

PRIVACY NOTICE

NU SKIN ENTERPRISES VIETNAM LIMITED LIABILITY COMPANY

Dated 1st July 2023

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2. Overview

At Nu Skin Enterprises Vietnam Limited Liability Company (hereinafter referred to as “**Nu Skin Vietnam**”), we want to set the standard for the industry in data protection. To that end, Nu Skin Vietnam is committed to respecting and protecting your privacy rights and your choices and to treating your Personal Data with the utmost care in all circumstances.

Our Privacy Notice is designed to provide transparency into our privacy practices and principles in a format that is easily understandable and readable.

This Privacy Notice explains how we process the Personal Data we collect about you

- when you buy and/or use our products, services and mobile applications,
- when you browse our Websites and social media content,
- when you participate in events organized by us,
- when you visit our premises, or
- when you apply for a job at Nu Skin Vietnam.

Please ensure you read this Privacy Notice carefully before using our Websites or mobile applications and/or providing us with your Personal Data.

3. Who we are and how to contact us

Nu Skin Vietnam is a company duly established and operating under Enterprise Registration

Certificate No. 0314355044 issued by the Department of Planning and Investment of HCMC on 4th November 2011, offering personal care products, nutritional supplements, devices and other goods or services through (i) the Nu Skin Vietnam websites (the “**Website**”), (ii) Nu Skin Vietnam mobile applications and tools (the “**Apps**”) and (iii) a network of independent distributors (“**Brand Affiliates**”).

Depending on who you are or how you interact with us, your Personal Data are processed by Nu Skin Vietnam and/or for different purposes. Please contact Nu Skin Vietnam if you have questions or concerns, want to update your Personal Data, or to exercise your rights as described below.

4. What Personal Data do we collect?

Personal Data, or Personal Information, means any symbols, letters, numbers, images, sounds, or the like in an electronic form associated with an individual or used to identify an individual. The personal data includes general personal data and sensitive personal data.

General personal data includes:

- Last name, middle name and first name, other names (if any);
- Date of birth; date of death or going missing;
- Gender;
- Place of birth, registered place of birth; place of permanent residence; place of temporary residence; current place of residence; hometown; contact address;
- Nationality;
- Personal image;
- Phone number; ID Card number, personal identification number, passport number, driver's license number, license plate, taxpayer identification number, social security number and health insurance card number;
- Marital status;
- Information about the individual's family relationship (parents, children);
- Digital account information; personal data that reflects activities and activity history in cyberspace;
- Information associated with an individual or used to identify an individual other than that specified above.

Sensitive personal data refers to personal data in association with individual privacy which, when being infringed, will directly affect an individual's legal rights and interests, including:

- Political and religious opinions;
- Health condition and personal information stated in health record, excluding information on blood group;
- Information about racial or ethnic origin;
- Information about genetic data related to an individual's inherited or acquired genetic characteristics;
- Information about an individual's own biometric or biological characteristics; - Information about an individual's sex life or sexual orientation.
- Data on crimes and criminal activities collected and stored by law enforcement agencies;
- Information on customers of credit institutions, foreign bank branches, payment service providers and other licensed institutions, including: customer identification as prescribed by law, accounts, deposits, deposited assets, transactions, organizations and individuals that are guarantors at credit institutions, bank branches, and payment service providers;

- Personal location identified via location services;
- Other specific personal data as prescribed by law that requires special protection.

The Personal Data that we collect, and how we collect it, depends on how you interact with us. For a complete overview of the Personal Data we process about you, as well as our interaction-specific data processing activities, and our processing purposes, please refer to our “List of Personal Data Processing Activities”, [here](#).

We might collect or receive Personal Data from you via our Website, Apps, social media channels, call center or when you otherwise transfer Personal Data to us. Sometimes you give this Personal Data to us directly (e.g. when you create an account, when you contact us, when you purchase from our Website), and sometimes we collect it (e.g. using cookies to understand how you use our Website and Apps, or through our smart devices).

In some circumstances we may also receive Personal Data about you from:

- Brand Affiliates;
- individuals who provide us with your Personal Data (e.g. your family members); - regulatory bodies;
- other companies providing services to us (e.g. social listening companies; past employers; recruitment agencies).

