

# Privacy Policy and Notice

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](mailto: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](mailto: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 Boldchat, which allows you to contact Young Living’s Member Services representatives. Boldchat 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 Boldchat service. Information you provide to Boldchat 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](mailto: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:

Young Living Singapore Pte Ltd

111 Somerset Road #05-18

TripleOne Somerset, Singapore 238164

Email: [custservsingapore@youngliving.com](mailto:custservsingapore@youngliving.com)

This policy was last updated on: 1 December 2024

## Relationship-Specific Details

### Website User

<b>Description</b>	Data subjects who use the website.
<b>Categories of Information</b>	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.
<b>Category of Data Subjects</b>	Data subjects who use the website.
<b>The Source from which this Information was Collected</b>	Information your computer provides to the Young Living websites.
<b>Purpose of Processing</b>	This information is processed for operating the website, optimizing the website, and for security.
<b>Legal Basis for Processing</b>	There is a legitimate business purpose for processing this information.
<b>Automated Processing or Profiling</b>	<p><b>Does this product/service/process use automated processing:</b> 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>

<b>Information Distribution</b>	<b>Categories of Recipients</b>	<b>Description of Commercial or Business Purpose</b>	<b>Is this Information Sold or Shared</b>
	Cloud service providers	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
	IT infrastructure providers		
	Log monitoring		
	Security applications		
	Customer chat		
Customer service			
<b>Sensitive Personal Information</b>	<b>Category of Sensitive Personal Information Collected</b>	<b>Retention Period</b>	
	N/A	N/A	
<b>Whether Personal Information is Transferred Internationally</b>	This information is transferred to the United States and is subject to an internal transfer mechanism.		
<b>Retention Period</b>	For information pertaining to member relationships and customer support, records are retained for 4 years after the termination of the membership relationship.		
	For customer information that is used for account generation, information is retained for three years after termination of the relationship.		

### Retail Customer/Brand Partner

<b>Description</b>	When a web user places an order through a Young Living site, they can register as either a Retail Customer or Brand Partner.
<b>Categories of Information</b>	Identifiers such as: name, legal entity, address, email address, phone number, VAT or Tax ID, account ID, and photo
	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
	Preferences such as: political affiliation and activities

	<p>Historical Information such as: customer notes, records of absences/time tracking, disciplinary action, participation in events and campaigns</p> <p>Health information such as: dietary requirements</p> <p>Internet data such as: IP address</p>		
<b>Category of Data Subjects</b>	Retail customers and Brand Partners		
<b>The Source from which this Information was Collected</b>	This information is provided by retail customers and brand partners		
<b>Purpose of Processing</b>	This information is processed to form either a retail customer or Brand Partner relationship.		
<b>Legal Basis for Processing</b>	This information is gathered to enter into and form a contractual relationship with retail customers and Brand Partners.		
<b>Automated Processing or Profiling</b>	<p><b>Does this product/service/process use automated processing:</b>  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><b>Does the automated processing affect the rights of data subjects? N/A</b></p>		
<b>Information Distribution</b>	<b>Categories of Recipients</b>	<b>Description of Commercial or Business Purpose</b>	<b>Is this Information Sold or Shared</b>
	Shipping companies Payment processors Fraud monitoring e-commerce entities business analytics tools Young Living subsidiaries	This information is gathered to fulfill the contractual agreement between Young Living and its retail customers and Brand Partners. It is used to fulfill orders, ship orders, back-end administration, process payments, provide analytics services, customer	<input type="checkbox"/> Sold <input checked="" type="checkbox"/> Shared

	IT infrastructure Security Chat and customer service Cloud service providers	services, and security.	
<b>Sensitive Personal Information</b>	<b>Category of Sensitive Personal Information Collected</b>	<b>Retention Period</b>	
	<input checked="" type="checkbox"/> Social security, driver's license, state identification card, or passport number. <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 and political affiliation.	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.	
<b>Whether Personal Information is Transferred Internationally</b>	This information is transferred to the United States and is subject to an internal transfer mechanism.		
<b>Retention Period</b>	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		

