

## **GoHerbalife.com Member Privacy Policy**

The GoHerbalife.com Member Privacy Policy sets out the types of information that I, as a Herbalife Member, and Herbalife International of America, Inc. collect about customers, prospective customers and visitors of my website on the GoHerbalife.com platform, the purposes for which I and Herbalife International of America, Inc. will use that information, and the transfer and disclosure of that information to third parties. Any changes to this Policy will be posted on this site.

Herbalife will at all times comply with the Protection of Personal Information Act 4 of 2013 (POPI Act) and other South African laws applicable from time to time in respect of the processing of your personal information.

### **Your information**

When you contact me, visit my website, register or place an order, I may collect your name, gender, contact details, credit card number, payment data and other information that you voluntarily provide, including during registration, as well as your purchase orders and history.

Herbalife International of America, Inc. is the provider of the GoHerbalife.com platform. It may collect information about your use of this website, including demographic and geographic information, by collecting information about your computer, including, where available, your IP (Internet Protocol) address, operating system and browser type for system administration and to collate and report aggregated information. This is statistical data about our users' browsing actions and patterns, and does not strictly identify any individual. Herbalife International of America, Inc. may also share such statistical non identifying data with me.

### **Purposes of the collection and use**

I may collect and use your information to fulfil your orders, provide services, for billing and shipping purposes, to respond to your queries, and to allow you to participate in interactive features of the website.

Only if I have your consent will I collect and use your information to invite you by email to events, provide you with news and information about Herbalife's products and promotions, and send you newsletters and other promotional communications.

Herbalife International of America, Inc. may collect and use information about your use to improve the functioning of the GoHerbalife.com websites and platform and to analyze trends and statistics.

### **Recipients of your information**

I and Herbalife International of America, Inc., each for the data we collect, may share your information with service providers, such as IT providers. If you request home delivery of the products, I may also share your information with Herbalife International of America, Inc., who will use this information to provide customer service, confirm, fulfill and ship your orders and administer payments and possible problems and disputes with dispatchers and other service providers. Herbalife International of America, Inc. will use that data in accordance with the [Herbalife Privacy Policy](#)

### **International transfers of your information**

Some of the third parties with whom I share information about you are located outside of South Africa and the European Union (EU) in countries, including the US, that do not provide the same level of protection as is/will be provided for under the POPI Act in South Africa. However, appropriate

safeguards and sufficient technical security and organizational measures have been taken to protect your information against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access.

Herbalife International of America, Inc. complies with the U.S.-EU Safe Harbour Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and the POPI Act. To the extent that the information is shared with other business partners, including service providers, outside the EU, the data will be transferred in accordance with EU law and the POPI Act.

### **Access to and rectification of your information**

If you want to receive details of the information I hold about you, if your information changes or you believe that the information is incorrect or incomplete or for any questions about this privacy policy, you can contact me using the contact details shown on my website.

If you no longer want to receive promotional communications and marketing messages, you can unsubscribe or change your marketing communication preferences at any time by following the unsubscribe link and/or instructions in the marketing messages you receive or by contacting me.

You acknowledge and understand that if you suspect any interference with the protection of data, you may submit a complaint to the office of the Information Regulator as defined in the POPI Act, once it has been established.

### **Cookies and other tracking technology**

Herbalife International of America, Inc., use, and may allow third parties to use, cookies and other tracking technology (for example, web beacons) on my website in order to provide tailored advertising and to analyze trends, administer the site, track users' movements and gather broad demographic and geographic information. Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site. You can accept or decline cookies by modifying your browser settings (see at: [www.allaboutcookies.org](http://www.allaboutcookies.org)). However, if you disable cookies, you may not be able to use all the features of this website.

By accessing and using my website, you consent to the storage of cookies on your devices and the access to such cookies or technology by me and by the third parties mentioned above.

Two types of cookies are used on my website:

- (1) Session Cookies, which are temporary cookies that remain in the cookie file of your browser until you leave the Site. Session Cookies are used to allow you to carry information across pages of the Site and avoid having to re-enter information and to allow you to access any stored information.
- (2) Persistent Cookies, which remain in the cookie file of your browser for much longer (though how long will depend on the lifetime of the specific cookie). Persistent Cookies are used:
  - To help us recognize you as a unique visitor (using a number, you cannot be identified personally) when you return to my website.
  - To allow us to tailor content or advertisements to match your preferred interests or to avoid showing you the same adverts repeatedly.

- To compile anonymous, aggregated statistics that allow us to understand how users use my website and to help me improve the structure of my website. I cannot identify you personally in this way.

Herbalife International of America, Inc., may allow third parties to use cookies on the Website. I do not control the use or contents of third party cookies. Third Party Cookies are used to tailor content to your preferences, to count the number of anonymous users of the Site, and to provide security within shopping baskets or transactions.

### **Web Beacons**

Some of my Web pages may contain electronic images known as Web Beacons (sometimes known as clear gifs) that allow me to count users who have visited these pages. Web Beacons collect only limited information which includes a cookie number; time and date of a page view; and a description of the page on which the Web Beacon resides. I may also carry Web Beacons placed by third party advertisers. These Beacons do not carry any personally identifiable information and are only used to track the effectiveness of a particular campaign.

### **Disabling and Enabling Cookies**

You have the ability to accept or decline cookies by modifying the settings in your browser. However, you may not be able to use all the interactive features of my website if cookies are disabled. Should you wish to be alerted before a cookie is accepted on your hard disk, guideline instructions follow below:

- Cookie settings in Internet Explorer
- Cookie settings in Firefox
- Cookie settings in Chrome
- Cookie settings in Safari web and iOS.

### **Deleting cookies**

You can easily delete any cookies that have been installed in the cookie folder of your browser. For example, if you are using Microsoft Windows Explorer:

Open 'Windows Explorer'

Click on the 'Search' button on the tool bar

Type "cookie" into the search box for 'Folders and Files'

Select 'My Computer' in the 'Look In' box

Click 'Search Now'

Double click on the folders that are found

'Select' any cookie file

Hit the 'Delete' button on your keyboard

If you are not using Microsoft Windows Explorer, then you should select "cookies" in the "Help" function for information on where to find your cookie folder.

### **Third-Party Links**

This website may contain links to third-party sites. I am not responsible for the security or privacy of any information collected by those sites. You should review the privacy policies applicable to the third-party websites to understand how they collect and use your information.

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