

Young Living Malaysia Privacy Policy

This policy is effective on January 12th, 2025

This policy describes how Young Living collects, processes, uses, discloses, or shares your information. When you use our sites, products, or services or otherwise form a relationship with us, we may obtain data from you and the devices you use to interact with us.

This policy is designed to provide transparency into our privacy practices and principles in a format you can navigate, read, and understand.

We commit to treat your personal information with care and respect and give you methods to contact us should you have any questions or concerns about the use of your information.

Finally, you may have received additional privacy documentation from us when you used a specific site, product, or service from us. In that case, the documentation you received should be read in conjunction with this Notice.

This policy explains:

The Scope of this Policy

This Policy describes the processing of information provided or collected on our sites and applications where this privacy policy is posted. In some instances, we may provide additional data privacy notices specific to certain products, practices, or regions. Those terms should be read in conjunction with this policy.

If you provide information to us on a third-party site or platform, the information you provide may be separately collected by the third-party site or platform. That third-party site or platform's privacy practices will govern the use of your information. Choices you make on that third-party platform will not apply to our use of the information we have collected through our sites, products, or services.

Your Privacy Rights

If you are a resident of certain states or countries, you may have the right to know, access, correct, transfer, restrict the processing of, opt-out from certain types of processing (e.g., targeted advertising, the sale of personal data, limit the use and disclosure of sensitive information, and profiling, as defined by the applicable state law(s)), and delete your personal information. If you choose to exercise any of these options, we will not discriminate against you for making that decision.

You can exercise your privacy rights by clicking the "My Privacy Choices" link at the bottom of our website and select the applicable request, or by contacting us at DPO@youngliving.com. When we receive a request to exercise a privacy right, we will review information we have collected about you (if any) with identifying information you may have provided us (such as a login, email address, mailing address, zip code, or transaction or order number) to authenticate your identity. If you use an authorized agent to submit a request, we may require the authorized agent to provide proof that you gave the agent signed permission to submit the request. We may also require you to directly confirm with us that you provided the authorized agent permission to submit the request.

There may be situations where we cannot grant your request. In such a situation, we will explain our reasoning to you and will honor your right to appeal when applicable.

Information Collected or Processed

In the preceding 12 months, Young Living may have collected or processed the categories of personal information that are identified below when you visit our websites. We generally collect the information listed below to secure, improve, and provide our services to our customers.

Browser Type;

Operating System;

Internet Service Provider;

IP address;

Date and time of your visit to our sites; and

Information about the website from which your system comes to or through our website.

Sources of Information

The sources from which personal information may have been collected or processed are the following: information that you provided to us, online tracking technologies, automatic data collection technologies, social media platforms and networks, business partners, etc. The purpose of such collection or processing include: providing our products and services, communicating with you, administering the Brand Partner program, marketing and promotional purposes (which may include targeted advertising), analytics and personalization, security and fraud prevention, legal obligations, core business functions, the job applicant process, etc.

How We Disclose Information

Young Living does not believe we have Sold (for monetary or other valuable consideration) or Shared (for cross-context behavioral advertising purposes) your personal information in the last 12 months, as defined by certain state laws. However, we may disclose your information to our subsidiaries and affiliates, along with our service providers and third-party processors to provide services to you. We may also disclose your information with service providers and third parties when necessary to comply with laws and regulations; respond to subpoenas and court orders; exercise our legal rights or defend against legal claims; investigate, prevent, or take action regarding illegal activities, suspected fraud, potential threats to our property or the physical safety of any person, or violations of our usage instructions and applicable terms and conditions; facilitate the financing or insuring of our business or a disposition of all or part of our business or assets, or as otherwise permitted or required by law. We may disclose anonymized or aggregated data at our discretion, in accordance with applicable laws.

If you post your information or content to our online forums or media sites, this information is public on the Internet. We are unable to prevent or control further use of this information and refer you to the third-party sites' privacy policies and terms of use to learn more about their privacy practices.

Your Controls and Choices

You can control how and when you want to receive marketing emails from Young Living by clicking on the "unsubscribe" link located at the bottom of our email communications to you. This will not affect your receipt of administrative emails (for example, emails about your account, transactions, or policy changes) for your registered account.

Our Commitment to Protecting Information Belonging to Children

Our services are not intended for children under the age of 16. We do not knowingly collect information via our sites, products, and services from users under the age of 16. If you use our Services, you represent that you are at least the age of majority under the laws of the jurisdiction of your place of residence. If you believe your child has provided us with personal information, please alert us at DPO@youngliving.com. If we learn that we have collected personal information from a minor, we will promptly take steps to delete such information and terminate the minor's account.