### Employee/Recruit/Prospect/Candidate

<b>Description</b>	Personal data gathered through the recruitment, employment, or contracting process.
<b>Categories of Information</b>	Identifiers Characteristics of protected class information Professional or employment related information Education information Internet Data
<b>Category of Data Subjects</b>	Young Living gathers this data directly from employees, candidate, prospects, and recruits.
<b>Purpose of Processing</b>	Young Living processes this information to evaluate whether to form an employment relationship with prospects.
<b>Legal Basis for Processing</b>	Young Living gathers this information to enter into, or for the performance of, a contract.



<b>Automated Processing or Profiling</b>	<p><b>Does this product/service/process use automated processing:</b></p> <p>Yes <input checked="" type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p><b>If yes, the general methods and logic used are:</b> Automated processing is used to make sure applications are provided to Young Living's HR department. Young Living does not use automated processing or profiling to make HR decisions such as whether to hire, promote, or take disciplinary action.</p> <p><b>Does the automated processing affect the rights of data subjects? No.</b></p>
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	Categories of Recipients	Description of Commercial or Business Purpose	Is this Information Sold or Shared
<b>Information Sharing</b>	Cloud infrastructure	Young Living's business purpose for providing this information is to support the employment relationship and/or recruitment process.	<input type="checkbox"/> Sold <input checked="" type="checkbox"/> Shared Young Living shares this information with service providers for a business purpose.
	Employment benefits providers		
	Payroll management and processing entities		
	Office management software		
	IT/Security services		

	Category of Sensitive Personal Information Collected	Retention Period
<b>Sensitive Personal Information</b>	<input checked="" type="checkbox"/> Social security, driver's license, state identification card, or passport number. <input 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"/> Precise geolocation. <input checked="" type="checkbox"/> Racial or ethnic origin, religious or philosophical beliefs, or union membership. <input checked="" type="checkbox"/> The contents of a consumer's mail, email, and text messages unless the business is the intended recipient of the communication. <input type="checkbox"/> Genetic data.	Throughout the term of employment and then for at least four years or as needed or allowed by law.

	<input type="checkbox"/> The processing of biometric information for the purpose of uniquely identifying a consumer. <input checked="" type="checkbox"/> Personal information collected and analyzed concerning a consumer's health. <input checked="" type="checkbox"/> Personal information collected and analyzed concerning a consumer's sex life or sexual orientation.  Young Living only collects sensitive personal information, as defined in the applicable state privacy laws, with your consent and does not use sensitive personal information for inferring characteristics about you.
<b>Whether Personal Information is Transferred Internationally</b>	USA
<b>Retention Period</b>	Young Living retains this information throughout the term of an employee's relationship with Young Living and as needed or allowed by applicable laws and regulations. Alternatively, Young Living deletes this information if an employment relationship does not form between a candidate and Young Living.

## Product Details

### Aroma Connect

<b>Description</b>	Information gathered via the Aroma Connect application
<b>Categories of Information</b>	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.
<b>Category of Data Subjects</b>	Aroma Connect users.
<b>Purpose of Processing</b>	<p>This information is used to create and manage user accounts, to control the Luna Mist and Wake Up Light diffusers and build diffuser routines.</p> <p>This information is used to provide information localised to your region.</p> <p>This information helps analyze application usage data and improve the services.</p>
<b>Legal Basis for Processing</b>	Consent.

<b>Automated Processing or Profiling</b>	<p><b>Does this product/service/process use automated processing:</b>  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><b>Does the automated processing affect the rights of data subjects? N/A</b></p>		
<b>Information Sharing</b>	<b>Categories of Recipients</b>	<b>Description of Commercial or Business Purpose</b>	<b>Is this Information Sold or Shared</b>
	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
<b>Sensitive Personal Information</b>	<b>Category of Sensitive Personal Information Collected</b>		<b>Retention Period</b>
	N/A		N/A
<b>Whether Personal Information is Transferred Internationally</b>	USA		
<b>Retention Period</b>	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.		