

**FOREVER LIVING PRODUCTS SOUTH AFRICA
(PTY) LTD – POLICY - PROTECTION OF
PERSONAL INFORMATION ACT 4 OF 2013**

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FOREVER LIVING PRODUCTS SOUTH AFRICA (PTY) LTD

POLICY – PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013

1. INTRODUCTION

- 1.1. Forever Living Products South Africa (Pty) Ltd is obliged to comply with the Protection of Personal Information Act 4 of 2013 (POPIA).
- 1.2. Forever Living Products South Africa (Pty) Ltd is committed to protecting the constitutional right to privacy and to protecting Personal Information of data subjects.
- 1.3. Forever Living Products South Africa (Pty) Ltd will take all reasonable steps to protect the Personal Information of data subjects.
- 1.4. Data (including Personal Information) is essential to the administrative duties of Forever Living Products South Africa (Pty) Ltd. There is a balance to be struck between the individual's right to privacy and the legitimate administrative requirements of Forever Living Products South Africa (Pty) Ltd
- 1.5. Forever Living Products South Africa (Pty) Ltd, in performing its functions, may collect, hold, use or disseminate Personal Information.
- 1.6. This Policy contains information about how Forever Living Products South Africa (Pty) Ltd processes Personal Information and about how data subjects may access and correct Personal Information held by Forever Living Products South Africa (Pty) Ltd .

1.7. Forever Living Products South Africa (Pty) Ltd will only process Personal Information in accordance with POPIA and other applicable laws.

2. DEFINITIONS

2.1. “data subject” means the person to whom the Personal Information relates;

2.2. “information officer” of, or in relation to, a-

(a) public body means an information officer or deputy information officer as contemplated in terms of section 1 or 17 of the Promotion of Access to Information Act, 2 of 2000; or

(b) private body means the head of a private body as contemplated in section 1, of the Promotion of Access to Information Act 2 of 2000;

2.3. “operator” means a person who processes Personal Information for a responsible party in terms of a contract or mandate, without coming under the direct authority of that party;

2.4. “person” means a natural person or a juristic person;

2.5. “personal information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person, including, but not limited to-

(a) information relating to the race, gender, sex, pregnancy, marital status, national ethnic or social origin, colour, sexual orientation, age, physical or mental health, wellbeing, disability, religion, conscience, belief, culture, language and birth of the person;

(b) information relating to the education or the medical, financial, criminal or employment history of the person,

- (c) any identity number, symbol, e-mail address, physical address, telephone number, location information, online identifier or other particular assignment to the person;
- (d) the biometric information of the person;
- (e) the personal opinions, views or preferences of the person;
- (f) correspondence sent by the person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence;
- (g) the views or opinions of another individual about the person; and
- (h) the name of the person if it appears with other personal information relating to the person or if the disclosure of the name itself would reveal information about the person;

2.6. “private body” means –

- (a) a natural person who carries or has carried on any trade, business, or profession, but only in such capacity;
- (b) a partnership which carries or has carried on any trade, business or profession;
or
any former or existing juristic person, but excludes a public body;

2.7. “processing” means any operation or activity or any set of operations, whether or not by automatic means, concerning personal information, including-

- (a) the collection, receipt, recording, organisation, collation, storage, updating or modification, retrieval, alteration, consultation or use;
- (b) dissemination by means of transmission, distribution or making available in any other form; or
- (c) merging, linking, as well as restriction, degradation, erasure or destruction of information;

2.8. “record” means any recorded information –

- (a) regardless of form or medium, including any of the following:

- (i) writing on any material;
 - (ii) information produced, recorded or stored by means of any tape – recorder, computer equipment, whether hardware or software or both, or other device, and any material subsequently derived from information so produced, recorded or stored;
 - (iii) label, marking or other writing that identifies or describes any thing of which it forms part, or to which it is attached by any means;
 - (iv) book, map, plan, graph or drawing;
 - (v) photograph, film, negative, tape or other device in which one or more visual images are embodied so as to be capable, with or without the aid of some other equipment, of being reproduced;
- (b) in the possession or under the control of a responsible party; and
- (c) whether or not it was created by a responsible party; and
- (d) regardless of when it came into existence;

2.9. “responsibly party” means a public or private body or any other person which, alone or in conjunction with others, determines the purpose of and means for processing personal information;

2.10. “special personal information” means Personal Information as referred to in section 26 of POPIA.

3. POLICY STATEMENT

3.1. This policy is designed to guide officials in meeting the requirements of lawful processing of Personal Information.

