

L'Oréal ACCESS
Privacy Policy

L'Oréal ACCESS (referred to herein as “We,” “Us” or “L'Oréal ”) has created this Privacy Policy to provide you with information about how we collect, use, share and protect information we maintain through our L'Oréal ACCESS platform (“L'Oréal ACCESS”). This notice applies to Salon Professionals, L'Oréal or a third-party retail store selling L'Oréal products.

Your use of the L'Oréal ACCESS website (the “Site”) constitutes your acceptance of this Privacy Policy and consent to the practices described. This Privacy Policy is incorporated by reference into the L'Oréal ACCESS [Terms of Use](#).

As used in this Privacy Policy, “Personal Information” is defined as any information that identifies, relates to, describes, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or household.

INFORMATION COLLECTED

We collect information that you provide to us, information from your engagement with our Site, advertising and media, and information from third parties who have gained your consent to share it. We may combine information that we collect via one method (e.g., from a website, digital advertising engagement) with another method (e.g., an offline event). We do this to get a more complete view of your preferences, which, in turn, allows us to serve you better.

We have collected or may in the future collect the following categories of personal information about you:

Category of Personal Information Collected	Examples	Business Purpose for Collection of Personal Information
Identifiers	Account information: your name (including any nickname or alias you have used), email address, unique personal identifier, online identifier. Site usage information: Internet Protocol address.	Identification and evaluation, security, legal issues/compliance
Internet, computer, or other similar network activity	Device and connection information: information about your computer, phone, table, or other device used to access the Site. Site usage information: browser type, device type, operating system, application version, pages served to you, the time you browse, preceding page views, and your use of features or applications on the Site.	Information technology administration, work supervision, investigations, communications, performance evaluation, compliance with company policies and

Category of Personal Information Collected	Examples	Business Purpose for Collection of Personal Information
	Social media activities: Facebook and Twitter interactions with the Site.	procedures, discipline, legal issues/compliance
Inferences drawn from other personal information	Profile reflecting a person’s preferences, characteristics, psychological trends, predispositions, behavior, attitudes, intelligence, abilities, and aptitudes	Evaluation and advancement, legal issues/compliance

USE AND SHARING OF INFORMATION

We may use the information that we collect about you, including Personal Information that you choose to provide to us, for a variety of purposes such as:

- Tracking your progress in courses you enroll in and complete on the Site;
- Responding to your questions and requests to resolve technical issues and to repair and improve the services;
- Verifying your identity;
- Communicating about your account and activities on the Site;
- Conducting research and analytics related to the courses and offerings on the Site; and
- Any other incidental business purposes related to or in connection with the above.

We may share the information we collect from you with L’Oréal USA and its affiliates. **We will not sell your Personal Information to third parties** and we will not disclose your Personal Information to third parties outside of the L’Oréal family of brands unless the disclosure is for one or more of the following limited purposes:

Third Parties Providing Services On Our Behalf: We share your information with third party service providers that host, operate or assist with the technical operation of our Site, provide analytics, and/or site usage information.

Business Transfers: We may share information with other entities and affiliates of the L’Oréal Group, our parent company. As we continue to develop our business, we may sell or purchase assets. If another entity acquires us or our assets, or assets related to the Site, Personal Information, user content, usage information, and any other information that we have collected may be disclosed to such entity as one of the transferred assets. Also, if any bankruptcy or reorganization proceeding is brought by or against us, all such information may be considered an asset of ours and as such may be sold or transferred to third parties.

Legal Disclosures: We may transfer and disclose information, including your Personal Information, account information, user content, usage information and device identifiers, (including IP address), to third parties to comply with a legal obligation; when we believe in good faith that the law requires it; at the request of governmental authorities conducting an investigation; to verify or enforce our Terms of Use or other applicable policies; to respond to an emergency; or otherwise to protect the rights, property, safety, or security of third parties, visitors to our Site or the public.

OTHER JURISDICTIONS -SPECIFIC RIGHTS

Aruba

Bahamas

Barbados

Bermuda

Curacao

Dominican Republic

Jamaica

Puerto Rico

Trinidad

United States – California Rights

Residents of the State of California have certain rights under California laws.

Under California law, website and online service operators are required to disclose how they respond to web browser “do not track” signals. L’Oreal does not currently take actions to respond to “Do Not Track” signals as a uniform standard for such response has not yet been established.

California law requires website and online service operators to disclose whether third parties may collect Personal Information about their users’ online activities over time and across different sites when the users use the operator’s website or service. Third parties that have content or services on our Site such as a social feature, analytics service, or an advertising network partner, may obtain information about your browsing or usage habits but this information does not include personal information. We do not knowingly permit such third parties to collect any Personal Information from our Site unless you directly provide it to us and we provide it to them with your consent.

If you are a minor under 18 and have an Account, you may ask us to remove any user content that you posted on the site by writing to us and providing as much detail as possible (i.e. date and caption) as to the post(s) you want removed. We will begin to process your request within 30 days. Please note that processing your request does not ensure complete or comprehensive removal of user content that you posted.

CHILDREN

The Site is not directed to children under 16. We do not knowingly collect, use or disclose Personal Information from anyone under 16 years of age. If we determine upon collection that a user is under this age, we will not use or maintain his/her Personal Information without the parent/guardian's consent. If we become aware that we have unknowingly collected personally identifiable information from a child under the age of 16, we will make reasonable efforts to delete such information from our records.

RETENTION AND SECURITY OF YOUR INFORMATION

We may retain your Personal Information only for as long as it is necessary to fulfill the purpose for which it was collected as described in this Policy. We also retain your Personal Information in order to protect our rights and the rights of others; to resolve disputes; and to enforce our legal terms or policies to the extent permitted under the applicable laws.

We take the security of your Personal Information very seriously and we maintain a risk-based approach to physical, administrative, and technical security measures to protect the confidentiality, availability, and integrity of your Personal Information. We regularly monitor our systems for possible vulnerabilities and attacks.

The protection of your Personal Information is a shared responsibility. Where we have given you (or where you have chosen) a password for access to certain parts of our Site, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

By using the Site, or providing us with any information, you (a) acknowledge that the Site is subject to the laws of the United States, (b) consent to the collection, processing, maintenance and transfer of such information in and to the United States and other applicable territories in which the privacy laws may not be as comprehensive as or equivalent to those in the country where you reside and/or are a citizen, and (c) waive any claims that may arise under those laws.

CHANGES AND POLICY UPDATES

Please note, we may change information on the Site and/or this Privacy Policy, at any time without prior notice to you, and any changes will be effective immediately upon the posting of the revised Privacy Policy on the Site. L'Oreal will use your Personal Information in a manner consistent with the Privacy Policy in effect at the time you submitted the information, unless you consent to the new or revised policy. We encourage you to periodically review this page for the latest information on our privacy practices.

CONTACT US

If you have any questions or concerns regarding this Privacy Policy, our privacy practices, or you would like to exercise any of your rights as outlined in this Policy, please contact us at:

ACCESS Customer Care
Consumer Care Center
PO Box 2007
Westfield, NJ 07091-2007
Re: LorealAccess.com Privacy and Cookie Notice
Telephone: 1-877-294-9560

Or send us an email with your request here: <https://www.lorealaccess.com/contact/car>

Last Updated: June 2020