



PRIVACY POLICY FOR YOUNG LIVING AFRICA (PTY) LTD

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GENERAL INFORMATION ABOUT THE COLLECTION OF PERSONAL DATA

Young Living Africa (Pty) Ltd (YOUNG LIVING) attaches great importance to the protection of your personal information. This privacy policy describes how YOUNG LIVING ("we," "us," and "our") uses and protects the personal information collected through <https://www.youngliving.com/> ("YOUNG LIVING website").

Personal data are all data that can be linked to you, such as your salutation, name, address, e-mail address, IP address, etc. Your personal data will only be processed in accordance with the applicable privacy laws in Africa.

The collection and use of personal data will take place only after you have consented thereto or the processing of the data is permitted by law. The following provisions inform you about the type, scope and purpose of the collection and processing of your personal data.

In case that we use contracted service providers for individual functions of our offer or our services or use your data for advertising or analysis purposes, we will also inform you in detail below about the respective transactions. At this point we also inform you about the specified criteria and the duration of storage. We also inform you about your rights regarding any data processing.

This Privacy Policy applies solely to our YOUNG LIVING website. In case that you are forwarded via links from our YOUNG LIVING website to third-party websites, please inform yourself there about the respective handling of your data.

CONTACT INFORMATION OF THE DATA CONTROLLER AND THE DATA PROTECTION OFFICER

YOUNG LIVING is responsible for personal information under its control and has designated a Privacy Officer who is accountable for this Privacy Policy and applicable data privacy laws:

If you have questions, concerns or claims about your personal information or YOUNG LIVING privacy practices, please contact our Privacy Officer at the information below:

Young Living Africa (Pty) Ltd

Ground floor located at the Building 6,
Clearwater Office Park, Corner Christiaan De Wet and Rooibok Street,
Strubens Valley, Roodepoort, 1724

E-mail:

PERSONAL DATA COLLECTION AND STORAGE

3.1. COLLECTION AND CONSENT

YOUNG LIVING may ask you to provide your personal information, including when you visit our website, register for an account, order our products, or engage with us for promotional purposes.

Please note that we only collect your personal information if you consent to submit such information to us. You are under no obligation to provide personal information, with the caveat that your refusal to do so may prevent you from using certain portions of the YOUNG LIVING website or some of our services.

By providing your personal information to us or by using the YOUNG LIVING website, you consent to YOUNG LIVING's collection, use, storage and disclosure of your personal information in accordance with this Privacy Policy and all applicable laws.

A list of the main purposes of collection and use, including a list of the types of personal information collected for each purpose, is provided in Section 6 of this Privacy Policy below.

3.2. STORAGE DURATION AND DELETION OF THE DATA

The personal data collected, processed and stored by us are only stored for as long as the specific purpose of the storage requires. If the purpose of the storage no longer exists, your data will be deleted or its processing will be restricted.

Legal requirements, however, may require us to retain some or all of the personal information we hold for a period of time that is longer than that for which we might otherwise hold.

YOUR RIGHTS

Upon request we will provide you with access to a description of the data that we maintain about you. To do so, please contact our Privacy Officer, whose contact details are provided in Section 3 of this Privacy Policy.

If your Personal Information changes, or if you no longer desire your personal information to be processed by us, you may correct, update, amend, delete/remove your information by making the change within your personal profile on YOUNG LIVING website or you can contact us through our Privacy Officer, whose contact details are provided on section 2 of this policy

We may require that you provide us with acceptable verification of your identity before providing access to such information.

4.1 RIGHT TO RECTIFICATION

You have the right to correction and / or completion of your data by YOUNG LIVING if your personal data that we process is incorrect or incomplete.

VISITING THE YOUNG LIVING WEBSITE AND CREATION OF LOGFILES

Each time you visit our YOUNG LIVING website, our system automatically collects data and information from your computer system. In particular, the following are your data collected:

- Information about your browser type
- Information about your operating system
- Information about your Internet service provider
- Your IP address

- Date and time of your visit to our site
- Information about the website from which your system comes to our website
- Information about the website accessed by your system through our website.

The above-mentioned data collected about you will be stored in the log files of our system. A storage of this data together with other personal data does not take place in principle.

Storage in log files is done to ensure the functionality of the website. In addition, this data is used to optimize our website and to ensure the security of our information technology systems. An evaluation of your log files for marketing purposes does not take place. An exception is the information we collect about your browser settings. This includes checking the language setting in your browser to display the appropriate language version of the YOUNG LIVING website.

As soon as they are no longer required for the purpose mentioned here the data is deleted or anonymized, so that an attribution to you is no longer possible. If the data is stored in log files, the data will be deleted after seven days.