Some of these third-party sources may include publicly available sources of information. In particular, we may receive Personal Data from social networks when you engage with our content, reference our Website, or grant us permission to access information from these social networks.

In addition, where permitted by law, we may collect, either directly or through third party service providers, information that is publicly available on the Internet (e.g. from websites, blogs, social media).

5. How we use your Personal Data

We process your Personal Data based on the following legal grounds, as permitted by applicable law:

- to fulfill our obligations under a contract with you, or to take steps prior to entering into a contract with you (e.g. you ask us to create a customer account for you or you wish to purchase a product from us);
- to comply with a legal obligation (e.g. when you make a purchase we need to keep your transaction information to comply with our tax, financial reporting, and consumer protection obligations);
- based on your consent (e.g. when you opt-in to subscribe to our marketing newsletters);
- protect the life and health of the data subject or others in an emergency situation and/or other situations basing on legal grounds as permitted under the Vietnam law.

Our use of your Personal Data depends on who you are and how you interact with us. Click [here](#) for a list of the ways that we use your Personal Data, and which of the reasons we rely on to do so.

We will only process sensitive Personal Data when you request us to do so (i.e. when we have your explicit consent) or in exceptional circumstances and where we have a legal basis to do so (e.g., to protect your vital interests).

Please contact Nu Skin Vietnam if you have any questions about how we collect and use your Personal Data.

6. Sharing and transferring your Personal Data

When we share your Personal Data as described below, we will take the necessary steps to ensure that any third-party recipients have implemented reasonable security mechanisms to protect your Personal Data.

a. We do not sell your Personal Data

First, we want to be clear that we do not and will not sell your Personal Data to third parties; and in the past 12 months, we have **not** sold your Personal Data to any third party.

b. We do not disclose your Personal Data to third parties for their own direct marketing purposes

Also, we do not disclose your Personal Data to third parties for their own direct marketing purposes. However, if you direct us to share your Personal Data with third-party sites or platforms, such as social networking sites, these third-party sites or platforms could potentially use your data for marketing reasons.

c. If you are a Brand Affiliate, we may share your Personal Data with other Brand Affiliates and customers

With your Downlines – If you are a Brand Affiliate, we may transfer your Personal Data to your personally sponsored customers and Brand Affiliates (“**Downlines**”) in order to enable them to reach out to you for support, training and product recommendations. The Personal Data we make available to your Downlines may include your name, profile picture, and contact details. If you do not want your Downlines to have access to your Personal Data, you can edit your privacy settings in V&G, your account or by contacting customer care.

With your Uplines – We may also transfer your Personal Data to your sponsor, upline Brand Affiliates and upline Brand Representative (“**Uplines**”) so that they can reach out to you and provide you with business and/or product support and training. . The Personal Data we make available to your Uplines may include your account information (name, photo, birthday, contact details), business information (market, overall purchase volume and volume generated by your ADR contract (auto-ship) and date it is scheduled to ship, pin title, activity dates) and your order information including your purchases (product name, quantity, volume, price, order tracking, ship to details), as well as auto-ship contract details (product name, quantity, price, ship to details). You can manage what Personal Data is shared with which Uplines by editing your privacy settings in V&G, your account, or by contacting customer care. In addition, we may inform your Uplines about your qualification to our incentive trips.

d. If you are a customer, we may share your Personal Data with certain Brand Affiliates

We may transfer your Personal Data to your sponsor, upline Brand Affiliates and upline Brand Representative (“**Uplines**”) so that they can reach out to you and provide you with product support and recommendations. The Personal Data we make available may include your account information (name, photo, birthday, contact details), and your order information including your purchases (product name, quantity, volume, price, order tracking, ship to details), as well as auto-ship contract details (product name, quantity, price, ship to

details). You can manage what Personal Data is shared with your sponsor by editing your privacy settings in your account, or by contacting customer care.

e. We may share your Personal Data within the Nu Skin group

Your Personal Data may be processed by the companies within Nu Skin Group being authorized legally by Nu Skin Vietnam to do so. Processing will always be controlled on a legal authorization and need-to-know basis, and only provided where it is necessary to provide you with requested services or to allow us to perform any necessary or legitimate functions (including for operational, management, administrative, supervisory or evaluative or educational purposes). You may consult a list of data processing purposes and categories [here](#) (Annex 1).

