



Nu Skin Personal Data Protection Notice (“PDP Notice”)

01 July 2018

Dear Nu Skin Brand Affiliates/prospective Brand Affiliates/customers/prospective customers,

The Company is aware of and responsive to your concerns regarding how information about you is collected, used and shared as a result of your becoming a Brand Affiliate. The Company respects your privacy and is committed to protecting the privacy of Brand Affiliates and complying with the Personal Data Protection Act (No. 26 of 2012) (the “**PDPA**”).

The type of personal data collected by the Company from time to time includes but is not limited to the following (in no particular order):

- Names
- Addresses (including email addresses)
- Telephone, mobile, facsimile and any other contact numbers
- National Registration Identity Card (NRIC) Number, Passport Numbers, Foreign Identification Numbers (FIN) and any other identity document number (where applicable) and photocopies of the aforesaid identification documents
- Brand Affiliate ID number
- Business Registration Number (if a Business Entity)
- Business start-up date (if a Business Entity)
- Nationality
- Residential status e.g. Singapore citizen, Permanent Resident, etc.
- Marital status
- Date of birth
- Occupation
- Educational background
- Gender
- Name of your spouse/Co-habitant and his/her NRIC Number/ FIN and any other identity document number where your spouse/Co-habitant participates in or has participated or had a beneficial interest in a Brand Affiliate Account either individually or as a participant in a Business Entity or Brand Affiliate Account with joint participation
- Dietary restrictions, health conditions and medical history
- Signatures
- Payment data such as bank account details, credit/debit cards details and any information or data required to process payment transactions
- Photographs, videos and recordings of Brand Affiliates



- Brand Affiliates' testimonials, written materials and feedback regarding the Products of the Company
- Brand Affiliates' speeches, performances and appearances during the Company's events and/or Brand Affiliate meetings Data about Brand Affiliates' dealings with the Company, including but not limited to details of purchases and product returns
- Brand Affiliates' pin title
- Brand Affiliates' communication with the Company, including but not limited to their correspondences with the Company and any data or document produced by the Brand Affiliates or acquired by the Company during such communication
- Any donation amount Brand Affiliates made to the Company or related charities

The purposes for which the Company uses this data may include any of the following:

- to open and administer Brand Affiliate accounts and where applicable, to combine Brand Affiliate accounts;
- to provide Brand Affiliates with support and communicating with Brand Affiliates regarding (i) Products and promotional offers, (ii) their Brand Affiliate Account and Teams, (iii) Bonuses, and (iv) other relevant business issues;
- to provide services to Brand Affiliates, for instance, sharing information in the Company's Business Support Materials, inviting Brand Affiliates to events, alerting Brand Affiliates to new Products and promotions, organizing success trips including but not limited to making meal arrangement, sale and delivery of Products and processing of payment instructions;
- to give recognition to Brand Affiliates, for instance by publishing the name, pin titles, sales records and other good deeds (including but not limited to charitable donations) of Brand Affiliates in the Company's events, websites, marketing materials and other marketing tools;
- marketing and promotion of the Company's business and/or products, for instance by using testimonials given by Brand Affiliates in the Company's events, websites, marketing materials and other marketing tools;
- evaluative purposes, for instance, for assessing if refunds or exchanges should be made or if a Brand Affiliate has violated the Policies and Procedures or the Company's other policies;
- compliance with any law or regulation or directive from any applicable government body or authority such as but not limited to the Accounting and Corporate Regulatory Authority of Singapore, the Inland Revenue Authority of Singapore and the Personal Data Protection Commission;
- investigating and/or reporting of any criminal offences, where required by law;
- disclosure to lawyers, auditors, financial advisors, and other professionals in connection with their services to the Company;
- disclosure to related companies within the Nu Skin group of companies (whether within Singapore or overseas) including directors, employees, agents and representatives thereof, for operational, management, administrative, supervisory or evaluative purposes;



- disclosure to a third party vendor or service provider if necessary to provide Brand Affiliates with the Products that they have requested;
- disclosure to a potential or actual purchaser in connection with any acquisition or proposed acquisition of the Company or any part of the Company or all or any part of its assets or liability or in connection with a merger; and
- disclosure to any agent, contractor or third party (including but not limited to financial institutions, courier companies, printing companies) who provide administrative services to the Company.

