

Privacy Policy Statement

At Forever Living Products (M) Sdn Bhd ("FLPM"), we take privacy and confidentiality of personal information seriously, and we are committed to the protection of the personal data of all our distributors and customers. The following provides details of our privacy policy and how we process and use the personal data that we collect from you, or that you provide to us.

Please note that the personal data that we collect from you is essential for the existence of your distributorship in FLPM, and therefore this Privacy Policy Statement forms an integral part of the terms and conditions for the continuance of your Distributorship Agreement with FLPM. By applying to become a distributor of FLPM or continuing with your distributorship with FLPM, you are agreeing and consenting to have your personal data used, processed and disclosed by FLPM for the purposes and in the manner as set out in this Privacy Policy Statement.

Personal data collected by us

Personal information obtained by FLPM includes but is not limited to:

- Information that you provide to us as part of your Distributor Application and registration process such as Name, Gender, Marital Status, Race, Date of Birth, Identification Number (National Registration Card Number/Passport), Contact Details (address, house phone number, mobile phone number, email) and Bank account details.
- Information collected in respect of your purchases including but not limited to the types and number of items purchased, area of purchase and value of purchase.
- Other personal data that you may subsequently provide to us including videos, photos, images or other forms of media that you share with FLPM or that are captured from your participation in FLPM's contests, events and activities.

How we use your personal information

We will process and use the personal data held about you for the following purposes:

- For the processing of your application, maintenance of our distributor database and customer service related matters.
- For the processing of purchase orders, computation for bonuses (commissions) due to you, your network and/or other distributors according to our marketing plan, computation of level move-ups in the marketing plan, computation to determine eligibility for incentives and/or other awards, and for electronic payment of bonuses.
- For meeting legal and statutory requirements.
- For contact, communication and notification purposes and to provide you with updates pertaining to the Company.
- For statistical record and analyses purposes and for generation of management reports and those required by the various government authorities.

Please note that you will not be able to limit the processing of the personal data for the aforementioned purposes.

Disclosure of your information

FLPM will not give away, sell, rent or trade your personal data, and will not share your data with third parties, unless it is necessary for FLPM's operations, or to perform its duties to you. We may disclose your personal data to the following parties:

- The upline distributors in your network relating to the purposes of management of your network.
- Forever Living Products International, Inc., USA and/or its affiliates for data processing, and its affiliated companies worldwide to enable processing of orders by you and/or your network in other countries.
- Third parties contractors engaged by FLPM for the purpose of providing to FLPM data processing services including publication, communication and marketing and customer related services.
- Payment channels for the purposes of facilitating payment of bonuses to you.
- Any party if required to do so by law or in good faith, if such action is necessary for compliance with the requirements of any governmental authorities, regulatory bodies or legal processes; or for investigations and resolving any issues; or for protecting and defending the rights or property of FLPM, its employees and its distributors.

Accessing, Updating, Correction

Please update us immediately as and when any personal information provided to us earlier becomes outdated or inaccurate. If you have any questions on our Privacy Policy or wish to make any enquiries, request access, correct or delete any of your personal data held by us, please contact our Customer Services at 03-92820033 or email us at flpm@forever.net.my or write in to: Customer Services, Forever Living Products (M) Sdn Bhd, Wisma Forever, 25 Jalan Jejaka 3, Taman Maluri, 55100 Kuala Lumpur.

Protection, Storage and Retention

Measures are taken to protect the personal data collected from loss, misuse, alteration or unauthorised/accidental access or disclosure. Application forms and hard copies of personal data are filed in our office or at locked locations that are only accessible by authorised personnel. Electronic databases are maintained in secure standalone servers located in controlled and secure areas, and are only accessible by authorised personnel with secured passwords. To facilitate processing of orders, simplified databases with limited personal data that is necessary for processing of orders i.e. your name and identification number, are accessible by cashiers. With all third parties to whom we may provide your personal data, we will take steps to ensure that they will treat your personal data confidentially and in accordance with our Privacy Policy and the law.

Personal data provided by you is retained for as long as the purpose for which the personal data was collected continues or its retention is required to satisfy legal or regulatory requirements or to protect our interests. We reserve the right to amend or modify our prevailing Privacy Policy at any time to reflect changes in law and regulations or our changing practices and we will place any such amendments on our website.