f. We may share your Personal Data to our trusted third-party suppliers who may process it on our behalf

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

- Third parties that assist and help us in providing digital and e-commerce services such as social listening, store locator, loyalty programs, identity management, ratings and reviews, CRM, web analytics and search engine, user generated content curation tools;
- Advertising, marketing, digital and social media agencies to help us deliver advertising, marketing, and campaigns, to analyze their effectiveness, and to manage your contact, questions and our relationship;
- Third parties required to deliver a product to you (e.g. postal/delivery services);
- Third parties that assist and help us in providing IT services, such as platform providers, hosting services, maintenance and support on our databases as well as on our software and applications;
- Third parties that assist in maintaining the security of our systems, Websites and Apps;
- Third parties that provide us with consulting services in the field of market research and analytics, collect feedback and conduct market surveys on our products, services and otherwise for customer relationship management purposes;
- Payment service providers and credit reference agencies for the purpose of assessing your credit score and verifying your details where this is a condition of entering into a contract with you;
- Third parties that assist us for customer care and cosmetovigilance and pharmacovigilance purposes;
- Third parties that assist us for the organization of events, incentive trips, meetings, etc. in which you may participate;
- Lawyers, auditors, financial advisors, and other third party service providers in connection with their services to Nu Skin Vietnam.

g. We may also disclose your Personal Data to other third parties

If Nu Skin Vietnam or a part of its assets are acquired by a third party, Personal Data we hold relating to those assets will be one of the transferred assets. In such cases, your Personal Data will be processed by the buyer acting as the new controller and its privacy policy will govern the processing of your Personal Data.

We may also disclose your Personal Data to any regulatory, statutory, governmental or other relevant authorities, agencies or bodies and industry regulators, and any other person to whom Nu Skin Vietnam is compelled, required or permitted to do so by law, rules or regulations, legal process or litigation, or to any person pursuant to any order of a court of competent jurisdiction or comparable legal process.

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

7. International Transfers

You understand and agree that we may transfer Personal Data to other jurisdictions as necessary for the purposes described in this Privacy Notice.

When we transfer your Personal Data to other countries or jurisdictions, we will protect that data as described in this Privacy Notice and in accordance with applicable law. Where required under applicable law, we will put in place binding contractual obligations with the data recipient to safeguard your data protection rights. Furthermore, we will notify any data transfer and/or data transfer mechanisms to the competent Supervisory Authority where required under applicable law.

8. How we protect your Personal Data

We protect your Personal Data and implement reasonable security measures including physical (e.g. secured filing cabinets), technical and organizational security measures appropriate to protect your Personal Data against unauthorized or unlawful processing and against any accidental loss, destruction, or damage.

In particular, we operate data networks protected by industry standard firewall and password protection systems. We also use transport layer security (TLS) to protect the transmission of your Personal Data. Access to this information will be provided only to authorized individuals for legitimate business purpose.

In addition, access to your Personal Data is restricted to staff and service providers on a need-to-know basis.

While we endeavor to always protect our systems, sites, operations and information against unauthorized access, use, modification and disclosure, due to the inherent nature of the Internet as an open global communications vehicle and other risk factors, we cannot guarantee that any information, during transmission or while stored on our systems, will be absolutely safe from intrusion by others.

Please contact the Nu Skin Vietnam if you have any questions about how we protect your Personal Data.

9. How long do we keep your Personal Data

We hold on to your Personal Data for as long as necessary to achieve the processing purposes described in our “List of Personal Data Processing Activities” (Annex 1).

This means, for instance, that we no longer store your Personal Data when our (contractual) relationship with you comes to an end, unless further storage is permitted or required under applicable law.

Generally, and while this will depend on several factors as outlined below, we do not keep your data for longer than 10 years. To determine the retention period of your Personal Data, we consider several criteria, including:

- The purpose for which we hold your Personal Data;
- Our legal and regulatory obligations in relation to that Personal Data, for example any financial reporting obligations;
- Whether our relationship with you is ongoing, for example, you have an active account, you continue to receive marketing communications, or you regularly browse or purchase off our Website or Apps);
- Any specific requests from you in relation to the deletion of your Personal Data; and
- Our legitimate interests in relation to managing our own rights, for example the defense of any claims.