4. PRIVACY STATEMENT

4.1. Forever Living Products South Africa (Pty) Ltd’s Web Site is offered to users conditioned on their acceptance of the terms, conditions and notices contained in the Privacy Statement.

4.2. The user's use of the Web Site constitutes in the user's agreement to all such terms, conditions and notices as detailed in the Terms of Use.

5. COLLECTION OF PERSONAL INFORMATION

5.1. Section 10 of POPIA states that "*Personal Information may only be processed if, given the purpose for which it is processed, it is adequate, relevant and not excessive*".

5.2. Forever Living Products South Africa (Pty) Ltd generally only processes Personal Information if the data subject consents to the processing, or if the processing is necessary to carry out actions for the conclusion or performance of a contract to which the data subject is a party, or if processing complies with an obligation imposed by law, or if processing is necessary for the proper performance of a public law duty.

5.3. Forever Living Products South Africa (Pty) Ltd also processes Personal Information where processing protects a legitimate interest of the data subject or where processing is necessary for pursuing the legitimate interests of Forever Living Products South Africa (Pty) Ltd or of a third party to whom the information is supplied.

5.4. The type of Personal Information processed will depend on the purposes for which it is collected and will be processed for these purposes only.

5.5. Forever Living Products South Africa (Pty) Ltd shall collect, as far as is reasonably possible, Personal Information directly from the data subject except where Personal Information is collected from a public record, or where the data subject has given his or her written consent to collect his or her Personal Information from another source, or where collection of Personal Information from another source will not prejudice any of the data subject's legitimate interests, or where collection from another source is necessary (a) to avoid prejudice to the maintenance of the law by Forever Living Products South Africa (Pty) Ltd , (b) to

comply with an obligation imposed by law, (c) for the conduct of proceedings in any court or tribunal, (d) in the interests of national security, or (e) to maintain the legitimate interests of Forever Living Products South Africa (Pty) Ltd or of a third party to whom the information is supplied, or where collection directly from the data subject would prejudice the purpose of the collection, or where collection directly from the data subject is not reasonably practicable in the circumstances.

- 5.6. Personal information shall be collected for a specific, explicitly defined and lawful purpose related to a function or activity of Forever Living Products South Africa (Pty) Ltd .
- 5.7. Forever Living Products South Africa (Pty) Ltd shall, when collecting Personal Information, take reasonably practicable steps to ensure that the data subject is aware of inter alia (a) the information being collected and where the information is not collected directly from the data subject, the source from which it is collected, (b) the purpose for which the information is being collected (c) the consequences of any failure to provide the information, except where any failure to do so would not prejudice the legitimate interests of the data subject or where any failure to do so is necessary to avoid prejudice in the maintenance of the law by Forever Living Products South Africa (Pty) Ltd , or where any failure to do so is necessary to comply with an obligation imposed by law, or where any failure to do so is necessary for the conduct of proceedings in any court or tribunal, or in the interests of national security, or where any failure to do so is necessary to avoid prejudice to a lawful purpose for the collection, or where any failure to do so is because it is not reasonably practicable to do so in the particular circumstances.
- 5.8. Forever Living Products South Africa (Pty) Ltd collects Personal Information such as name, identity number, telephone numbers, addresses and email address.
- 5.9. Forever Living Products South Africa (Pty) Ltd collects Personal Information relating to it officials such as name, identity number, age, race, gender, marital status, academic qualifications, skills, experience, address and telephonic contact details.

6. RETENTION OF PERSONAL INFORMATION

- 6.1. Forever Living Products South Africa (Pty) Ltd shall not retain records of Personal Information for any longer than is necessary for achieving the purpose for which the information was collected or subsequently processed, unless (a) the retention of the record is required or authorised by law, (b) Forever Living Products South Africa (Pty) Ltd reasonably requires the record for lawful purposes related to its functions or activities, (c) retention of the record is required by a contract Forever Living Products South Africa (Pty) Ltd is party to.
- 6.2. Forever Living Products South Africa (Pty) Ltd will destroy or delete records of Personal Information as soon as reasonably practicable after Forever Living Products South Africa (Pty) Ltd is no longer authorised to retain the record.

7. FURTHER PROCESSING OF PERSONAL INFORMATION

- 7.1. Forever Living Products South Africa (Pty) Ltd shall take all reasonably practicable steps to ensure that further processing of Personal Information is in accordance or compatible with the purpose for which it was originally collected.

8. INFORMATION QUALITY

- 8.1. Forever Living Products South Africa (Pty) Ltd shall take all reasonably practicable steps to ensure that Personal Information is complete, accurate, not misleading and updated where necessary.

