



# YOUNG LIVING U.S. PRIVACY POLICY

*Updated December 2, 2019*

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Young Living Essential Oils ("Young Living") places great importance on the protection of your personal information. This privacy policy describes how Young Living ("we," "us," and "our") uses and protects your personal information collected through our websites, applications, or other forms of electronic communications (collectively the "Young Living sites").

This privacy policy will provide information about how we process your information, with whom we share that information (if at all), and how to contact us if you have questions. To view your state-specific privacy notice, please [click here](#). By accessing or using any part of the Young Living sites or services, you agree to the collection and use of your personal information according to the terms set forth in this privacy policy.

## HOW WE GATHER AND USE INFORMATION

Each time you visit the Young Living sites, our system automatically collects data and information from your computer system. In particular, we collect the following data from you:

- Browser type
- Operating system
- Internet service provider
- IP address
- Date and time of your visit to our sites
- Information about the website from which your system comes to our website
- Information about the website accessed by your system through our website

This data is stored in the log files of our system, separate from other personal information held by Young Living. We store log files to ensure the functionality and optimization of the sites and the security of our information technology systems. We do not evaluate your log files for marketing purposes, with the exception of the information collected from your browser settings. This includes checking the language setting in your browser to display the appropriate language version of the Young Living sites.

When this information is no longer required for the functionality of our sites, we delete or anonymize your personal log file information, so attribution to you is no longer possible.

## CREATING A YOUNG LIVING ACCOUNT

When placing an order through the Young Living sites, you have the opportunity to register as a distributor or retailer and create a user profile. We process the following data from you during registration:

- Full name
- Legal entity
- Address
- Country of origin or that of your company
- Language
- Email address
- Phone number
- Payment details
- VAT ID number (distributors only)
- Age

- Password
- PIN
- The indication of whether a registered member asked you to register as a distributor or retail customer (If so, we ask for that member's sponsor ID and enroller ID.)

After you have entered your details in the registration form, Young Living creates a user account for you and provides you with a customer ID. We process this registration data to facilitate, alter, and form the contractual relationship between you and Young Living and for billing and related services.

## SIGNING UP FOR OUR NEWSLETTER

When you create a customer account, you have the opportunity to subscribe to a free newsletter to keep you up to date with the latest Young Living products, events and retreats, and information about Young Living farms. We collect the following information when you sign up for our newsletter:

- Email address
- Full name
- Legal entity name
- IP address
- Date and time of registration
- Consent to receive the newsletter

We gather this information to record your registration and, if necessary, to inform you about the possible misuse of your personal data. We delete this personal information if you unsubscribe from the newsletter or if we terminate your subscription. You may unsubscribe from the newsletter at any time by clicking the Unsubscribe link at the bottom of each newsletter or sending an email to [DPO@youngliving.com](mailto:DPO@youngliving.com).

## COMMUNICATIONS WITH YOUNG LIVING

If you send us an email communication, we may collect the following personal information from you:

- Email address
- IP address
- Date and time of communication
- Content of communication

We gather this information to facilitate the conversation you started with us, to prevent the misuse of our email services, and to protect security of our information technology systems.

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, 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. 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-based data
- Connection information, log files, and other diagnostic data

## WHO WE SHARE INFORMATION WITH

Young Living does not sell your personal information to third parties. However, we may disclose personally identifiable information to our subsidiaries, affiliates, external service providers, and other third-party processors to perform data-processing services on our behalf. In doing so, we adhere to applicable national and international data protection regulations. We may also disclose personal information to a third party as required by law or to provide and manage our products and services.

## GOOGLE MAPS

Some of Young Living's sites utilize Google Maps API, a map service operated by Google Inc. ("Google"). This allows us to show you interactive maps directly on the Young Living sites and provides you with convenient use of the map feature. By visiting the Young Living sites through which the map services are offered, Google receives the information that you have accessed the corresponding sub-page of our Young Living websites. In addition, the following personal information is communicated to Google:

- IP address
- Date and time of the request
- Time zone
- Content of the request;
- Access status/HTTP status code
- Each transferred amount of data
- Website from which the request comes
- Browser type and version
- Operating system
- Language preferences

When you're logged in to Google, your data will be assigned directly to your Google account. If you do not wish to be associated with your profile on Google, you must log out before activating the button. Google stores your data as usage profiles and uses them for purposes of advertising, market research, and/or tailor-made website design. Such evaluation will be carried out in particular (even for non-logged in users) to provide on-demand advertising and to inform other users of the social network about your activities on our Young Living sites. You can deactivate the service of Google Maps and prevent the data transfer to Google by disabling JavaScript in your browser. We point out, however, that you will not be able to use the sites' map feature in this case. For more information on the purpose and scope of Google's data collection and processing, please see Google's privacy policy.