When we no longer need to use your Personal Data, it is removed from our systems and records, or anonymized so that you can no longer be identified from it.

10. What are your rights regarding your Personal Data

Nu Skin Vietnam values your privacy rights and is committed to providing you control over your Personal Data. If you exercise any of these rights explained in this section of the Privacy Notice, we will not disadvantage you. You will not be denied or charged different prices or rates for goods or services or provided a different level or quality of goods or services.

Generally, to the maximum extent permitted by applicable law, you have the following rights:

- **Information.** You have the right to be informed about your personal data processing, unless otherwise provided by law
- **Consent.** You have the right to agree or disagree to allow the processing of your personal data, except in the case of personal data processing where the consent of the data subject is not required in accordance with applicable laws;
- **Deletion.** You have the right to delete or to request us to delete the Personal Data that we process about you, unless otherwise provided by law, for example, where we need to keep your Personal Data for compliance purposes;
- **Withdrawing Consent.** If you have consented to our processing of your Personal Data, you have the right to withdraw your consent at any time, unless otherwise provided by law. This does not affect the lawfulness of the processing that was based on your consent prior to withdrawal. This includes cases where you wish to opt out from marketing messages that you receive from us;
- **Access.** Unless otherwise provided by law, you have access to view, correct or request correction of your personal data;
- **Restriction.** You have the right to request us to restrict the processing of your Personal Data, unless otherwise provided by law. Restriction of data processing is carried out for 72 hours after your request, with all Personal Data that you request to restrict, unless otherwise provided by law.;

- **Data provision.** Unless otherwise provided by law, you have the right to request us and the data processors to provide a copy of the Personal Data we are processing about you in electronic and/or written form or orally if permitted by applicable law. If permitted by applicable law, we may charge a reasonable fee for this data request;
- **Objection.** You have the right to object to the processing of your data by us and other data processors to prevent or limit the disclosure of personal data or its use for advertising or marketing purposes. We will abide by your request unless we have compelling legitimate grounds for the processing which override your interests and rights, or if we need to continue to process the data for the establishment, exercise or defense of a legal claim under the applicable law. We and our data processors will process your request within 72 hours of receiving it, unless otherwise provided by law.
- **Complaints, denunciations, lawsuits.** You have the right to complain, denounce or initiate a lawsuit in accordance with the law.
- **Self-protection.** You have the right to protect yourself in accordance with applicable law, or to request a competent agency or organization to implement methods to protect civil rights as prescribed in the Civil Code.
- **Claim for damages.** Although you have the right to claim damage as prescribed by law when there are violations against regulations on protection of personal data, to the maximum extent permitted by law, you agree to waive all liability of Nu Skin Vietnam for damages in accordance with the law in the event of a breach of regulations on personal data protection.

You can exercise the above rights, where applicable by contacting Nu Skin Vietnam. We will respond to any of your requests to exercise these above data subject rights within the period prescribed by applicable laws. At our discretion, we may require you to prove your identity before providing the requested information. This is to ensure that your Personal Data is disclosed only to you. We may not be able to appropriately handle your request if you decide not to provide us with the Personal Data that we need to handle your request.

11. Your marketing choices

You can control whether to receive direct marketing from us (e.g., which we may send through electronic means, such as promotional emails). At Nu Skin Vietnam, you will need to provide us with your consent before receiving marketing. For instance, we may ask you to tick a box indicating to “receive promotional emails” when you sign up as a new customer or Brand Affiliate. You can choose not to receive such communications at any time. If you no longer wish to receive any marketing communications or remain on a mailing list to which you previously subscribed, please follow the unsubscribe link in the relevant communication or contact Nu Skin Vietnam.