9. OPENNESS

- 9.1. Forever Living Products South Africa (Pty) Ltd shall maintain the documentation of all processing operations under its responsibility as is referred to in Section 17 of POPIA.
- 9.2. Forever Living Products South Africa (Pty) Ltd's Manual in terms of Section 51 of PAIA is amended to provide for an explanatory statement on the purpose of

Personal Information processing, a description of the categories of data subjects and of the information or categories of information relating thereto, and of the recipients or categories of recipients to whom the Personal Information may be supplied.

10. SECURITY SAFEGUARDS

10.1. Forever Living Products South Africa (Pty) Ltd shall take all reasonably practicable steps to secure the integrity and confidentiality of Personal Information in its possession or under its control by taking appropriate, reasonable technical and organisational measures to prevent unauthorized access to, loss of, damage to or unauthorised destruction of Personal Information and unlawful access to or processing of Personal Information.

10.2. To achieve this, Forever Living Products South Africa (Pty) Ltd shall take reasonable measures to identify all reasonably foreseeable internal and external risks to Personal Information, to establish and maintain appropriate safeguards against the risks identified, to ensure that safeguards are effectively implemented and to ensure that the safeguards are continually updated.

10.3. All Forever Living Products South Africa (Pty) Ltd employees who process personal information shall treat personal information which comes to their knowledge as confidential and shall not disclose it unless required by law or in the course of the proper performance of their duties.

10.4. Forever Living Products South Africa (Pty) Ltd shall require of all employees to agree terms regulating their consent, responsibilities and confidentiality undertakings.

10.5. Forever Living Products South Africa (Pty) Ltd shall, in terms of a written contract with any and all operators, ensure that the operator maintains all security measures.

10.6. Forever Living Products South Africa (Pty) Ltd requires of all operators to notify of any incident where it is reasonably believed that the Personal Information of a data subject has been accessed or acquired by any unauthorised person.

11. NOTIFICATION OF SECURITY COMPROMISES

11.1. Where there are reasonable grounds to believe that the Personal Information of a data subject has been accessed or acquired by any unauthorised person then Forever Living Products South Africa (Pty) Ltd shall notify the Regulator, and the data subject, subject to any investigation into an offence.

12. DATA SUBJECT RIGHTS / PARTICIPATION

12.1. Data subjects have the right to be notified by Forever Living Products South Africa (Pty) Ltd that their personal information is being collected and of the purpose for which the information is collected before the information is collected.

12.2. Data subjects have the right to be notified in any situation where there are reasonable grounds to believe that the personal information of the data subject has been accessed or acquired by an unauthorized person.

12.3. Data subjects may request of Forever Living Products South Africa (Pty) Ltd to confirm, free of charge, whether or not Forever Living Products South Africa (Pty) Ltd holds Personal Information about the data subject, and to request access to their Personal Information.

12.4. Data subjects may request of Forever Living Products South Africa (Pty) Ltd to provide a record or a description of the Personal Information about the data subject held by Forever Living Products South Africa (Pty) Ltd , within a reasonable time and at a prescribed fee.

12.5. A data subject may request of Forever Living Products South Africa (Pty) Ltd to correct or delete personal information about the data subject in Forever Living Products South Africa (Pty) Ltd's possession or under its control that is inaccurate, irrelevant, excessive, out of date, incomplete, misleading or obtained unlawfully, or to destroy or delete a record of personal information about a data subject which Forever Living Products South Africa (Pty) Ltd is no longer authorised to retain.

12.6. Data subjects have the right, on reasonable grounds, to object to the processing of their personal information, unless legislation provides for such processing.

13. SPECIAL PERSONAL INFORMATION

13.1. Forever Living Products South Africa (Pty) Ltd shall not, subject to the statutory exclusions, process Personal Information concerning the religious or philosophical beliefs, race or ethnic origin, trade union membership, political persuasion, health or sex life or biometric information of a data subject, or the criminal behaviour of a data subject to the extent that such information relates to the alleged commission by the data subject of any offence or any proceedings in respect of any offence committed by a data subject or the disposal of such proceedings.

14. INFORMATION OFFICER

14.1. Forever Living Products South Africa (Pty) Ltd has appointed and registered the Information Officer and three (3) Deputy Information Officers.

14.2. The appointed Officers are responsible for:

(a) the encouragement of compliance, by Forever Living Products South Africa (Pty) Ltd , with the conditions for the lawful processing of Personal Information;

- (b) dealing with requests made to Forever Living Products South Africa (Pty) Ltd pursuant to POPIA;
- (c) working with the Regulator in relation to investigations conducted pursuant to Chapter 6 of POPIA in relation to Forever Living Products South Africa (Pty) Ltd ;
- (d) otherwise ensuring compliance by Forever Living Products South Africa (Pty) Ltd with the provisions of POPIA; and as may be prescribed.