Cookies and Other Technologies

Cookies are identifiers we transfer to your browser or device that allow us to recognize your browser or device and tell us how and when pages and features in our services are visited and by how many people. You may be able to change the preferences on your browser or device to prevent or limit your device's acceptance of cookies, but this may prevent you from taking advantage of some of our features. We recommend you keep cookies activated. We have broken up our cookies into categories to help you understand what they do.

- **Essential:** These cookies are required to use our services. For example, they are necessary to access our website and login to your account.
- **Performance:** These cookies track how you interact with our website. For example, these cookies let us know which pages on our website load slowly or are not optimized for mobile use. We use this information to make improvements to our user experience.
- **Functionality:** These cookies track information about you to make using our website easier. For example, we may retain information such as your login status and viewing preferences.
- **Marketing and Analytics:** These cookies help us create targeted advertising experiences on our websites.

You can manage your cookie preferences on our cookie banner that pops up when you first visit our website.

We also offer a Live Chat service on the Young Living websites called Five9 which allows you to contact Young Living's Member Services representatives. Five9 is a web-based live customer interaction service operated by LogMeIn, a third-party, which provides a range of high-performance features, support and communication tools and APIs, and enables service employees to reach and assist visitors to the Young Living sites. By using the chat, you agree and consent to our use of LogMeIn to provide the Five9 service. Information you provide to Five9 forwards directly to our Member Services representatives. Such information includes:

Full name
IP address and/or device identifier
Video
Operating system
Session duration
Content of communication
Session duration
Language settings
Location data
Connection information, log files, and other diagnostic data

Global Privacy Control

If you would like to control the use of cookies and similar internet technologies on your computer, you can use web browsers listed with the Global Privacy Control tool built into them. These browsers limit cookie

technologies and how they work while you browse the internet. You can find a list of browsers with the Global Privacy Control tool built into it here: <https://globalprivacycontrol.org/#download>.

The use of the website and web browsers located at the site above is at your own risk, subject to the agreements from those web browsers' developers, and subject to their privacy policies. Young Living does not accept any liability associated with your use of the website above or the content you may download from that website.

Our Global Data Transfer Practices

We store and process your personal information on our servers located within the United States but may transfer your personal information to other countries outside of the United States for the purposes describe in this Privacy Policy. By using our websites, products, or services, you agree to the global transfer, process, and storage of your personal information.

Contacting Supervisory Authorities

If you would like to lodge a complaint against us, you may contact your local privacy regulator. If you have trouble locating a privacy regulator, please contact our privacy office at DPO@youngliving.com and they will help you contact the appropriate enforcement agency.

Changes to This Privacy Policy

We may update this privacy policy from time to time. We will notify you of any changes by posting the new privacy policy on this page. If we make any material changes to how we treat your personal information, we will notify you by email at the primary email address specified in your account and through a notice on our sites' home page. You are responsible for ensuring we have an up-to-date email address to contact you. You are advised to review this privacy policy periodically for any changes. Changes to this privacy policy are effective when they are posted on this page.

How to Contact Us

If you have any questions about how we process your information, you can contact us at:

Our postal address is:
 Young Living Malaysia Sdn Bhd
 GF & L1, Tower 7, Avenue 3, Bangsar South
 No. 8 Jalan Kerinchi
 59200 Kuala Lumpur, Malaysia

We can be reached via e-mail at custservmy@youngliving.com, or you can reach us by telephone at toll free line 1800 189 889 or to the office number (+603 2714 8714)

Relationship-Specific Details

Website User	
Description	Data subjects who use the website.
Categories of Information	Internet Data such as browser name, operating system, internet service provider, IP address, data and time of your visit to our sites, and information about the website from which your system comes to or through our website.
Category of Data Subjects	Data subjects who use the website.