12. Your obligations

We expect that you only communicate Personal Data about yourself to us. If you also communicate Personal Data about other people to us, then you must ensure that you comply with any legal obligations that may apply to your provision of the information to us, and to allow us, where necessary, to use, process and transfer that information. In particular, and subject to Vietnamese applicable laws as well as Nu Skin Vietnam Policies & Procedures, if you use a credit card not issued to you, you confirm that the credit card holder has consented to the use of their credit card in relation to your purchase and has agreed that Nu Skin Vietnam may collect, use and disclose their Personal Data for the purpose of processing your purchase.

We also expect that the Personal Data that you communicate to us are correct and that, if your Personal Data requires updating, you will promptly inform us.

Generally, to the maximum extent permitted by applicable law, you have the following obligations:

- Protect your own personal data; request relevant organizations and individuals to protect your personal data.

- Respect and protect others' personal data.
- Fully and accurately provide your personal data when you consent to the processing.
- Participate in education or training of personal data protection skills.
- Comply with regulations of law on protection of personal data and prevent violations against regulations on protection of personal data.

13. Children

Nu Skin Vietnam does not direct the sale of its products or services to children, nor does it allow its Brand Affiliates to be underage.

Nu Skin Vietnam children's products can only be purchased by an adult. If you are a minor, you may use the Website only with the involvement of a parent or guardian.

Except in very limited circumstances (e.g. as part of our Corporate Social Responsibility activities), we do not knowingly collect or otherwise process any Personal Data from children under the age of 13 and do not direct our services, Website or Apps to children under the age of 18. If you think that a child for which you are responsible provided Personal Data to us, we strongly encourage you to contact us immediately and we will work with you to find a solution to remediate this.

We encourage you to participate in your child's experience on the Internet and to review important safety tips with each child before they explore the Internet.

In any other case where there is processing of a child's personal data, we will ask for the consent of the child in the case where the child is 7 years of age or older and obtain the express consent of the child's parent or guardian as prescribed by the law, unless otherwise provided by law.

14. Changes to the Privacy Notice

We may update this Privacy Notice from time to time. We will notify you of any significant changes by posting those changes here or by notifying you through other appropriate communication channels we generally use with you. Any changes to this Privacy Notice will be considered effective immediately after the changes are posted on this Website unless otherwise indicated.

The Privacy Notice was last revised on 1st July 2023.

Annex 2 - List of personal data processing activities

In which context is your personal data collected?	What personal data may we hold about you?*	How and why we may use it?
	<i>*the following lists of data elements are intended to provide key examples and not necessarily be exhaustive in nature</i>	
Customer account creation and management Personal Data collected during the creation or management of a customer or member account on Nu Skin Vietnam Website/Apps, through a social media login or in store.	• Contact information: your name, title, address, email address or telephone number • Account information: your ID/username, password, login activity • Product information: your purchase history, details of products that we have sold to you, product returns, preferred products • Social media profile: where you use your social media login or share this personal data with us • Biographical information: your gender, birthdate, nationality, photograph, preferences, hobbies, interests	To: • create and manage your account • allow you to manage your preferences
		- do research and development based on aggregate data, including but not limited to statistics about sales, market analysis, development of products and services
		- offer personalized services based on your characteristics
Brand Affiliate account creation and management Personal Data collected during the creation or management of a Brand Affiliate account on Nu Skin Vietnam Website/Apps, through a social media login or in store.	• Contact information: your name, title, address, email address or telephone number • Account information: your ID/username, password, login activity - Identification information: your passport number, permanent resident identification number, social security number, or any other identification details or documents or photocopies of the aforesaid identification documents, to the extent permissible under applicable laws • Billing or financial information: your bank account details, copy of bank account statement or any information or data required to verify and/or process payment transactions	To: • create and manage your account • process your commission and bonus payments • allow you to manage your preferences
		- do research and development based on aggregate data, including but not limited to statistics about sales, market analysis, development of products and services
		• give recognition to you as a Brand Affiliate, for instance by publishing your name, sales records, picture, pin title, charitable donations you made, etc., at Nu Skin Vietnam events, in Business Support Materials, on our website and