14.3. An Information Officer shall, in addition to the responsibilities referred to in section 55(1) of POPI, ensure that-

- (a) a compliance framework is developed, implemented, monitored and maintained;
- (b) a Personal Information impact assessment is done to ensure that adequate measures and standards exist in order to comply with the conditions for the lawful processing of Personal Information;
- (c) a manual is developed, monitored, maintained and made available as prescribed in sections 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000);
- (d) internal measures are developed together with adequate systems to process requests for information or access thereto; and
- (e) internal awareness sessions are conducted regarding the provisions of POPIA, regulations made in terms of POPIA, codes of conduct, or information obtained from the Regulator.

14.4. The Information Officer shall upon request by any person, provide copies of the manual prescribed in section 51 of the Promotion of Access to Information Act, 2 of 2000, to that person upon the payment of a fee to be determined by the Regulator from time to time.

15. POPIA AUDIT

15.1. The Information Officer will schedule periodic POPIA Audits.

15.2. The purpose of a POPIA Audit is to:

- Identify the processes used to collect, record, store, disseminate and destroy personal information.
- Determine the flow of Personal Information throughout the organisation.
- Redefine the purpose for gathering and processing Personal Information.
- Ensure that the processing parameters are still adequately limited.
- Ensure that new data subjects are made aware of the processing of their Personal Information.
- Re-establish the rationale for any further processing where information is received via a third party.
- Verify the quality and security of Personal Information.
- Monitor the extent of compliance with POPIA and this Policy.
- Monitor the effectiveness of internal controls established to manage the organisation's POPIA related compliance risk.

In performing the POPIA Audit, Information Officers will liaise with line managers in order to identify areas within the organisation's operation that are most vulnerable or susceptible to the unlawful processing of Personal Information.

Information Officers will be permitted direct access to and have demonstrable support from line managers and the organisation's governing body in performing their duties.

16. DISCIPLINARY ACTION

Where a POPIA complaint or a POPIA infringement investigation has been finalised, Forever Living Products South Africa (Pty) Ltd may recommend any appropriate administrative, legal and/or disciplinary action to be taken against

any employee reasonably suspected of being implicated in any non-compliant activity outlined within this policy.

Any gross negligence or the wilful mismanagement of Personal Information, will be considered a serious form of misconduct for which Forever Living Products South Africa (Pty) Ltd may summarily dismiss the employee.

FORM 1

**OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF
SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT
NO. 4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 2]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

A	DETAILS OF DATA SUBJECT
Name (s) and surname / registered name of data subject:	
Unique Identifier / Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name (s) and surname / Registered name of responsible party:	
Residential, postal or business address	
	Code ()
Contact number(s):	
Fax number / E-mail address:	

C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at _____ this _____ day of _____ 20__.

Signature of data subject / designated person

FORM 2

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION OR
DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION IN TERMS OF
SECTION 24(1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT
NO. 4 OF 2013)**

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018

[Regulation 3]

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is adequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Request for:

Correction or deletion of the personal information about the data subject which is in possession or under the control of the responsible party

Destroying or deleting of a record of personal information about the data subject which is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname / registered name of data subject:	
Unique identifier / Identity Number	
Residential, postal or business address:	
	Code()
Contact number(s):	
Fax number / E-mail address:	
B	DETAILS OF RESPONSIBLE PARTY
Name(s) and surname / registered name of data subject:	

Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
C	INFORMATION TO BE CORRECTED / DELETED/ DESTRUCTED / DESTROYED
D	REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) WHICH IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or RESONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) WHICH THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN. (Please provide detailed reasons for the request)

Signed at _____ this _____ day of _____ 20_____

Signature of data subject / designated person

FORM 4

APPLICATION FOR THE CONSENT OF A DATA SUBJECT FOR THE PROCESSING OF PERSONAL INFORMATION FOR THE PURPOSE OF DIRECT MARKETING IN TERMS OF SECTION 69(2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 6]

TO:

(Name of data subject)

FROM:

Contact Number (s):

Fax number:

Email address:

(Name, address and contact details of responsible party)

Full names and designation of person signing on behalf of responsible party:

Signature of designated person

Date: _____

PART B

I, _____ (full names of data subject)
hereby:

Give my consent.

To receive direct marketing of goods or services to be marketed by means of electronic communication.