INITIAL ORDER (REGISTRATION FOR DISTRIBUTORS AND RETAIL CUSTOMERS)

6.1. PROCESSING BY YOUNG LIVING

To place your first order on the YOUNG LIVING website, you can register on the YOUNG LIVING website and create a user profile. First choose whether you want to become a (future) distributor or retailer with YOUNG LIVING. In addition, we can process the following data from you during registration:

- your Name
- your legal entity (company, sole trader, natural person)
- your Address
- your country of origin or that of your company
- your language
- your email address
- your phone number
- your payment details
- your VAT ID number (distributors only)
- your age
- your password
- a PIN
- the indication of whether a registered Member has solicited you, stating a sponsor ID and Enroller ID

After you have entered your details in the template YOUNG LIVING will create a user account for you and will then provide you with a customer ID. We use, store and process this data as this is necessary for the formation, structuring or altering of the contractual relationship between you and YOUNG LIVING and for the use and billing of the related services.

We delete your data, as far as they are no longer necessary for the purpose mentioned and there are no contractual or statutory retention periods. In the present case this is no later than 10 years.

6.2. TRANSMISSION TO THIRD PARTIES

If you are a retail customer via a reseller from a MyYL website on our YOUNG LIVING website, we will provide you with information on the MyYL website as to which products you have placed in your shopping cart. It is possible that certain information provided by you during registration may be available to our authorized distributors for the purposes of commission calculations. For example, they might be able to see which products you purchased at which time, as well as your name.

NEWSLETTER

7.1. POSTING OF NEWSLETTERS

When you create a customer account, you have the opportunity to subscribe to a free newsletter. If you consent, our newsletter will keep you up to date with the latest YOUNG LIVING oils and care products, YOUNG LIVING events and YOUNG LIVING retreats, and our YOUNG LIVING farms. In the process, the data entered by you when you sign up for the newsletter are sent to us in the user interface. These are usually:

- Your email address
- your name
- the name of your company
- Optionally, further data is processed as far as you specify it

We need your e-mail address to send you the newsletter as well as for identification and verification your consent.

We will also store your IP addresses and times of registration and confirmation. The purpose of this procedure is to have a record of your registration and, if necessary, to inform you about possible misuse of your personal data.

We will delete your data as soon as you have unsubscribed from the newsletter or this is terminated by us. You may terminate the newsletter subscription at any time by revoking your

consent with effect for the future. Each newsletter sent to you has a link that allows you to unsubscribe easily. You may also send an e-mail to customer@youngliving.com.

7.2 TRANSMISSION TO THIRD PARTIES

Our newsletters are distributed by MailChimp, a mailing service provider of the Rocket Science Group LLC, 675 Ponce De Leon Ave. NE # 5000, Atlanta, GA 30308, USA ("MailChimp"). We use the services of MailChimp for commissioned data processing.

MailChimp may use the pseudonymous data of the recipients forwarded to it, ie without being assigned to a user, for the purposes of optimizing or improving their own services, e.g. for the technical optimization of shipping and the presentation of newsletters or for statistical purposes. However, MailChimp does not use the data of our newsletter recipients to contact the recipients themselves or to pass the data on to third parties.

You can view the privacy policy of MailChimp here: <https://mailchimp.com/legal/privacy/>.

CONTACT WITH YOUNG LIVING

8.1. PROCESSING BY YOUNG LIVING

We have listed several email addresses on our website, which you can use to contact us depending on the nature of your request. If you send us an e-mail we will save your e-mail address as well as other data provided by you in order to respond to your query.

At the time of sending your message, the following data may also be stored:

- your IP address
- Date and time of your contact

These other personal data processed during the submission process are intended to prevent misuse of the e-mail and to ensure the security of our information technology systems.

8.2 LIVECHAT (PROCESSING BY THIRD PARTIES)

We're offering a live chat on the YOUNG LIVING website called Boldchat, which you can use to get in touch with our YOUNG LIVING customer service. The live chat is operated by LogMeIn and the data is forwarded directly to our customer service via Boldchat. Boldchat is a web-based live customer interaction service that 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 website. If you choose this option, only your name will be entered and transmitted in the input mask. Further data will only be transmitted if you disclose it in the chat or we list it below.

If you use the chat, Boldchat collects data generated by using the chat. These were either entered by you or others who use chat with you, or created by the infrastructure itself (for example, duration of session, use of webcams, connection information, etc.). Boldchat may also collect usage and log information about the way the chat is accessed and used, including information about the device on which the chat is being used, IP addresses, location-based data, language settings, operating system used, unique device identifiers and other diagnostic data that Boldchat uses to support its services.

More information about Boldchat can be found here:

<https://www.logmeininc.com/en/legal/privacy>.