	• Tax information: your tax ID number such as a VAT number, tax identification number or similar • Social media profile: where you use your social media login or share this personal data with us • Biographical information: your gender, birthdate, nationality, photograph, preferences, hobbies, interests	social media channels, via email, onsite at Nu Skin Vietnam, etc. • promote our brand, for instance by using on the Website, in marketing materials or in other marketing tools, (i) testimonials given by you during Nu Skin Vietnam's events, or (ii) recordings or images of your appearances and/or performances at Nu Skin Vietnam's events • offer personalized services based on your characteristics, for instance, (i) sharing information in Nu Skin Vietnam's Business Support Materials, (ii) inviting you to events and sending reminders on events, venue, date and time, and (iii) organizing success trips and events
Purchases and order management Personal Data collected during the purchase process made on Nu Skin Vietnam Website/Apps, in store or through the phone.	• Contact information: your name, title, address, email address or telephone number • Billing or financial information: bank account details, credit/debit card details, or any information or data required to verify and/or process payment transactions • Product information: your purchase history, details of products you purchased, product returns, preferred products	To: • Process your order including delivering the product to the address you indicated - Manage payment • Manage any contact you have with us about your order • Manage any dispute relating to a purchase • Contact you about your order, including to provide you with information regarding the shipping and delivery status of your order - Keep records of our product sales to our customers
		• Contact you to finalize your order where you have saved your shopping cart or placed products in your cart

		without completing the checkout process - Secure your transactions against fraud - If you place a purchase using a registered account, we will add this transaction to your profile so we can understand your interests and preferences and you will see a record of your transactions with us within your account (where applicable) - Do research and development based on aggregate data, including but not limited to statistics about sales, market analysis, development of products and services - Train AI models (if any) and improve machine learning for Nu Skin Vietnam products and services
		- Inform you when a product you wanted to purchase is available
Newsletter and marketing subscription <i>Personal Data collected when you subscribe to receive our marketing communications either via email or SMS.</i>	- Contact information: your name, email address or telephone number	To: - Send you email and/or SMS marketing communications (where you have asked us to) which may be tailored to your “profile” based on the personal data we know or learn about you and your preferences
		- Keep an up to date suppression list if you have asked not to be contacted; and/or
		- Run analytics or collect statistics
Events and Incentive Trips registration and participation <i>Personal Data collected during the registration phase to an Event or an incentive trip, or during your participation at such an event or trip.</i>	Contact information: your name, title, address, email address or telephone number Biographical information: your gender, birthdate, nationality, marital status, photograph or videos containing your image, information about family life (including family, children, hobbies or interests)	To: - verify your eligibility to participate in an Event or Incentive Trip - register your participation in an Event or Incentive Trip - make the necessary travel and other booking arrangements - send you relevant information about the Event or Incentive Trip and notify

	• Identification information: your passport number or national ID number, permanent resident identification number, details or documents or photocopies of the aforesaid identification documents, to the extent permissible under applicable laws • Registration data: event/incentive trips registrations, subscriptions, downloads, or username/passwords, data requested in sign-up or registration forms, or related information such as feedback or survey responses • Billing or financial information: your bank account details, credit/debit cards details • Health-related data: your allergies, medical condition or other ailments - Technical information: your IP address, browser information, or device information (when you attend an Event remotely)	you about changes to these • authenticate your identity when you attempt to gain access to and attend an Event, whether physically or remotely • offer you a customized experience that suits your needs and requirements (incl. dietary requirements) • enable you to partake in a prize drawing or competition or to complete a survey - add your participation to your profile so we can understand your interests and preferences - promote our brand, for instance by using on the Website, in marketing materials or in other marketing tools, (i) testimonials given by you to Nu Skin Vietnam, or (ii) recordings or images of your appearances and/or performances at Nu Skin Vietnam's Events or Incentive Trips
Adverse event / product complaint reporting <i>Personal Data collected when you report online or on the phone</i> <i>(i) an adverse event that occurred from your use of our products or (ii) a complaint regarding our products.</i>	• Contact information: your name, title, address, email address or telephone number • Health-related information: data related to your health or medical history as required for processing the adverse event or the product complaint if such information is relevant to evaluate, classify or assess the product complaint - Other information you have shared with us about yourself in relation to your enquiry (which may include welfare, health data or call recordings)	To: • prevent, monitor and manage adverse events • evaluate, classify and assess the adverse event and/or product complaint • maintain the information in a product complaints database for reference - follow up on such reports and/or complaints