## COOKIES

When using the Young Living sites, various types of cookies are used and stored on your computer. Cookies are small text files stored on your device that tell websites who you are. Through the settings in your browser, you can elect to disable, limit, or delete cookies. However, we cannot accomplish many of the basic functions needed to create and process an order on our sites without cookies. For this reason, we recommend you keep cookies activated. We have broken up our cookies into categories to help you understand what they do.

1. Essential: These cookies are required to use our website. For example, they are necessary to add items to your cart and check out.
2. Performance: These cookies track how you interact with our website. For example, Google Analytics lets 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.
3. Functionality: These cookies track information about you to make using our website easier. For example, we use this information to store your language preferences.
4. Marketing and Advertising: These cookies help us create targeted advertising experiences for you.

## DO NOT TRACK POLICY

Some browsers have a "do not track" feature that lets you tell websites that you do not want to have your online activities tracked. We currently do not respond to browser "do not track" signals.

## **SOCIAL MEDIA LINKS AND THIRD-PARTY SITES**

Young Living's sites may contain links to other websites that are not operated by us. If you click on a link to a third-party site, you will be directed to their site. We have no control over these sites, we cannot protect your personal data, and we strongly advise you to review the privacy policy of every site you visit. Our sites also offer social sharing features, including links to Facebook, Twitter, LinkedIn, Instagram, Google+, Pinterest, Vimeo, YouTube, and Disqus, which allow you to access your social media account to share actions you take on our sites with your friends or the public depending on the settings of your social sharing account. For more information about these social sharing features, please visit the privacy policy of the respective entity or click on the links above.

## **HOW WE PROTECT YOUR INFORMATION**

Young Living has implemented appropriate physical, technical, and administrative security standards to protect personal information from loss, misuse, alteration, or destruction. Our service providers and affiliates are contractual obligated to protect the confidentiality of your personal information and may not use the data for purposes not authorized by us.

Although we do our best to protect your personal information, no data transmission over the internet or any wireless network can be guaranteed to be 100 percent secure. As a result, while we strive to protect your personal identification information, you acknowledge that there are security and privacy limitations inherent to the internet that are beyond our control and that the security, integrity, and privacy of any and all information and data exchanged between you and us through our websites cannot be guaranteed. Please do your part in protecting your personal information by keeping your account password safe and confidential, logging out of your account after using a shared computer, and regularly scanning your computer for viruses, malware, and spyware.

By using our sites, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of our sites. If we learn of a security breach involving your personal information, we may attempt to notify you electronically by sending an email to you. To withdraw your consent to receive electronic notice of a data breach, please email us at [DPO@youngliving.com](mailto:DPO@youngliving.com).

## **DATA RETENTION POLICY**

We delete your personal information when it is no longer necessary for the purpose it was collected for and when there are no applicable contractual or statutory retention periods. Presently, this is no later than 10 years.

## **ACCESS AND CONTROL OVER YOUR INFORMATION**

- If you are a resident of certain states, you may have the right to:
- Obtain information regarding the collection, processing, and sharing of your personal information
- Access the personal information we have obtained about you, if any
- Correct your personal information
- Delete your personal information
- Request an electronic copy of your personal information
- Object to the use of your personal information for certain purposes

For more information about changing, deleting, or updating your personal information pursuant to these rights, please click on the icon below. Young Living will not discriminate against individuals who exercise these rights. You can also access and update your personal information by logging into your Young Living account.

## **CHILDREN AND PRIVACY**

The Young Living sites are not intended for children under 13 years of age. We do not knowingly attempt to solicit or receive information from children. 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.

## 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. Your continued use of our sites after such modifications will constitute your acknowledgment of the modified privacy policy and your agreement to abide and be bound by the modified policy. Changes to this privacy policy are effective when they are posted on this page. This privacy policy was last updated on December 2, 2019.

## CONTACT INFORMATION

If you have questions, suggestions, or concerns regarding the privacy of our sites, please contact:

### **Young Living Essential Oils**

Thanksgiving Point Business Park  
3125 Executive Parkway  
Lehi, Utah 84043 USA  
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