



Nu Skin Privacy Policy Notice (“Notice”)

Dear Nu Skin Distributors

Nu Skin respects your privacy and is committed to protecting your privacy and complying with the Personal Data Protection Act 2012 (No. 26 of 2012) (the “PDPA”). This Notice will help you understand how your personal data is collected, used and disclosed by Nu Skin.

A. Types of personal data

The types of personal data Nu Skin may collect from you from time to time include but are 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
- Distributor 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 and any other identity document number where your spouse/Co-habitant participates in or has participated or had a beneficial interest in a Distributorship either individually or as a participant in a Business Entity or Distributorship 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 verify and/or process payment transactions
- Your photographs and videos containing your image
- Your testimonials and feedback regarding the Products of Nu Skin
- Data about your dealings with Nu Skin, including but not limited to details of purchases and product returns
- Your communication with Nu Skin, including but not limited to your correspondences with Nu Skin and any data or document produced by you or acquired by Nu Skin during such communication

B. Purposes of collecting personal data

The personal data which Nu Skin may have collected or may be collecting from you or which you may have provided or may be providing to Nu Skin will be used, disclosed and/or shared for, amongst others, the following purposes or any of them:

- to open and administer Distributor accounts and where applicable, to combine Distributor accounts;
- to provide Distributors with support and communicating with Distributors regarding (i) Products and promotional offers, (ii) their Distributorship and Downline Organizations, (iii) Bonuses, and (iv) other relevant business issues;
- to provide services to Distributors, for instance, sharing information in Nu Skin's Business Support Materials, inviting Distributors to events, alerting Distributors 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 Distributors, for instance by publishing the name and sales records of Distributors;
- marketing, for instance by using testimonials given by Distributors in Nu Skin's events, website, marketing materials and other marketing tools;
- evaluative purposes, for instance, for assessing if refunds or exchanges should be made or if a Distributor has violated the Policies and Procedures or Nu Skin'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 Nu Skin;
- 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 Distributors with the Products that they have requested;
- disclosure to a potential or actual purchaser in connection with any acquisition or proposed acquisition of Nu Skin or any part of Nu Skin 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 Nu Skin.

C. Disclosure of personal data

All personal data collected by Nu Skin or provided by you or on your behalf will be held by Nu Skin at its corporate headquarters in the United States, its regional headquarters, and/or its local affiliated companies in Singapore. If your personal data is transferred to a country or territory outside Singapore, Nu Skin 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.

D. Safety of personal data and documents

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

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

Nu Skin 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.

E. Access and correction request

As a general rule, Nu Skin will upon your request, provide you as soon as reasonably possible with your personal data that is in Nu Skin'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.

Nu Skin will also, where you have requested, correct an error or omission in your personal data that is kept with Nu Skin, 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.

Nu Skin 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) Nu Skin 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 Nu Skin; 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.

Nu Skin 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.

F. Data Protection Officer

Nu Skin has designated the person whose details are set out below as the person ("**Designated Person**") who will be responsible for ensuring Nu Skin'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 : 9 Penang Road, #10-08, Park Mall, Singapore 238459
Contact number : 68373363

G. Your collection of personal data

As the information provided to you by customers or other Distributors 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 Nu Skin 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) (1) 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 (2) 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 Nu Skin in responding to) any request or query by customers and/or other Distributors for information as to their personal data or how it may have been used and/or for the correction of such personal data.

In order to protect you and Nu Skin, you must obtain the written consent of your retail customers regarding the potential disclosure to Nu Skin of their personal data that may be obtained as the result of a retail sale. The purposes of the disclosure may include (i) retail sales verification in accordance with these Policies and Procedures or an associated investigation; (ii) collection of aggregated general data about retail sales and Nu Skin's customer base; and (iii) disclosure to third parties if Nu Skin has a good faith belief that it is required to do so by law or legal process, to respond to claims, or to protect the rights of Nu Skin. It is suggested that you procure such a written consent on your Retail Order and Receipt Form.

Our best as always

From all of us at Nu Skin Enterprises Singapore Pte Ltd