

## FOREVER LIVING PRODUCTS (U.K.) LIMITED PRIVACY POLICY

Forever Living Products (U.K.) Limited ("We") are committed to protecting and respecting your privacy.

This policy (together with our Terms of Use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

### WHO ARE WE

1. Forever Living Products (U.K.) Limited of Longbridge Manor, Longbridge, Warwick, CV34 6RB, company registration number 02269910.
2. We are registered as a data controller with the Information Commissioner's Office (ICO) registration number Z5317102.
3. You can contact us by emailing [compliance@flpuk.net](mailto:compliance@flpuk.net), in writing to the above address or by calling 01926 626678.

Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. By visiting <http://foreverliving.com/page/home-page/gbr/en> you are accepting and consenting to the practices described in this policy.

### INFORMATION WE COLLECT FROM YOU

We will collect and process the following data about you:

#### Information you give us.

This is information about you that you give us by filling in forms on our site <http://foreverliving.com/page/home-page/gbr/en> (**our site**), by registering as a frequent user of our site or by corresponding with us by phone, e-mail or otherwise. It includes information you provide when you register to use our site, subscribe to our service, search for a product, place an order on our site, enter a competition, promotion or survey, participate in any interactive aspects of our site by engaging in forums or submitting comments about our services and/or our products and when you report a problem with our site. The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph.

#### Information we collect about you.

With regard to each of your visits to our site we will automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL), clickstream to, through and from our site (including date and time), products you viewed or searched for page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling,

clicks, and mouse-overs), methods used to browse away from the page, and any phone number used to call our customer service number.

### **Information we receive from other sources.**

This is information we receive about you if you use any of the other websites we operate or the other services we provide. We are working closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers). We will notify you when we receive information about you from them and the purposes for which we intend to use that information.

### **Cookies**

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy.

### **USES MADE OF THE INFORMATION**

We use information held about you in the following ways:

**Information you give to us.** We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us.
- to provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about.
- where you register as a frequent user of our site, to personalize your future visits to our site.
- to notify you about changes to our service.
- to ensure that content from our site is presented in the most effective manner for you and for your computer.

**Information we collect about you.** We will use this information:

- to administer our site and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our site to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;
- as part of our efforts to keep our site safe and secure;

- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our site about goods or services that may interest you or them.

#### **Information we receive from other sources.**

We will combine this information with information you give to us and information we collect about you. We will use this information and the combined information for the purposes set out above (depending on the types of information we receive).

#### **DISCLOSURE OF YOUR INFORMATION**

You agree that we have the right to share your personal information with:

- Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

Selected third parties including:

- business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you;
- companies acting on our behalf, including companies that perform support services for us, such as data processors, technical systems consultants and programmers or companies that provide services and products to our Forever Business Owners.

We will disclose your personal information to third parties:

- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use or Terms and Conditions of Supply and other agreements; or to protect the rights, property, or safety of Forever Living Products (UK) Limited, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Forever Living.com does not sell, trade or rent your information to any unrelated third party. There are other situations when we may disclose to third parties the customer information we collect as permitted by law. Third parties could include Government entities, courts or other entities (in response to subpoenas and other legal processes), and those with whom you have requested us to share information. We may disclose the information we collect, with nonaffiliated third parties that are acting on our behalf, including companies that perform support services for us, such as data processors, technical systems consultants and programmers or companies

#### **WHERE WE STORE YOUR PERSONAL DATA**

The data that we collect from you will be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It will also be processed by staff operating outside the EEA who work for us or for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision

of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

We seek to protect your information from unauthorised access by taking the following steps:

1. **Firewall** – our site's systems are protected 24 hours a day by a powerful firewall that blocks unauthorized entry. In order to gain access to authorized information, the web browser you are using must know the proper protocol, or language.
2. **Encryption** – from the moment information leaves your computer to the time it enters our systems, all online access is encrypted. We employ some of the strongest forms of encryption commercially available for use on the internet today. During any transfer of data, our 128-bit encryption turns your information into a coded sequence with billions of possible variations, making it nearly impossible for unwanted intruders to decipher.
3. **Password Protected** – your site account is password protected.
4. **Timed Log-off** – our system will automatically log you off from our site after 30 minutes of inactivity. This reduces the risk of others accessing your information from your unattended computer.
5. **Employee Access** – We limit employee access to customer information to those who have a business reason to know this information.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## **YOUR RIGHTS**

If you wish to exercise any of your rights as a data subject or discuss your rights, please let us know using any of the contact information in the introduction to this policy. We may ask you to provide valid form of identification for verification purposes.

1. The right to access the data we hold about you.
2. The right to rectification, portability, erasure, restriction, objection.
3. The right to withdraw consent at any time.
4. The right to lodge a complaint with a supervisory authority.
5. The consequences of the data subjects' failure to provide data.
6. The existence of automated decision making, including profiling, as well as the anticipated consequences for the data subject.

## **CHANGES TO OUR PRIVACY POLICY**

Any changes we make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

## **CONTACT**

Questions, comments, feedback and requests regarding this privacy policy are welcomed and should be addressed to [compliance@flpuk.net](mailto:compliance@flpuk.net) or our business address as follows:

Forever Living Products (UK) Limited  
Longbridge Manor  
Longbridge  
Warwick  
CV34 6RB

## **COMPLAINTS**

We are committed to providing great customer service, protecting your data and respecting your privacy. If you are unhappy with any aspect of our service, please contact us on [complaints@flpuk.net](mailto:complaints@flpuk.net) and we will do our best to resolve any concerns.

If your dissatisfaction is in relation to our handling of your data, or how we have dealt with a complaint or request, you have the right to lodge a complaint to a supervisory authority.

In the United Kingdom, complaints can be made to the Information Commissioner's Office ('ICO'). Contact information and details how to make your complaint can be found on the ICO website [ico.org.uk](http://ico.org.uk)