SPECIFY GOODS or SERVICES:

SPECIFY METHOD OF COMMUNICATION : FAX:

E-MAIL:

SMS:

OTHERS – SPECIFY:

Signed at _____ this _____ day of _____ 20_____

Signature of data subject

FORM 5

**COMPLAINT REGARDING INTERFERENCE WITH THE PROTECTION OF
PERSONAL INFORMATION / COMPLAINT REGARDING DETERMINATION OF AN
ADJUDICATOR IN TERMS OF SECTION 74 OF THE PROTECTION OF PERSONAL
INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION,
2018
[Regulation 7]**

Note:

1. *Affidavits or other documentary evidence as applicable in support of the request may be attached.*
2. *If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
3. *Complete as is applicable.*

Mark the appropriate box with an "x".

Complaint regarding:

Alleged interference with the protection of personal information.

Determination of an adjudicator.

PART I	ALLEGED INTERFERENCE WITH THE PROTECTION OF THE PERSONAL INFORMATION IN TERMS OF SECTION 74 (1) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (Act No. 4 of 2013)
A	PARTICULARS OF COMPLAINANT
Name (s) and surname / registered name of data subject:	
Unique Identifier / Identity Number:	
Residential, postal or business address:	
	Code ()

Contact number(s):	
Fax number / E-mail address:	
B	PARTICULARS OF RESPONSIBLE PARTY INTERFERING WITH PERSONAL INFORMATION
Name (s) and surname / Registered name of responsible party:	
Residential, postal or business address	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
C	REASON FOR COMPLAINT <i>(Please provide detailed reasons for the complaint)</i>
PART II	COMPLAINT REGARDING DETERMINATION OF ADJUDICATOR IN TERMS OF SECTION 74 (2) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO.4 OF 2013)
B	PARTICULARS OF COMPLAINANT
Name (s) and surname / registered name of data subject:	
Unique Identifier / Identity Number:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
B	PARTICULARS OF ADJUDICATOR AND RESPONSIBLE PARTY
Name (s) and surname / Registered	

name of responsible party:	
Residential, postal or business address	
	Code ()
Contact number(s):	
Fax number / E-mail address:	
C	REASONS FOR COMPLAINT <i>(Please provide detailed reasons for the grievance)</i>

Signed at _____ this _____ day of _____ 20__

Signature of data subject / designated person

FORM 7 (Internal)

RIGHT TO BE INFORMED THAT PERSONAL INFORMATION IS BEING COLLECTED IN TERMS OF SECTION 18 OF THE PROTECTION OF PERSONAL INFORMATION ACT 2013 (ACT NO. 4 OF 2013); RIGHT TO ESTABLISH WHETHER A RESPONSIBLE PARTY HOLDS PERSONAL INFORMATION AND TO REQUEST ACCESS TO PERSONAL INFORMATION IN TERMS OF SECTION 23 OF THE PERSONAL INFORMATION ACT 2013 (ACT NO.4 OF 2013).

Please submit the completed form to the Information Officer:	
Name	
Contact Number	
Email Address	

Please be aware that we may require you to provide proof of identification prior to processing your request.

There may also be a reasonable change for providing copies of the information requested.

A. Particulars of Data Subject	
Name & Surname:	
Identity Number:	
Postal Address:	
Contact Number:	
Email Address:	
B. Request	
I request the organisation to:	
(a) Inform me whether personal information about me is being collected (Section 5, POPIA)	<input type="checkbox"/>
(b) Inform me whether it holds my personal information (Section 23, POPIA)	<input type="checkbox"/>
(c) Provide me with a record or description of my personal information	<input type="checkbox"/>
C. Instructions	

D. Signature Page

<p>Signature</p> <p>Date</p>

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LEGAL NOTICE: By visiting any of the Forever Living Products (hereinafter “FLP”) family of websites that contain this Privacy Notice, you are accepting and consenting in full to the practices described in this Privacy Notice.

Who We Are

FLP, founded in 1978 with its headquarters in Scottsdale, Arizona, is the largest grower, manufacturer, and distributor of Aloe Vera in the world. FLP, operating in more than 150 countries, is vertically integrated, controlling everything from the fields, to the factory, to research and development, to packaging, shipping, and distribution. FLP’s exclusive line of products has helped people around the world look better and feel better. For additional information about FLP, please visit: <https://foreverliving.com/>.

Please read the following Privacy Notice carefully to understand our views and practices regarding your personal information and how we will treat your personal information.

