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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: <http://www.foreverliving.com>.

The Thailand Forever Living website is <https://foreverliving.co.th>.

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 provide 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
- Social Security Number/Tax ID
- Citizen ID/Passport number
- 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 and state 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 it 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, by contacting our Home Office by telephone at 1-888-440-ALOE (2563), or by contacting the Thailand local office at +66 (0)2 258 0842-3.
- **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

The information that we collect from you will be transferred to, and stored at, a destination in the United States, outside the European Economic Area (“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. By submitting your personal information, you agree to its transfer, storing, or processing.

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. 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 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

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 the General Data Protection Regulation (GDPR), 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 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](https://edpb.europa.eu/about-edpb/board/members_en).

## California Consumer Privacy Act

Right to Request Access to or Deletion of Personal Information: You may have the right under the California Consumer Privacy Act 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 do any of these things, please contact us. Depending on your data choices, certain services may be limited or unavailable.

No Sale of Personal Information: In the twelve 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 California Consumer Privacy Act.

No Discrimination: FLP will not discriminate against any consumer for exercising their rights under the California Consumer Privacy Act.

## Contact Us

If you have any privacy-related questions, concerns, or complaints about our Privacy Notice, you may contact us at [privacy@foreverliving.com](mailto:privacy@foreverliving.com) or at 1-888-440-ALOE (2563).

## 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.