

PRIVACY POLICY

FM COSMETICS AUSTRALIA Privacy and Cookies

This privacy Policy sets out how “FM COSMETICS Australia” uses and protects any information that you give “FM COSMETICS Australia” when you use this website.

“FM COSMETICS Australia” is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

“FM COSMETICS Australia” may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

This Policy is effective from 25th May 2020.

SCOPE OF FM COSMETICS AUSTRALIA LTD PRIVACY POLICY

This Privacy Policy applies to all users of information systems and websites (Users) run by all entities belonging to the FM WORLD PRODUCTS AUSTRALIA (known as FM WORLD AUSTRALIA) and FM GROUP WORLD Artur Trawinski sp. zoo Zmigrodzka 247, 51-129 Wroclaw Poland, KRS 0000268185 which has the meaning of an ultimate parent company, further known as FM WORLD with its franchisees. Additional rules may apply to specific categories of Users. The specific rules will prevail.

The following rules describe how FM WORLD and FM WORLD AUSTRALIA handles information relating to an identified or identifiable person (Personal Data) for services performed through all FM WORLD information systems and websites (Systems).

Users consist of all individuals, who connect to and use Systems.

Users expressly consent to the Processing of their Personal Data as described in this Privacy Policy. Processing has the meaning of any operation with Personal Data, irrespective of the means applied and the procedure, and in particular the collection, storage, use, revision, disclosure, archiving or destruction of Personal Data.

CONTROLLING AND PROCESSING PARTIES

As a general rule, FM WORLD will act as data controller, be responsible for the Processing of Users' Personal Data and may transfer Personal Data to other FM WORLD entity. Depending of the Personal Data at stake, though, another FM WORLD entity may act as a data controller, in which case FM WORLD AUSTRALIA will act as data processor.

In any event, FM WORLD AUSTRALIA entities will process Users' Personal Data in order to provide the services specified in the FM WORLD AUSTRALIA Terms and Conditions and according to the principles laid down in this Privacy Policy.

DATA PROTECTION OFFICER

A data protection officer (DPO) was appointed and can be contacted via the e-mail address at iod@fmworld.com or in writing to the FM WORLD address.

WHAT PERSONAL DATA WE COLLECT

If Users choose to provide FM WORLD AUSTRALIA with Data, they consent to the transfer and storage of that information on FM WORLD servers located in Poland (European Union) and elsewhere in the world where FM WORLD has facilities in compliance with applicable data protection laws and regulations, even if the level of legal protection is lower than in the User's country of residence.

FM WORLD AUSTRALIA collects and stores the following personal information, including Personal Data:

- Name and company name;
- Email address, physical contact information, phone number and (depending on the service used) sometimes financial information, such as bank account numbers;
- Shipping, billing and other information Users provide to purchase or ship the products to them;
- Correspondence through Systems, and correspondence sent to FM WORLD;
- Other information from Users' interaction with Systems, services, content and advertising, including computer/device and connection information, statistics on page views, traffic to and from the sites, ad data, IP address and standard web log information;
- Additional information FM WORLD AUSTRALIA ask Users to submit to authenticate themselves (FM WORLD AUSTRALIA may ask Users to send copies of ID or passport to verify their identity and personal details). We may contact you by email, phone, fax and mail to send relevant documents relating to your account;

WHAT WE DO WITH THE INFORMATION WE GATHER

The primary purpose of FM WORLD AUSTRALIA in collecting Personal Data is to provide Users with safe and efficient services. Providing personal User Data is a requirement necessary to conclude a cooperation agreement. Failure to provide personal data will prevent the Company from properly performing the obligations arising from the contract. Users agree that FM WORLD AUSTRALIA may also use their Personal Data to:

- Provide the services and customer support Users request;
- Analyse of sales structures;
- Resolve disputes, collect fees, and troubleshoot problems;
- Customise, measure and improve FM WORLD AUSTRALIA services, content and advertising;
- Prepare remuneration and discounts for Users;
- Determine Users for recognition purposes;
- To resolve Users enquires;
- Send invitations for events;
- Book rooms in the hotels of flight tickets;
- Tell Users about FM WORLD products, targeted marketing, service updates, and promotional offers based on their communication preferences;
- Send marketing communications via email (which Users may choose not to receive at any time by changing their communications preferences by contacting FM WORLD AUSTRALIA or following the instructions provided with the communication); and
- Compare Personal Data for accuracy, and verify it with third parties.

MARKETING

FM WORLD does not sell or rent Users' Personal Data to third parties for their marketing purposes without Users' explicit consent. If Users do not wish to receive marketing communications from FM WORLD, they simply indicate their preference via the user settings or by following the directions provided with the communication or advertisement. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to us to FM WORLD

PRODUCTS AUSTRALIA, 10 Short Street, Eraring NSW 2264, Australia, office@au.fmworld.com.

If you believe that any information we are holding on you is incorrect or incomplete, please write us or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

DISCLOSURE OF USER PERSONAL DATA BY FM WORLD AUSTRALIA

FM WORLD AUSTRALIA use Personal Data to:

1. Institutions processing Personal Data participating in the business activity:

- Agents, advertising agencies and other institutions participating in organizing marketing activities;
- Entities rendering advisory consulting, auditing, legal and tax accounting activities operating at the Company request;
- Entities providing transport and transport services;
- Entities related to the Company in any way – personally, by capital or on the basis of a civil law contract.

