

Coach and Share Terms & Conditions

We make available via this Website a space dedicated to user contents, such as, photos, videos etc. (hereinafter "**User Content**").

By uploading User content through this feature you agree to the following:

1. INTELLECTUAL PROPERTY

You hereby grant L'Oréal S.A. a royalty-free, irrevocable, non-exclusive, worldwide and for the legal protection period of intellectual property rights as defined by applicable laws and international treaties (including any subsequent suppletive or amending regulations) license to reproduce, display, use, copy, modify, adapt, edit, distribute, translate, create derivative works from, incorporate into other works, distribute such User Content (in whole or in part).

You grant L'Oréal S.A. the right to use your username, real name, image, likeness or other identifying information in connection with any use of your User Content. This right to use the personality rights is granted for a period of five (5) years for the same media as those detailed in the above provision.

L'Oréal S.A. may use, display, reproduce, distribute, transmit, combine with other materials, alter and/or edit the User Content for legal and/or regulatory reasons in any way it sees fit (while maintaining the original sentiment), with no obligation to you whatsoever.

Said use shall be authorized for all in-house or external, corporate or financial communication purposes, advertising, and for all public relations, historical or archival purposes, of L'ORÉAL Group or its affiliates, its products and/or its brands, particularly on the following media:

- Posting in all format, in unlimited quantity,
- The written press, unlimited number of publications,
- Publishing, unlimited number of publications, particularly publishing for purposes of in-house communication, including sales force and distribution network (wholesalers, retailers, agents, etc.), events, leaflets for congresses, tradeshows, stands ...; B-to-B communication, in the professional press, for an unlimited number of publications and/or quantities;
- Electronic, IT, digital, multimedia, Internet and Intranet publishing, via any websites (whatever the website and/or medium, including social networks such as Facebook, Twitter, YouTube or Dailymotion), unlimited number of inserts and broadcasts,
- via any advertising media (including by way of advertising at retail outlets and on the L'ORÉAL Group brand products (hereinafter the "**Media**").

You confirm and agree that: (i) you own all the rights in the User Content and/or that you have permission from any person(s) entitled with any intellectual property rights or personality rights in the User Content to grant the rights herein; (ii) you and all other person(s) appearing in the User Content are not under 18; and (iii) L'Oréal's use of your User Content will not break any law or violate the rights of a third party. L'Oréal S.A. has the right to disclose your identity to any third party who claims that the User Content infringes their rights.

If your User Content contains an endorsement or testimonial of our products or services, you further agree that it is a true and accurate expression of your honest belief based on use of L'Oréal products and that you have disclosed receipt of any free product or incentives in exchange for providing your User Content.

You are hereby informed that said social networks are platforms owned by third-parties and, accordingly, the circulation and use of User Content via said social networks shall be governed by the terms of use defined by said third parties. Therefore, the L'ORÉAL Group shall not be held responsible for any use of the content or any third parties in accordance with the terms of use defined by the social networks, including without limitation, in terms of the scope and duration of licensed rights, and removal of Content. You shall be responsible for handling any third-party claims relating to the use of the Content in accordance with the terms of use defined by the social networks.

In addition, We hereby remind you that any Content may be referenced on a search engine and therefore to be accessed by an audience outside the Website. You acknowledge and agree that the User Content could be subject to “viral” communication (word-of-mouth communication) on third party websites and that L’Oréal S.A. will not be liable for any claim or action in this regard.

This authorization gives Us the possibility to adapt your Content as initially fixed and/or make any such clarification to the User Content as We may consider useful, provided that the User Content shall not alter your image or words.

Further, the use of User Content may come with such anonymized information as your city, country or age, and/or, if you expressly authorized it, information allowing your identification such as your first name, or your email address.

You accept that L’Oréal S.A. will not pay you for the use of your User Content and/or for any intellectual property rights connected with them.

Any such User Content as you may publish via this Website shall be chosen by you and under your sole liability. However, We would like to remind you that User Content shall not conflict with applicable legislation or accepted standards of morality, or the principles stated herein. In this regard, We reserve the right to remove at any time any such User Content as may not comply with these Terms of Use, including the Code of Conduct.

In addition, if you access User Content created by another user, you shall be required to comply with said user’s rights and you shall, in particular, not reproduce or disseminate said Content published via other media without the relevant user’s prior consent.

If you change your mind about sharing your User Content please opt out by contacting us at [mazia.arif@loreal.com] or use the contact us form where available on the website.

These Terms and Conditions may be updated regularly by L’Oréal S.A.: please review them each time before posting on the Website.

2. CODE OF CONDUCT

We support the values of tolerance and respect of others.

