We do not verify, approve or endorse the User Content or any information posted by visitors on this site and do not warrant their accuracy. Caution should be used before relying on any particular statements or opinions expressed herein. Please know that Dexcom does reserve the right to delete any posting or comment at its sole discretion that affects the integrity of the social media pages.

Rights to License and Use

You understand and agree that User Content will be treated as non-confidential and non-proprietary and you are giving us and our affiliates, a royalty-free, irrevocable, perpetual, non-exclusive and fully sublicensable license to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, perform and display such User Content in whole or in part, on a worldwide basis, and to incorporate them in other works, in any form, media, technology, or products now known or later developed, including for promotional or marketing purposes; and you further represent, warrant, and covenant that you have and will continue to have the legal right to grant these rights.

Right to Change

As new situations arise, we reserve the right to change or add to these Community Guidelines at any time.