The Company will take reasonable steps to make sure that the personal data it collects, uses or discloses is accurate, complete and up to date.

The Company will take reasonable steps to protect the personal data it holds from misuse and loss and from unauthorised access, modification or disclosure.

The Company will not keep personal data for longer than is necessary and will take reasonable steps to destroy or permanently de-identify personal data if it is no longer needed.

As a general rule, the Company will upon your request, provide you as soon as reasonably possible with your personal data that is in the Company's possession and information about the ways in which the personal data has been or may have been used or disclosed within a year before the date of the request.

The Company will also, where you have requested, correct an error or omission in your personal data that is kept with the Company, correct such data as soon as practicable and send the corrected personal data to every organisation to which the personal data was sent before it had been corrected, unless that organisation does not need the corrected personal data for any legal or business purpose.

The Company may however choose not to provide you with access to or correct such data, in accordance with the exceptions under the PDPA. This would include cases where:

- i) The Company is satisfied on reasonable grounds that the correction should not be made;
- ii) The request for access is frivolous or vexatious or the data requested is trivial;
- iii) The personal data is related to a prosecution and all the proceedings related to the prosecution have not been completed;
- iv) The personal data, if disclosed, would reveal confidential commercial information that could, in the opinion of a reasonable person, harm the competitive position of the Company; and
- v) The personal data was collected, used or disclosed for the purposes of an investigation and associated proceedings and appeals have not been completed.



The Company may decide to impose a reasonable fee to cover the cost of verifying a request for data and locating, retrieving, reviewing and copying any material requested.

All information submitted by you will be held by the Company at its corporate headquarters in the United States, its regional headquarters, and/or its local affiliated companies in your Resident Market. If your personal data is transferred to a market or territory outside Singapore, the Company will ensure that the recipients thereof provide a standard of protection to your personal data so transferred that is comparable to that which is provided herein.

The Company has designated the person whose details are set out below as the person (“**Designated Person**”) who will be responsible for ensuring the Company’s compliance with applicable data protection laws. If you have any queries or requests or wish to make any applications concerning your personal data, please contact the Designated Person:-

Data Protection Officer

Nu Skin Enterprises Singapore Pte Ltd

Address : 8 Eu Tong Sen Street, #25-89, The Central, Singapore 059818

Contact number : 68373363

Your collection of other Brand Affiliates’/ Customers’ Personal Data

As the information provided to you by customers or other Brand Affiliates may include personal data (as defined in the PDPA), you hereby agree and undertake to comply with the PDPA with respect to the treatment of such personal data and shall further comply with such reasonable directives and/or requests of the Company for the purposes of complying with the PDPA.

In particular, without being exhaustive:-

- (a) You shall inform the persons whose personal data you collect of the use for which their personal data has been collected and obtain their written consent in relation thereto;
- (b) You shall not on or after 2 January 2014, send any marketing message(s) to any Singapore telephone number unless :-
 - (i) (a) you have checked and confirmed in accordance with the PDPA that the Singapore telephone number is not listed on the Do Not Call registry implemented under the PDPA or (b) the user of that Singapore telephone number has given clear and unambiguous consent (in written or other form so as to be accessible for subsequent reference) to the sending of such marketing message to such Singapore telephone number;
 - (ii) the marketing message includes clear and accurate information identifying yourself as the person sending the marketing message and how you can be contacted; and
 - (iii) you do not conceal or withhold your calling line identity.



- (c) You shall not retain any personal data longer than may be necessary, i.e. when the use for which personal data had been collected has expired, or the consent for its use has expired, or you are no longer allowed to retain it; and
- (d) You shall respond to (and provide reasonable assistance to the Company in responding to) any request or query by customers and/or other Brand Affiliates for information as to their personal data or how it may have been used and/or for the correction of such personal data.