Information You May Provide Us

We may collect and process the following information about you that you provide to us so that we can deliver the best possible experience when you use our services. Personal information that you provide us may include the following:

- Full Name
- Address(es)
- Phone Numbers
- Email Address(es)
- Date of Birth
- Payment Information (i.e., Credit Card Information)
- Bank Account Information
- Order Information
- Social Security Number/Tax ID
- Personal Description
- Signature(s)
- Spouses Name
- Spouses Information
- Customer Care Phone Call Recording
- Photograph
- Other Data Collected That Could Directly or Indirectly Identify You

Other personal information and documents containing personal information may be collected from time to time for business purposes, for example, to process bonuses. This category of information is information you provide us by performing certain tasks:

- Applying to join FLP as a Forever Business Owner (“FBO”) or Forever Preferred Customer (“FPC”) from an FLP website;
- Purchasing products or submitting an order from an FLP website;
- Entering a competition, promotion, or survey;
- Participating in any interactive aspects of an FLP website by engaging in forums or submitting comments or reviews about services and/or products;
- Submitting an information request from an FLP website;
- Reporting a problem with an FLP website; or
- Consenting to receive marketing material.

FLP takes considerable pride in adhering to applicable federal, state, and local laws and will not share your personal information with any outside companies or vendors except for the facilitation of a business-related process or financial transactions on your behalf.

For personal information provided to a third party, this Privacy Notice applies to your personal information only once we receive the personal information.

Other Information We May Collect About You

During each of your visits to our FLP websites, we may 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, any phone number used to call our customer service number, and any e-mail address used to contact us.

Information We Receive From Other Sources

We may work closely with third parties (including, for example, business partners, subcontractors in technical, payment, and delivery services, advertising networks, analytics providers, search information providers) and may receive information about you

from these providers. We will notify you when we receive information about you from these providers and the purposes for which we intend to use that information.

Cookies

Cookies are small pieces of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing to remember information (such as items added in the shopping cart in an online store) or to record the user's browsing activity.

The "Help" feature on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the website of its manufacturer.

Because cookies allow you to take advantage of some of FLP's essential features, we recommend that you leave them turned on.

Disclosure of Your Information

Information about our users, FBOs, or customers is an important part of our business, and we are not in the business of selling such information to others. We share personal information only as described below and with subsidiaries. You agree that we have the right to disclose your personal information as needed to conduct our business activities according to the following, and in the following, circumstances:

- **Internal Disclosure:** We necessarily require storage and disclosure of your information within our various business units on an as-needed basis in order to effectively conduct our legitimate business activities.
- **Business Purposes:** Limited personal information may be shared with other individuals who are also a part of, or seeking to become a part of, an FLP business opportunity (for example, your full name and current FBO status may appear in recognition reports or be made available to an FBO if you are in their downline or upline). If you terminate your FBO distributorship, this information will be removed and no longer shared.
- **Third-Party Service Providers:** We employ other companies and individuals to perform functions on our behalf. Examples may include sending postal mail and e-mail, removing repetitive information from customer lists, analyzing data, providing marketing assistance, providing search results and links, processing credit card payments, and providing customer service. These providers have access to

personal information needed to perform their functions in accordance with contractual obligations but may not use it for other purposes.

- **Promotional Offers:** FLP never sells, trades, or leases your personal information to an unrelated third party without your express consent. From time to time, FLP may send offers and promotional material to you to (1) provide you with information about other goods and services that FLP offers that are similar to those that you have purchased and inquired about, or (2) to notify you about changes to our goods and services. Individuals are free to opt-out of these promotional offers at any time on the website, e-mail transmittal, or by contacting our Home Office by telephone at 1-888-440-ALOE (2563) or local office by telephone at +27 21 761 6001.
- **Protection of FLP and Others:** We release account and other personal information when we believe release is appropriate to comply with the law; enforce or apply our conditions of use and other agreements; or protect the rights, property, or safety of FLP, our customers, or others. This may include exchanging information with other companies and organizations for fraud protection and credit risk reduction. Obviously, however, this does not include selling, renting, sharing, or otherwise disclosing personally identifiable information from customers for commercial purposes in violation of the commitments set forth in this Privacy Notice.
- **With Your Consent:** Other than as set out above, you will receive notice when information about you might be sent to other third parties, and you will have an opportunity to choose not to share the information.

Where We Store Your Personal Information

If your information resides with a FLP foreign entity, the information that we collect from you may be stored and processed by staff operating inside the European Economic Area (“EEA”). In addition, the information that we collect from you may be transferred to, and stored at, a destination in the United States, outside the EEA. It will also be processed by staff operating outside the EEA who are employed by one or more of our FLP entities. This includes staff engaged in, among other things, the fulfillment of your orders, the processing of your payment details, and the provision of support services.