The Source from which this Information was Collected	Information your computer provides to the Young Living websites.		
Purpose of Processing	This information is processed for operating the website, optimizing the website, and for security.		
Legal Basis for Processing	There is a legitimate business purpose for processing this information.		
Automated Processing or Profiling	<p>Does this product/service/process use automated processing: Yes <input type="checkbox"/></p> <p>No <input checked="" type="checkbox"/></p> <p>If yes, the general methods and logic used are: N/A</p> <p>Does the automated processing affect the rights of data subjects? N/A</p>		
Information Distribution	Categories of Recipients	Description of Commercial or Business Purpose	Is this Information Sold or Shared
	Cloud service providers IT infrastructure providers Log monitoring Security applications Customer chat Customer service	This information is gathered to perform essential functions for the website such as: Back-end system operations such as cloud service providers, log file administration, security, customer service and chat, and IT infrastructure.	<input type="checkbox"/> Sold <input checked="" type="checkbox"/> Shared
Sensitive Personal Information	Category of Sensitive Personal Information Collected	Retention Period	
	N/A	N/A	
Whether Personal Information is Transferred Internationally	This information is transferred to the United States and is subject to an internal transfer mechanism.		
Retention Period	<p>For information pertaining to member relationships and customer support, records are retained for 4 years after the termination of the membership relationship.</p> <p>For customer information that is used for account generation, information is retained for three years after termination of the relationship.</p>		

Brand Partner

Description	When a web user places an order through a Young Living site, they can register as Brand Partner.		
Categories of Information	Identifiers such as: name, legal entity, address, email address, phone number, and account ID, Commercial information such as: payment card information, bank account information, government identification number, password for the Young Living account, PIN for the Young Living account, cart history, and commissions and bonuses Historical Information such as: customer notes, participation in events and campaigns Internet data such as: IP address		
Category of Data Subjects	Brand Partners		
The Source from which this Information was Collected	This information is provided by brand partners		
Purpose of Processing	This information is processed for Brand Partner relationship.		
Legal Basis for Processing	This information is gathered to enter into and form a contractual relationship with Brand Partners.		
Automated Processing or Profiling	Does this product/service/process use automated processing: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, the general methods and logic used are: N/A Does the automated processing affect the rights of data subjects? N/A		
Information Distribution	Categories of Recipients	Description of Commercial or Business Purpose	Is this Information Sold or Shared
	Shipping companies Payment processors Fraud monitoring e-commerce entities business analytics tools	This information is gathered to fulfill the contractual agreement between Young Living and its Brand Partners. It is used to fulfill orders, ship orders, back-end administration, process payments, provide analytics services,	<input type="checkbox"/> Sold <input checked="" type="checkbox"/> Shared

	Young Living subsidiaries IT infrastructure Security Chat and customer service Cloud service providers	customer services, and security.	
Sensitive Personal Information	Category of Sensitive Personal Information Collected		Retention Period
	<input checked="" type="checkbox"/> Account log-in, financial account, debit card, or credit card number in combination with any required security or access code, password, or credentials allowing access to an account. <input type="checkbox"/> Nationality		This information is retained throughout the duration of the contract and then retained pursuant to statutes of limitations for claims that may arise under the contract. Currently that period is no longer than 10 years.
Whether Personal Information is Transferred Internationally	This information is transferred to the United States and is subject to an internal transfer mechanism.		
Retention Period	This information is retained throughout the duration of the contract and then retained pursuant to statutes of limitations for claims that may arise under the contract. Currently that period is no longer than 10 years		

Product Details

Aroma Connect (if available in market only)

Description	Information gathered via the Aroma Connect application
Categories of Information	Identifiers such as: email address and password Application data related to how you use the application, when the application is accessed, and time spent on the application.
Category of Data Subjects	Aroma Connect users.
Purpose of Processing	This information is used to create and manage user accounts, to control the Luna Mist and Wake Up Light diffusers and build diffuser routines. This information is used to provide information localized to your region. This information helps analyze application usage data and improve the services.
Legal Basis for Processing	Consent.
Automated	Does this product/service/process use automated processing:

Processing or Profiling	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, the general methods and logic used are: N/A Does the automated processing affect the rights of data subjects? N/A		
Information Sharing	Categories of Recipients	Description of Commercial or Business Purpose	Is this Information Sold or Shared
	Cloud infrastructure IT/Security services Relevant Young Living Entities Chat and customer service support Analytics tools to understand how the application is being used	This information is used to provide the Aroma Connect application to users	<input type="checkbox"/> Sold <input checked="" type="checkbox"/> Shared
Sensitive Personal Information	Category of Sensitive Personal Information Collected	Retention Period	
	N/A	N/A	
Whether Personal Information is Transferred Internationally	USA		
Retention Period	Application data is retained as long as an account is active or as needed to provide you services. Account holders can request the deletion of your data by contacting us at DPO@youngliving.com . We will work to delete your data within 30 days of that request.		