2. Other administrators:

- Entities conducting payment activity (banks, payment institutions);
- Entities that collect debts;
- Entities cooperating with the Company when handling accounting, tax and legal matters – to the extent they become data controllers;
- Entities providing transport and transport services – to the extent they become data controllers.

FM WORLD may disclose Personal Data to provide services, respond to legal requirements, enforce its policies, or protect the rights, property or safety of FM WORLD or any third party. In an effort to respect Users' privacy, FM WORLD will not otherwise disclose their Personal Data to law enforcement, other government officials, or other third parties without a legally valid request, except when FM WORLD believes in good faith that the disclosure of Personal Data is necessary to prevent imminent physical harm or financial loss or to report suspected illegal activity.

If Users access Systems from a shared computer or a computer in an internet café, certain Personal Data about Users, such as their User ID or reminders from FM WORLD AUSTRALIA may also be visible to other individuals who use the computer after Users.

LINKS TO OTHER WEBSITES

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

COOKIES

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find

useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Some cookies are essential for the operation of the System. For example, some cookies allow FM WORLD to identify registered Users and ensure they can access the whole System. If a registered User opts to disable these cookies, the User may not be able to access all of the content of the System.

Other cookies may be used to analyse how the Users use the Systems and to monitor System performance. This allows FM WORLD to provide a high quality experience by customising the offering and quickly identifying and fixing any issues that arise. For example, performance cookies may be used to keep track of which pages are most popular and to determine why some pages are receiving error messages. These cookies may also be used to highlight products or site services that will be of interest to the Users based on their usage of the System.

Functionality cookies are used to allow FM WORLD to remember some Users' preferences.

Users are always free to decline cookies if their browser permits, although doing so may interfere with their use of some of FM WORLD Systems.

NO SPAM, SPYWARE OR SPOOFING

FM WORLD and Users do not tolerate spam. Users shall make sure to set their user settings so FM WORLD communicate to them as they prefer. FM WORLD automatically scan and may manually filter messages to check for spam, viruses, phishing attacks and other malicious activity or illegal or prohibited content, but FM WORLD do not permanently store messages sent through these tools. FM WORLD AUSTRALIA do not rent or sell these email addresses.

ACCOUNT PROTECTION

Users' password is the key to their account. Users shall use unique numbers, letters and special characters, and do not disclose their FM WORLD password to anyone. If Users do share their password or their Personal Data with others, they shall remember that they are responsible for all actions taken in the name of their account. If Users lose control of their password, they may lose substantial control over their Personal Data and may be subject to legally binding actions taken on their behalf. Therefore, if Users' password has been compromised for any reason, they should immediately notify FM WORLD and change their password. FM WORLD will never ask for Users' password except during the login process. FM WORLD employees are subject to additional requirements in the area of information protection.

ACCESSING, REVIEWING AND CHANGING USERS' PERSONAL DATA

Users have access and can obtain the copy of their Personal Data. Users can see, review, change and limit the processing of most of their Personal Data by contacting FM WORLD. FM WORLD will transfer User's personal Data to other entities upon User's request. Users may withdraw their consent at any time in case when the consent was previously granted by the User. Generally, it is Users' responsibility to update promptly their Personal Data if it changes or is inaccurate. Upon Users' request to FM WORLD Customer Service, FM WORLD will close Users' account as soon as reasonably possible, in accordance with applicable law. FM WORLD do retain Personal Data from closed accounts to comply with law, prevent fraud, collect any fees owed, resolve disputes, troubleshoot problems, assist with any investigations, and take other actions otherwise permitted by law. The Personal Data of the User will be

processed as long as required for the purposes for which it was collected or as required by law, whichever is longer. The duration for which FM WORLD stores Users Personal Data depends on the purpose for which the information is being used.

SECURITY

Users' Personal Data is stored on FM WORLD servers. FM WORLD treats Personal Data as a valuable asset and preserve it with various methods (encryption, passwords, physical security, etc.) to protect Users' Personal Data against unauthorised access and disclosure. However, third parties may unlawfully intercept or access transmissions or private communications between Users and Systems. Therefore, although FM WORLD deploy significant effort to protect Users' privacy, FM WORLD AUSTRALIA do not promise that Personal Data or private communications will always remain private.

THIRD PARTIES

Except as otherwise expressly included in this Privacy Policy, this document addresses only the use and disclosure of Personal Data FM WORLD collect from the Users. If Users disclose their Personal Data to others, including through third party cookies or other sites throughout the internet, different rules may apply to their use or disclosure of Personal Data Users disclose to them. FM WORLD does not control the privacy policies of third parties, and Users are subject to the privacy policies of those third parties where applicable. FM WORLD encourages Users to ask questions before they disclose their Personal Data to others.

GENERAL

FM WORLD may amend this Privacy Policy at any time by posting the amended terms on FM WORLD Systems. All amended terms automatically take effect 30 days after they are initially posted and disclosed. The continued use of the Systems after any such changes shall constitute the consent of the User to such changes.

Users can write to FM WORLD AUSTRALIA office@au.fmworld.com for any help or advice.