However, there may be other instances where your information is necessarily provided to other FLP foreign entities, including some entities that might exist inside the EEA. For example, when an FBO internationally sponsors into a foreign country, certain information will be shared with FLP’s foreign entities to enable compensation in accordance with FLP’s Marketing Plan. Any FBO information will only be shared with other FLP foreign entities in compliance with all applicable laws and regulations, including, but not limited

to, laws and regulations regarding data protection and privacy (such as the General Data Protection Regulation (EU) No 2016/679).

By submitting your personal information, you agree to its transfer, storing, or processing by any FLP entity for any legitimate business purpose.

We will take all steps reasonably necessary to ensure that (1) your information is treated securely and in accordance with this Privacy Notice, and (2) that records containing your information are retained or destroyed in accordance with our internal Global Record Retention Policy. We retain personal information only for as long as necessary to provide the Services you have requested and thereafter for a variety of legitimate legal or business purposes. These might include retention periods (1) mandated by law, contract, or similar obligations applicable to our business operations; (2) for preserving, resolving, defending, or enforcing our legal/contractual rights; or (3) needed to maintain adequate and accurate business and financial records.

All information you provide to us is stored on secure servers. We maintain a wide variety of programs and security and controls to protect your information. Any payment transactions will be encrypted using Secure Sockets Layer (SSL) technology. We follow the Payment Card Industry Data Security Standard (PCI DSS) when handling credit card data. 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 and to use a unique, strong password. Be sure to sign off when finished using a shared computer.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your information 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 unauthorized access.

Access, Control, and Your Rights

If you created an account during the registration process, you can view, update, and delete certain information about yourself and your interactions with FLP. If you have an order confirmation number, you may be able to change and update your order. If you cannot access or update your information yourself, you can always contact FLP for assistance.

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 “Contact Us” section of this Privacy

Notice. We may ask you to provide valid form of identification (such as completion of a Privacy Verification Form) for verification purposes. Your rights are as follows:

- The right to access the information we hold about you.
- The right to rectification, portability, erasure, restriction, objection.
- The right to withdraw consent at any time.
- The right to lodge a complaint with a supervisory authority.
- The right to know the consequences of your failure to provide necessary information.
- The right to not be subject to a decision based solely on automated processing.

If you make a request to delete your personal information and that information is necessary for the products or services you have purchased, the request will be honored only to the extent it is no longer necessary for any services purchased or required for our legitimate business purposes or legal or contractual record keeping requirements.

Children's Online Information Policy

FLP does not intend for our web sites to be used by anyone under the age of 18. We do not knowingly market to, or collect information from, anyone who may be under the age of 18; and none of our data accumulating web pages (including, but not limited to, registration, ordering, marketing opt-ins, and contact requests) are intended, or should be used by, anyone under the age of 18.

General Data Protection Regulation No. 2016/679 (GDPR – EU)

In addition to the above privacy commitments, which relate to GDPR, note that FLP is committed to providing great customer service, protecting your personal information, and respecting your privacy. If you are a resident of the European Economic Area (EEA) and believe we maintain your personal information subject to GDPR, you may contact us with a specific complaint or data subject request. Also, if you have a question, are dissatisfied in relation to FLP's handling of your personal information, or how FLP has dealt with a complaint or request, you have the right to lodge a grievance to a supervisory authority.

Please follow this link to locate the most appropriate supervisory authority in your local EEA country: https://edpb.europa.eu/about-edpb/board/members_en.

California Consumer Privacy Act of 2018 (CCPA – California)

In addition to the above privacy commitments, the CCPA provides the following specifics. Right to Request Access to or Deletion of Personal Information: You may have the right under the CCPA to request information about the collection of your personal information by FLP, or access to or deletion of your personal information. If you wish to make a data subject access request (DSAR) under the CCPA, please contact us. Depending on your data choices, certain services may become limited or unavailable.

You may have the right to request that we disclose certain information to you about our collection and use of your personal information over the past twelve (12) months. Once we receive and confirm your verifiable consumer request, we will disclose to you:

- The categories of personal information we collected about you.
- Our business or commercial purpose for collecting that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).

We may deny a deletion request if retaining the information is necessary for us or our service providers to, for example:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Exercise free speech rights, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

No Sale of Personal Information: In the twelve (12) months prior to the effective date of this Privacy Notice, FLP has not sold any personal information of consumers, as those terms are defined under the CCPA.

No Discrimination: FLP will not discriminate against any consumer for exercising their rights under the CCPA.