8.3 TRANSMISSION TO OTHER YOUNG LIVING COMPANIES

The data entered by you in the contact form may be forwarded to YOUNG LIVING companies, as far as the content of your inquiry is thematically and regionally related to them (commissioned data processing). However, YOUNG LIVING will remain your first port of call and you can continue to exercise your rights towards YOUNG LIVING. An overview of our affiliated companies can be found here:

https://www.youngliving.com/en_US/company/contactus/international.

YOUNG LIVING may also transfer the data to countries outside of Africa, including the US. This is only the case if our YOUNG LIVING companies are thematically affected by your request. However, YOUNG LIVING will take the necessary steps to ensure that an appropriate level of data protection is maintained.

If your query contains a foreign element, YOUNG LIVING has a legitimate interest in engaging the YOUNG LIVING companies in order to process your request. We delete your data in as much as they are no longer necessary for the achievement of the purpose and there are no legal or contractual obligations.

USE OF COOKIES

In addition to the above data, when using our YOUNG LIVING website, various types of cookies are used and stored on your computer. Cookies are small text files that are stored on your computer or mobile devices when you visit our YOUNG LIVING website. We obtain various pieces of information through the use of cookies.

We use the following types of cookies:

- Cookies may be required for our website to function properly. For example, by setting cookies we may find that you have visited our website.
- By using cookies, we can also provide you with more user-friendly services that would not be possible without cookies.
- By setting a cookie, the information and offers on our website, for example, can be optimized for the user's needs. Cookies allow us, as already mentioned, to recognize you on our website. The purpose of this recognition is to facilitate your use of our website.
- Cookies can also be used to analyze website usage, e.g. to count how many users visit the site and where the website may be improved. However, this analysis does not establish any link between you and the statistics generated from the collected data. As far as we use cookies for website analysis we will declare those.

We use the data collected by cookies for as long as they are necessary for the particular purpose.

Cookies are stored on your computer. You can decide at any time if you wish to delete the cookies from your computer. Through the settings in your browser, you can decide yourself whether the transmission by cookies from your computer to us should be disabled, limited or even completely deleted. If you deactivate all cookies for our website, it may not be possible to fully use all functions of the website.

The following list provides more information about disabling or managing your cookie settings in the browser you are using:

- Safari: <https://help.apple.com/safari/mac/8.0/#/sfri11471>
- iPhone, iPad or iPod: <https://support.apple.com/en-gb/HT201265>
- Google Chrome: <https://support.google.com/chrome/answer/95647?hl=en>
- Internet Explorer / Edge: <http://windows.microsoft.com/en-GB/windows-vista/Block-or-allow-cookies>
- Firefox: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- Firefox Android: <https://support.mozilla.org/en-US/kb/enable-or-disable-cookies-firefox-android>

USE OF GOOGLE ANALYTICS

Our YOUNG LIVING website uses Google Analytics, a web analytics service provided by Google Inc. ("Google") for the purposes of improving the use of our YOUNG LIVING website.

Google Analytics uses "cookies". These are text files that are stored on your computer and

that allow an analysis of your use of the YOUNG LIVING website. The information generated by the cookies about your use of our YOUNG LIVING website is usually transmitted to and stored by Google on servers in the United States. An IP anonymization will be carried out on the YOUNG LIVING website so that your IP address will be truncated beforehand within the member states of the European Union or in other contracting states of the Agreement on the European Economic Area. Only in exceptional cases will the full IP address be sent to a Google server in the US and truncated thereafter. On behalf of the operator of our YOUNG LIVING website, Google will use this information to evaluate your use of the YOUNG LIVING website, to compile reports on YOUNG LIVING website activity and to provide other services related to YOUNG LIVING website and internet usage to YOUNG LIVING. The IP address provided by your browser as part of Google Analytics will not be merged with other Google data.

You can prevent the storage of cookies by a corresponding setting of your browser software; however, please note that in this case you may not be able to fully use all features of the YOUNG LIVING website. In addition, you may prevent the collection of the data generated by the cookie and related to your use of the YOUNG LIVING website (including your IP address) and the processing of this data by Google by downloading and installing the browser plug-in available at the following link:

<https://tools.google.com/dlpage/gaoptout?hl=en>.

You can also prevent the collection by setting an opt-out cookie. If you would like to prevent the future collection of your data when visiting this YOUNG LIVING website, please click here: <https://tools.google.com/dlpage/gaoptout?hl=en>.

We will only process your data for as long as it is necessary for the purpose of collecting data (here statistics and their evaluation). The data sent by us and linked with cookies, user's unique identifier (e.g. User ID) or advertising IDs will therefore be automatically deleted after 14 months. The deletion of data whose retention period has been reached is done automatically once a month. For more information about Terms of Use and Privacy, please visit: <https://www.google.com/analytics/terms/gb.html>.

