

PRIVACY AND COOKIE POLICY

1. [INTRODUCTION](#)
2. [WHAT INFORMATION DO WE COLLECT FROM YOU?](#)
3. [HOW DO WE USE YOUR PERSONAL INFORMATION?](#)
4. [DO WE SHARE YOUR PERSONAL INFORMATION?](#)
5. [WHERE WE STORE YOUR PERSONAL DATA](#)
6. [IS MY PERSONAL INFORMATION SECURE?](#)
7. [YOUR RIGHTS AND CONTACT INFORMATION](#)
8. [COOKIES](#)
9. [CHANGES TO OUR PRIVACY POLICY](#)

INFORMATION COLLECTED

At L'Oréal, we are committed to protecting and respecting your privacy. This Privacy Policy explains the types of personal information we collect, how we use that information, who we share it with, and how we protect that information.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal information we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal information and how we will treat it. By continuing to use this website, www.lorealaccess.com/za you are accepting and consenting to the practices described in this policy.

WHO WE ARE

For the purpose of Protection of Personal Information Act No. 4 OF 2013, the owner of the data is L'Oréal South Africa (Proprietary) Limited with registered offices at Building 17, THE WOODLANDS OFFICE PARK, Woodlands Drive, Johannesburg, 2191 ("L'Oréal"). For further information about L'Oréal, and the different divisions and brands within it, please visit www.loreal.co.za.

INFORMATION COVERED BY THIS POLICY

This policy covers all personal information collected and used by L'Oréal. In this policy, "personal information" means information or pieces of information that could directly or indirectly identify you. This includes information such as your name, address, username, profile pictures, or email address, but could also include information such as your IP address, or information about your preferences and shopping habits.

WHAT INFORMATION DO WE COLLECT FROM YOU?

We may collect information about you from different sources detailed below. Information you give us:

You may choose to provide personal information to us, for example by filling in forms on our website or at one of our stores or counters, entering competitions, promotions and prize draws, creating an account on our website or via a mobile app, contributing on one of our social platforms, or contacting us by email, phone, live chat, or otherwise.

The information you give us may include your name, address, e-mail address and phone number, financial and credit card information, personal description and photograph, health information, and user-generated content. If you login to one of our sites using social login, you will also be giving us access to your social data on the relevant social network.

Information we collect about you:

When you visit our site we may use cookies and other technologies to automatically collect the following information:

Technical information, including your IP address, your login information, browser type and version, device identifier, location and time zone setting, browser plug-in types and versions, operating system and platform, page response times, and download errors;

Information about your visit, including the websites you visit before and after our site and products you viewed or searched for;

Length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page. Emails that we send as part of our marketing programmes use clear gifs (web beacons). These tell us whether the email has been opened. Web beacons can be turned off by not “enabling images” in an email.

We also collect information using cookies to understand how you interact with our advertising content, to make sure we are delivering this in the most relevant way. We do this on our sites and on third party sites. See our Cookies Policy below for more information.

If you are using one of our mobile apps, we may also collect information about the way you use our app.

Information we receive and collect from other sources:

We may receive information about you if you use any of the other websites we operate (for example a website for another L'Oréal brand) or the other services we provide. We also work closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information providers, and credit reference agencies) and may receive information about you from them. We may also collect information about you from publicly available sources, including publically

available content on social media.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We may use your personal information...

To get in touch and provide you with services you have asked for. We may:

Send you information about products and surveys that may be of interest to you (where you have consented to this), or offer you opportunities to participate in competitions or surveys;

Reach you on social media, either directly or through tailored advertising content;

Give you updates on any changes to our service;

Keep an up to date suppression list where you have asked not to be contacted, so we do not inadvertently re-contact you;

To provide you with a tailored and relevant experience. We may:

Deliver relevant advertising tailored to your preferences to you directly on our website or when you visit other websites or social media channels, and measure the effectiveness of that advertising;

Combine information we receive and collect from all sources to understand your interests and preferences, and provide you with an experience that is tailored to those interests and preferences e.g. by offering you products you are interested in first on our website, or sending you personalised offers or promotions by email (where you have agreed to receiving our emails), or offering you advertising content that is relevant to your interests;

Offer you content that is relevant to your location e.g. invitations to events;

Ensure our website, social media pages, and email content is presented in the most efficient and effective manner for you, including remembering your preferences and interests.