For this reason, by using this Website, you agree **not to**:

- Publish or provide any data that may be considered ‘*sensitive*’:
 - *personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs;*
 - *trade-union membership;*
 - *genetic data, biometric data processed solely to identify a human being;*
 - *health-related data;*
 - *data concerning a person’s sex life or sexual orientation;*
- Publish any data/content that comes within the scope of an offence under the Prevention of Electronic Crimes Act, 2016;
- Convey any racist, violent, xenophobic, malicious, rude, obscene or unlawful comments;
- Disseminate any content that may be harmful, defamatory, unauthorized, malicious or infringing on privacy or publicity rights, inciting violence, racial or ethnic hatred or qualify as gross indecency or incitement to commit certain crimes or offences;
- Infringe applicable competition law rules, including illegally sharing competitively sensitive information with your competitors (such as, among others, information on prices of your

products or services, costs or business strategy), or agreeing on practices that have as an object or effect the prevention, restriction or distortion of competition in the market (such as, among others, fixing prices with your competitors or in any way illegally altering the competitive dynamic of the market).

- Use the Website for political, propaganda or proselytizing purposes;
- Publish any content advertising or promoting any products and/or services competing with the brand(s) displayed on the Website;
- Divert the Website from its intended purpose, including by using it as a dating service;
- Disseminate any information that may directly or indirectly allow the nominal and specific identification of an individual without prior and express consent, such as their last name, postal address, email address, telephone number;
- Disseminate any information or content that may be upsetting for the youngest;
- Intimidate or harass others;
- Conduct illegal activities, including that may infringe anyone's rights in and to any software, trademarks, photographs, images, texts, videos, etc.;
- Disseminate content (including photographs and videos) portraying minors.

By posting on the Website, you represent and warrant that:

- You will not hold L'Oréal S.A., or any person acting on L'Oréal S.A. behalf, responsible for any claims or demands in connection with the use of you User Content;
- your post complies with these Terms and Conditions and the Terms of Use of the Website;
- you are the author of the post, that you are not stealing the identity of another person, and you are not using a false email address or otherwise being misleading as to the origin of your review;
- your post is your original work and does not infringe the intellectual property rights of third parties;
- all content that you post is truthful and accurate.

You further agree and warrant that you shall not submit any User Content:

- that contains any information (including pricing) about L'Oréal S.A. competitors or their products (namely other manufacturers and/or distributors and/or retailers of health and beauty products);
- for which you will derive any compensated or monetary benefit by any third party or which could be construed as an advertisement or solicitation to buy (which shall include any content that directs business away from L'Oréal S.A.);
- that includes any information that references other websites, URL addresses, email addresses, contact information or phone numbers;
- that contains any actual, or instructions on how to create, computer viruses or other potentially disruptive or damaging computer programs or files.

WE RESERVES THE RIGHT TO LIMIT OR SUSPEND ACCESS TO ANY USER THAT IS IN BREACH OF THESE TERMS OF USE AND TO REFUSE TO POST, CHANGE, EDIT OR DELETE ANY COMMENT THAT WE DEEM, IN OUR SOLE DISCRETION, TO VIOLATE THESE TERMS AND CONDITIONS.

In addition, We reserve the right not to publish:

- duplicate content;
- blank reviews;

- any unintelligible content (such as content that contains random characters and meaningless word strings).

We cannot guarantee that you will be able to edit or delete any User Content you have submitted.

If you become aware of any such User Content as may condone crimes against humanity, incite racial hatred and/or violence, or relate to child pornography, you shall immediately notify Us at the following email address [salman.amjad@loreal.com], or by sending a detailed letter to the following address: tenancy 02,03 3rd floor corporate office, dolmen city HC-3 Block 4 Marine drive, Clifton, Karachi Pakistan, specifying in your email/letter the date on which you discovered said content, your identity, the URL, description of the disputed content and the user ID of the author thereof.

If you consider that any User Content is in breach of the principles listed above, of your rights or any third party's rights (e.g., any infringement, insult, breach of privacy), you may send a notice to the following email address: [salman.amjad@loreal.com], or by sending a detailed letter to the following address: [tenancy 02,03 3rd floor corporate office, dolmen city HC-3 Block 4 Marine drive, Clifton, Karachi], specifying in your email/letter the date on which you discovered said content, your identity, the URL, description of the reported content and the user ID of the author thereof.

For confidence in the digital economy, said notice shall contain:

- the date of the notice;
- if the sender is an individual: last name, first and middle names, occupation, address, nationality, date and place of birth;
- the addressee's name and address or, if a legal entity, its corporate name and registered offices;
- a description and specific location of the reported facts (e.g., URL link to the reported content);
- the reasons why such content should be removed, including an indication of the legal provisions and qualification (justifications) applicable to the facts;
- a copy of any correspondence sent to the author or publisher of the reported information or activities requesting their interruption, removal or alteration, or justification that the author or publisher could not be reached.

Any incomplete notice may not be considered.

To the extent authorized by law, these Terms and Conditions are subject to the laws of Pakistan including but not limited to Prevention of Electronic Crimes Act, 2016, and any dispute arising hereunder shall be subject to the jurisdiction of the competent courts of Karachi.