USING GOOGLE MAPS

The respective YOUNG LIVING websites sometimes use Google Maps API, a map service operated by Google Inc., ("Google"). This will allow us to show you interactive maps directly on the YOUNG LIVING website and provide you with convenient use of the map feature.

By visiting the YOUNG LIVING website at which the map services are offered, Google receives the information that you have accessed the corresponding sub-page of our YOUNG LIVING website. In addition, the following data will be communicated to Google:

- your IP address
- date and time of the request

- the time zone difference to Greenwich Mean Time (GMT)
- content of the request (concrete page)
- Access Status / HTTP status code
- each transferred amount of data
- website from which the request comes
- your browser type
- your operating system and its interface
- your language and version of the browser software

This is done regardless of whether Google provides a user account that you are logged in to or whether there is no user account. When you're logged in to Google, your data will be assigned directly to your 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 website. You have a right to object to the formation of these user profiles, and in order to exercise this right you must direct your objection to Google.

You can easily deactivate the service of Google Maps and thus prevent the data transfer to Google: Disable JavaScript in your browser. We point out, however, that you will not be able to use the map display in this case.

For more information on the purpose and scope of Google's data collection and processing, please see Google's Privacy Policy. You can also find more information about your rights and privacy settings here: <http://www.google.com/intl/en/policies/privacy> .

SOCIAL MEDIA LINKS AND PLUGINS

12.1. GENERAL INFORMATION

We use the following simple social media links to the YOUNG LIVING Social Media Profiles on the YOUNG LIVING website. A simple link to the respective website of the social networks is made available. As a result, when visiting the YOUNG LIVING website, no automatic exchange or transfer of personal data to the respective provider of the social media networks takes place - unless such exchange or transfer is described in more detail below. Only when clicking on the respective link which opens a pop-up, and then entering your access data of the social network (or if you are already logged in), data are processed exclusively by the respective networks themselves.

You can control what data you share on the social networks through the privacy settings that are available on most social media platforms. Accordingly, any personal information that is transmitted by use of these links is subject to the privacy policy of the relevant websites. It is

your responsibility to consult these policies in order to ensure that your personal information is being protected.

TRANSMISSION TO THIRD PARTIES

13.1. GENERAL INFORMATION

In general, we will only pass on your personal data to service providers, business partners, affiliated companies and other third parties within the framework of applicable data protection laws.

We may disclose personally identifiable information to the service providers commissioned by us and require them to perform (data processing) services on our behalf. Such service providers may be affiliated companies of YOUNG LIVING or external service providers. In doing so, we observe the strict applicable national and European data protection regulations. The service providers are subject to our instructions and are subject to strict contractual restrictions with regard to the processing of personal data. According to those, processing is only permitted to the extent necessary to perform the services on our behalf or to comply with legal requirements. We decide in advance exactly what rights and obligations our service providers should have regarding personal data.

We also disclose some personal information to your Young Living upline to ensure proper upline support to you and your sales organization. Supporting downline distributors information is a key part of the Young Living business model.

We may disclose personal information to a third party if required by law or legal process or to provide and manage our products and services. We may also be required to provide information to law enforcement agencies or other authorities. If any sharing of information is required for the cooperation and provision of services by YOUNG LIVING, or you give your consent, we may also disclose information. Also, when audits are pending, disclosure is usually unavoidable.

YOUNG LIVING ESSENTIAL OILS

We work closely together with our global headquarters of YOUNG LIVING Essential Oils ("Headquarter"), which can be reached at YOUNG LIVING Essential Oils, Thanksgiving Point Business Park, 3125 Executive Parkway, Lehi, UT 84043, USA. As far as your data is processed there, our headquarters may access the data only as part of our instructions (order

processing). Our headquarters also takes strict technical measures to protect your personal information. Our headquarters will not disclose your personal information to third parties unless the disclosure is required to deliver the agreed services or our headquarters must comply with the law or under a valid and binding government- or regulatory authority's instruction. The transmitted data is limited to the necessary minimum.

Further information on the privacy of our headquarters can be found here:

https://www.youngliving.com/en_US/company/privacy

DATA SECURITY STANDARDS

YOUNG LIVING makes reasonable efforts to ensure that any personal information you provide is maintained in a secure environment. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. While we strive to protect your personal information, YOUNG LIVING cannot warrant the security of any personal information you transmit to us or from our on-line services, and you do so at your own risk.

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 have a contractual obligation to protect the confidentiality of personal information. In addition, they may not use the data for purposes not authorized by us.

AMENDMENTS TO THIS PRIVACY POLICY

We may update this privacy policy from time to time. We therefore recommend that you read this privacy policy regularly to understand our privacy practices. This Privacy Policy was last updated on [REDACTED].