You may only make a verifiable consumer request for access or data portability twice within a one-year period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

Lei Geral de Proteção de Dados No. 13.709/2018 or General Data Protection Law (LGPD – Brazil)

In addition to the above privacy commitments, FLP is dedicated to fulfilling its responsibilities in relation to collection, retention, use, and other processing of personal information that is within the scope of LGPD. Such personal data will be processed only for lawful and appropriate purposes. FLP has implemented measures designed to ensure security of personal information and to prevent unauthorized or accidental access, deletion, or other misuse of personal information. FLP will facilitate the exercise of data subject rights in an effective and transparent manner.

LGPD grants certain rights to data subjects residing in Brazil regarding processing of personal information. FLP is committed to honoring these rights and has established effective and transparent policies and procedures to do so. A data subject's rights, with respect to his or her own personal information, include:

- Right to Notice. FLP provides this Privacy Notice, detailing how personal information is processed, including the entities with which FLP may share a data subjects' personal information.
- Right to Revoke Consent. Data subjects may withdraw their grants of consent at any time and FLP will stop processing and delete their data, subject to FLP's right to retain the data as allowed for lawful purposes and in accordance with its internal

Record Retention Policy, including to comply with its legal obligations and to use it exclusively on an anonymized basis.

- Right of Access. Data subjects may obtain from FLP confirmation as to whether personal data is being processed and, if it is, access to the personal data.
- Right to Correction/Rectification. Data subjects may correct inaccurate or incomplete personal information.
- Right to Deletion. Data subjects may have personal data deleted in certain circumstances.
- Right to Restriction of Processing. Data subjects may have additional processing of personal data temporarily prohibited while the accuracy or processing of the personal data is contested.
- Right to Data Portability. Data subjects may be able to receive personal data for the purpose of providing that personal data to another controller.
- Right to Object. Data subjects may object, at any time and on grounds relating to their particular situation, that processing of personal data is unnecessary or excessive.
- Right to Avoid Automated Individual Decision-Making. Data subjects may not be subjected to a decision based solely on automated processing, including profiling, that has legal or similar affect.

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 “Contact Us” section of this Privacy Notice. We may ask you to provide valid form of identification for verification purposes.

FLP is committed to providing great customer service, protecting your personal information, and respecting your privacy. If you are a resident of Brazil and believe we maintain your personal information subject to the LGPD, and you have a question, are dissatisfied in relation to FLP’s handling of your personal information, or how FLP has dealt with a complaint or request, you have the right to lodge a complaint with the national authority, also known as the National Data Protection Authority or ANPD.

The Ley Federal de Protección de Datos Personales en Posesión de los Particulares (LFPDPPP – Mexico)

In addition to the above privacy commitments, individuals residing in Mexico may have the right under the LFPDPPP to request access to personal information, rectification of personal information, cancellation of personal information, or opposition to processing of

personal information ("ARCO Rights"). If you wish to exercise any ARCO Rights, please let us know using any of the contact information in the "Contact Us" section of this Privacy Notice. We may ask you to provide valid form of identification for verification purposes.

Privacy Act No. 119 1988 (Privacy Act – Australia)

For Australian consumers, if FLP fails to respond to a data subject request or complaint within a reasonable period of receiving it in writing, or if you are dissatisfied with the response that you receive from us, you may lodge a complaint with the Office of the Australian Information Commissioner ("OAIC"). Details of how to contact the OAIC are located at www.oaic.gov.au.

Changes to Our Privacy Notice

We reserve the right to modify this Privacy Notice at any time. If we decide to change our Privacy Notice, we will post those changes to this Privacy Notice and any other places we deem appropriate, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If we make material changes to this Privacy Notice, we will notify you here, by e-mail, or by means of a notice on our home page. If you disagree with any Privacy Notice changes, you may terminate your account or cease using our services.

Dispute Resolution Policy

If you choose to provide personal information to FLP, or use our website or participate in our business, your use and any dispute over privacy that cannot be amicably resolved is subject to this Privacy Notice and the procedure outlined in our [Dispute Resolution Policy](#), available by clicking the hyperlink.

Contact Us

If you have any privacy-related questions, concerns, or complaints about our Privacy Notice, or how we handle your personal information, you may contact our Home Office by one of the following means:

By e-mail at privacy@foreverliving.com
By telephone at 1-888-440-ALOE (2563)

In addition, you may also contact your local FLP office as follows:
By e-mail at operations@forever.co.za
By telephone at +27 21 761 6001

These inboxes are actively monitored and managed so that we can deliver an experience that you can confidently trust. We will respond to all requests, inquiries, or concerns within

the time frame specified by the particular privacy law that is the subject of the request. If you are not satisfied with our response, you may direct privacy complaints to your local data protection authority.

For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity.

We are committed to working with you to obtain a fair resolution of any complaint or concern about privacy. We cooperate with country data protection authorities if they believe that a privacy issue has occurred.