



AMWAY PRIVACY NOTICE FOR AMWAY BUSINESS OWNERS AND MEMBERS

This Privacy Notice describes how Amway South Africa Proprietary Limited with registration number 2010/018924/07 of 1st Floor Atlantic Centre 14 Christiaan Barnard Street Foreshore Cape Town South Africa 8001 (hereinafter “Amway”) uses personal information collected or received from Amway Business Owners (“ABOs”) and Members. It describes how we collect or receive your personal information, the types of personal information we process, how we use, share and protect these data, how long we retain these data, your rights with respect to the processing of your personal information, and how you can contact us about our privacy practices.

How We Collect and Receive Personal information from You

Registration. Amway collects your personal information through the registration form that you complete and send to us in paper form or electronically through the Amway website (the “Website”) in order to become an ABO or Member.

Logged in as ABO or Member. If you are logged in on the Website as an ABO or Member, we collect personal information that you provide to us while using the Website, for example, when you order products or services.

Contacting Us. You may also choose to submit your personal information and other information to us through various communication channels provided on the “Contact Us” webpage of the Website, for example, Amway e-mail addresses, telephone numbers or online forms.

Cookies. If you are logged in on the Website, we also use cookies or similar technologies that collect certain Website usage information when you access, view and use the Website. A cookie is a data file placed on a computer or mobile device when it is used to visit websites. To learn more about the cookies used by Amway and your choices with respect to our use of cookies, please refer to the “Website/Cookie Privacy Notice” on www.amway.co.za

The Types of Personal information We Process

We process the following types of personal information relating to you:

- Contact information (e.g., name, postal or e-mail address, fax number and phone number);
 - ABO or Member organizational information (e.g., ABO company name, profession and ownership and management details);
 - Gender, age, nationality, date and place of birth;
 - Marital Status
 - ABO or Member registration number, username and password;
 - Passport details (including number, issue date, issue location and expiration date) and National ID number to the extent permitted or required by applicable law;
 - Payment information (e.g., such bank account or credit card numbers);
 - ABO or Member performance information (e.g., class, status, group and personal qualifications under the Amway Sales and Marketing Plan and financial/bonus history);
 - Product preferences, purchasing habits, purchasing history and spending behaviour; and
 - Communication preferences.
- We may process other personal information in exceptional circumstances only. If we need to process other types of personal information about you, we will make sure that you are informed about the processing of your personal information and that there is a valid legal basis for doing so (e.g. your consent).

How We Use the Personal information We Collect

We only process your personal information to the extent it is necessary (i) for the performance of your agreement with us or in order to take steps at your request prior to entering into an agreement with us; (ii) to comply with our legal obligations; or (iii) for the purpose of our legitimate interests, including operating, evaluating and improving our business; preventing and protecting us and others against fraud, unauthorized transactions, claims and other liabilities; and ensuring compliance with company policies and industry standards. For companies like Amway that have global business operations, processing business partner's personal information for internal administrative purposes is typically also considered a legitimate interest. As required under law, we have carefully balanced our legitimate business interests against your data protection rights.

In particular, we process personal information we obtain about you to:

- To manage your registration as an ABO or Member refer to www.amway.co.za to view the Terms & Conditions of your registration as an ABO or Member;
- Create and manage your online account and respond to your inquiries;
- Process your orders of products or services;
- Communicate with you (e.g., about products or services that we offer, or intend to offer);
- Operate, evaluate and improve our services, including by:
 - Evaluating your satisfaction with our current communications, materials, products and/or services;
 - Tracking and analyzing your use of products, materials and/or services; and
 - Developing new products and services.
- Track, document and evaluate participation in Amway meetings and events;
- Assessing your performance under your Amway Business or Member Registration Agreement with us;
- Provide business performance information to you;
- Provide your contact information, business identification information and business performance information to upline ABOs, and contact information to downline ABOs or Members;
- Perform accounting, auditing, billing and collection activities;
- Enforce contractual terms and conditions;
- Protect against and prevent fraud, unauthorized transactions, claims and other liabilities; and
- Comply with applicable legal requirements, industry standards and our policies.

How We Share Personal information

Amway does not sell, rent or trade your personal information. Amway does share your personal information with:

- Entities within the Amway group to whom it is reasonably necessary or desirable for Amway to disclose personal information;
- ABOs, to allow communication regarding products, services and orders relating to the Amway Business;
- Providers of Infrastructure- or Platform- or Software-as-a-Service solutions, software development services, information system maintenance services, record management services or marketing services within, or outside the Republic of South Africa; and
- Government authorities or other third parties, if required by law or reasonably necessary to protect the rights, legal interests, property or safety of others or ourselves.

International Data Transfers

We transfer the personal information we collect about you to entities within the Amway group, including Amway's mother company Alticor Inc. Some of them may be located in countries other than the country in which the data were originally collected. The laws of those countries may not have the same level of data protection as the country in which you initially provided the data. When we transfer your personal information to other countries, we will protect that data as described in this Privacy Notice and in accordance with applicable law. For personal information originating from the Republic of South Africa that are transferred to countries that

may not have the same level of data protection as in the Republic of South Africa, we have put in place Standard Data Protection Clauses as binding agreements to protect your personal information. For more information on the locations of the Amway group entities, please visit <https://www.amwayglobal.com>. Furthermore, some of the third-party service providers that process personal information on our or Amway group entities' behalf are located in countries outside the Republic of South Africa that may not provide an adequate level of data protection. In these cases, Amway has put in place measures to ensure that your personal information is adequately protected, including by having the third-party service provider entering into Standard Data Protection Clauses. Please contact us using our contact details provided below, if you have any questions with respect to the safeguards we have put in place to protect your personal information when transferred outside the Republic of South Africa (including how to obtain a copy or consult these safeguards).

How We Protect Personal information

We maintain appropriate technical and organizational security safeguards designed to protect the personal information we process against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use.

How Long We Retain Personal information

We store personal information only as long as necessary to fulfil the purposes for which we collect the data (see above under “**How We Use the Personal information We Collect**”), except if required otherwise by law. Please contact us using our contact details provided below, if you have any questions with respect to our data retention practices.

Updates to this Privacy Notice

Amway may update this Privacy Notice from time to time. We will notify you of any significant changes to this Privacy Notice on the relevant Amway websites, in official Amway publications, or through other appropriate communication channels. All changes shall be effective from the date of publication, unless otherwise provided in the notification.

Your Rights

Your rights under applicable law may include **access** to the personal information we process about you, the right to have such personal information **corrected** or **erased**, the right to **restrict the processing** of your personal information, as well as the right to **data portability**. Where we have obtained your consent for the processing of your personal information, you have the right to **withdraw your consent** at any time. This will not affect the lawfulness of the processing that has happened based on your consent prior to the withdrawal. To exercise these rights, you should make a written request using our contact details set out below. If you are not satisfied with the way we handle your request, you may lodge a complaint with a supervisory authority.

You have also have the right to **object**, at any time, to the processing of your personal information which is based on Amway's legitimate interests. Where we process your personal information for direct marketing purposes, you have the right to object at any time to such processing, including for profiling purposes to the extent that it is related to direct marketing. If you object to processing for direct marketing purposes, we will no longer process your personal information for such purposes.

How to Contact Us

If you have any comments or inquiries about this ABO and Member Privacy Notice, if you would like to update information, we have about you, or to exercise your rights, you may contact your local affiliate by telephone or by letter: Private bagx7 Waterfront 8002. You may also contact our local Business Conduct Department on (011 2014400).