To improve our site and content. We may:

Administer, monitor, and improve our site, social media pages, and email content, including troubleshooting, analysis, testing of functions and different site design ideas;

As part of our efforts to keep our site safe and secure;

Otherwise as required or permitted by law.

DO WE SHARE YOUR PERSONAL INFORMATION?

We may share your personal information within L'Oréal, and with any member of the L'Oréal Group, which means our subsidiaries, and our ultimate holding company and its subsidiaries. Please visit www.loreal.co.za for further details on the L'Oréal Group.

We may also share your information with trusted third parties. We rely on trusted third parties to perform a range of business operations on our behalf. We only provide them with the information they need to perform the service, and we require that they do not use your information for any other purpose. We will always use our best efforts to ensure that all third parties we work with will keep your personal information secure and comply with the Act. We may share your personal information with:

1. Advertising, marketing, digital and social media agencies to help us to deliver advertising, marketing, and campaigns, to analyse their effectiveness, and to manage your contact and questions;
2. Third parties required to deliver a product to you e.g. postal/delivery services;
3. Analytics and search engine providers that assist us in the improvement and optimisation of our site

We may also disclose your personal information to third parties:

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of L'Oréal, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

In other circumstances if we have your consent or we are permitted to do so by law.

We will not sell your personal information.

IS MY PERSONAL INFORMATION SECURE?

We are committed to keeping your personal information secure, and take all reasonable precautions to keep your personal information secure, and require that trusted third parties who handle your personal information for us do the same.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

LINKS TO THIRD PARTY SITES AND SOCIAL LOGIN

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these

websites.

We may also offer you the opportunity to use social login. If you chose to use social login, please be aware that the social platform will share your profile information with us. The information that is shared will depend on your social platform settings.

SOCIAL MEDIA AND USER GENERATED CONTENT

Some of our sites and apps allow users to submit their own content. Please remember that any content submitted to one of our social platforms can be viewed by the public, and you should be cautious about providing certain personal information e.g. financial information or address details via these platforms. We are not responsible for any actions taken by other individuals if you post personal information on one of our social media platforms.

YOUR CHOICES

It is important that you are able to control your personal data. You have the right to request a copy of the personal information we hold about you, ask us to update or delete your personal information, and not to be contacted by us if you do not wish to be. If you have an account with us, you can sign in to that account to update your personal information. We will not contact you for marketing purposes unless you agree, and you can easily unsubscribe at any time by contacting our customer care department;

L'Oréal South Africa Consumer Advisory Department

Email: lorealconsumerrsa@loreal.com

Telephone No: 086 100 1085

Monday to Thursday 8:00 am-5:00 pm, Friday 8:00 am-4:30 pm, closed weekends and all public holidays

COOKIES

What are they?

A cookie is a small file that a website transfers to the cookie file of the browser on your device so that the website can remember who you are. We use cookies to help you navigate our website efficiently and to perform certain functions, including site traffic analysis. Cookies may also recognise you on your next log-in and offer you content tailored to your preferences and interests. Cookies do not compromise the security of a website.

Some cookies can collect personal information, including information you disclose like your

username, or where cookies track you to deliver more relevant advertising content. For further details on how we use your personal information, please see our Privacy Policy.

There are two types of cookies on our sites – “session” cookies that are temporary cookies that remain on your browser only while you’re on our site, and “persistent” cookies, that remain on your browser for much longer.

Do I want to stop them?

Many cookies are used to enhance the usability or functionality of a website; therefore disabling cookies may prevent you from using certain parts of this website.

If you wish to restrict or block all the cookies which are set by our website (which as we say may prevent you from using certain parts of the site), or indeed any other website, you can do this through your browser settings. The Help function within your browser should tell you how. For more information go to www.aboutcookies.org.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our Privacy and Cookies Policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our Privacy and Cookies Policy.