



AMWAY WEBSITE PRIVACY/COOKIE NOTICE

This Website Privacy/Cookie Notice describes 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 visitors (“Visitors”) of this website (“Website”). It also describes how we use personal information collected when you register as a Customer (“Customer”). 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.

If you are an Amway Business Owner (“ABO”) or a Member, please read our ABO and Member Privacy Notice, which includes information about how we process your personal information when you are logged in on the Website as an ABO or Member.

How We Collect or Receive Personal information from You When you Visit the Website

Amway collects personal information from you through your use of the Website in various ways.

You may 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.

Where we ask you to provide us with your personal information, we will indicate whether providing the personal information is a statutory or contractual requirement, or a requirement necessary to enter into and/or facilitating a contract, as well as whether you are obliged to provide the personal information and of the possible consequences of a failure to provide the personal information.

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. We do not enable third parties to place cookies on your device. As long as you do not log on to our services, your data is anonymous, and we cannot link any provided information to you. The table below provides an overview of the cookies we use and why we use them.

- The following cookie is essential for our website to function.

Cookie name	Purpose
JSESSION	This cookie keeps the technical session tracked
AWSELB	This cookie is used for load balancing
Cart-content	This cookie stores cart details for visitors

- The following cookies are not essential for our website to function and are generally used to provide, maintain and improve our services.

Cookie name	Purpose
Language	This cookie remembers the default language for the user
_atuvc (AddThis) _atuvs (AddThis) AMCV, AMCVS, s_cc, s_invisit, s_ppv, s_ppvl, s_sq, S_vnum, utag_main (Adobe/Tealium)	These cookies are used in order to collect information about the visitors’ use of our websites, including clickstream data and activity on the website. Information includes the number of visitors to the site, where visitors have come from and which pages they have viewed. All data collected via these cookies is anonymous and not user specific until a user logs in as ABO or Customer.

You may disable cookies in your browser's settings (e.g., under the "Preferences" or "Internet Options" features of your browser). Note, however, that some features of the Website may not function properly if you disable the use of cookies. For detailed information on how to manage or delete cookies, visit <http://www.allaboutcookies.org/>.

The Types of Personal information We Collect From Visitors

Through the cookies listed above under the section "How We Collect or Receive Personal information from You" we collect information regarding your website usage, IP-address, browser type and operating system. Also, in order to process your online purchases, we may collect your payment information and information relating to your product preferences and purchasing behavior.

In addition, through the communications channels made available on the Website's "Contact Us" webpage, we collect your contact details, such as your name, email address, address, telephone number and fax number. You may also voluntarily provide other data that is related to you in connection with your inquiries or comments. We encourage you, however, to provide no more personal information relating to you than is necessary in order for us to provide an appropriate response to your inquiries or comments.

How We Collect or Receive Personal information from You When You Are Registering as a Customer

Amway collects and receives personal information from its Customers in various ways.

We collect personal information from you when you register as a Customer on our websites. 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 our websites, for example, Amway e-mail addresses, telephone numbers or online forms.

We also receive personal information of our Customers from the ABOs with whom the concerned Customers have an existing relationship (such as when Customers have bought Amway products from the ABO).

The Types of Personal information We Collect From Customers

If you are registering as a Customer directly with Amway, we collect the following personal information from you:

- Contact information (e.g., name, postal or e-mail address, fax number and phone number);
- Date of birth;
- Login Information incl. Username, Connect ID and Password; and
- Payment information (e.g., bank account or credit card numbers);
- Product preferences, purchasing habits, purchasing history and spending behaviour; and
- Communication preferences.

In addition, when you communicate with us through various communications channels, we collect your contact details, such as your name, email address, address, telephone number and/or fax number. You may also voluntarily provide other data that is related to you in connection with your inquiries or comments. We encourage you, however, to provide no more personal information relating to you than is necessary in order for us to provide an appropriate response to your inquiries or comments.

We may collect other types of personal information in exceptional circumstances only. If we do need to process additional 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 Process the Personal information We Collect From Customers

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 services; preventing and protecting us and others against fraud, unauthorised transactions, claims and other liabilities; and ensuring compliance with company policies and industry standards. For companies like Amway that have global business operations, processing customer'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 the personal information we obtain about you to:

- Manage your registration as a Customer;
- Create and manage your online account;;
- Address your comments or inquiries
- Process your orders of products or services;
- Communicate with you;
- Bring you in contact with your ABOs (including providing your name, address, telephone number or e-mail address, purchases and purchasing history to your ABO);
- Operate, evaluate and improve our services and facilitate your use of our websites;
- Perform accounting, auditing, billing and collection activities; 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.

Links to Other Websites

The Website may contain links to websites maintained by third parties, whose information and privacy practices are different than ours. We are not responsible or liable for the information or privacy practices employed by such third parties. We encourage you to read the privacy statements of all third party websites before using such websites or submitting any personal information or any other information on or through such websites.

Updates to the Website Privacy Notice

Amway reserves the right to change this Website Privacy Notice at any time. If we change this Website Privacy Notice we will update the effective date and such changes will be effective upon posting. We encourage you to review the Website Privacy Notice regularly.

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 Website Privacy/Cookie Notice, if you would like to update information we have about you, or to exercise your rights, you may contact your local affiliate by Tel or by letter: Private Bag X7 Waterfront 8002 You may also contact our Local Business Conduct Department on (011) 20014400