Online browsing and use of our Apps Personal Data collected by cookies or similar technologies when you browse Nu Skin Vietnam Website/Apps or on third-party website/apps where	• Technical information: your IP address, browser information, or device information; • Website usage information: data related to your use of our Website or Apps including where you came from, login details, location, data related to your	To: - maintain security and manage access to our systems, Website and Apps; - collect insights into how you interact with our services so that we can personalize our communications with you and improve our Website and Apps;
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we have cookies, pixels or other similar technologies.	navigation on our Website/Apps (incl. scroll/mouse movement, but in a manner that does not identify you), pages/ content you looked at, clicked or tapped on, duration of your visit; and/or products you searched for and/or selected	• measure the effectiveness of our services and collect information to improve our products and services; • ensure your data security is maintained, and our systems kept up to date to continue servicing you
		• tailor our services for you, that is to show you recommendations, marketing, or content based on your profile and interests; and/or display our websites in a tailored way, for example, show you products we think you might like • deliver targeted advertising (e.g. online advertisements for products which may be of interest to you, based on your previous behavior; and/or ads and content on social media platforms or other websites)

Social Media Platforms <i>Personal Data collected from your activity on social media platforms.</i>	We may get information you publicly post on social media platforms or use it to better understand how customers view our products/services or interact with us. For example, we may use public posts to identify beauty trends. Where possible, we do this in way that we are unable to directly identify you. We may also collect your personal data when you mention us on social media	To: • Monitor and improve our websites and apps • Run analytics or collect statistics
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	platforms. The personal data we collect may include: • Social media handle; • Photo; and/or • Any comments mentioned in your post. If we want to re-use any content you post on social media platforms, we will always ask your permission first (see 'User Generated Content' below).	
User generated Content <i>Personal Data collected when you submit content (for example images or testimonials) on one of our Website/Apps/social media platforms or accept our re-use of any content you posted on social media platforms.</i>	• Contact information: your name or alias, email address or telephone number; - Biographical information: your gender, photograph or videos containing your image, personal description or preferences, information about family life (including family, children, hobbies or interests); • Social media profile: where you use your social media login or share this personal data with us.	To: - Use the content you have created and/or shared in accordance with the specific terms and conditions accepted by you e.g. to post your review/content and to promote our products; - Add your content to your profile so we can understand your interests and preferences; and/or - Run analytics and statistics.
Enquiries <i>Personal Data collected when you reach out to customer service or account management to ask questions relating to our products and their use, or your purchases, account or rights.</i>	• Contact information: your name, title, address, email address or telephone number; • Other information you have shared with us about yourself in relation to your enquiry (which may include welfare, health data or call recordings).	To: - Answer and manage your enquiries - Run analytics and statistics - Add your questions or concerns to your profile so we can understand your interests and preferences
Surveys, panel discussions and focus groups <i>Personal Data collected when you participate and complete a survey, or participate in a</i>	• Contact information: your name, title, address, email address or telephone number • Biographical information: your gender, birthdate, nationality	To: - achieve the objectives further described in the surveys, panel discussions or focus groups including but not limited to improving our product and services

<i>panel discussion or focus group</i>	• Other information you have shared with us about yourself in relation to the survey, panel discussion or focus group (which may include sensitive personal information such as data relating to race or ethnic origin, religious or philosophical beliefs, medical or health conditions) • Technical information and Website usage information (see section regarding "Online browsing and use of our Apps" where the surveys are carried out online)	
Our Premises	- CCTV footage;	To:

<i>Personal Data collected when you visit our premises e.g. our offices or walk-in-centers</i>	- Attendance/visitor forms (which may include the collection of identification data or contact information, as well as welfare or health data).	• Assist in the prevention and detection of crime and manage enquiries • Help ensure the safety and security of information located or stored within the premises, and assets
		- Help ensure the health, safety and security of employees and visitors
Job application Personal Data collected as part of your application for a job at Nu Skin Vietnam.	• Contact information: your name, title, address, email address or telephone number • Biographical information: your gender, birthdate, nationality, photograph, preferences, hobbies, interests, family situation, civil status • Educational background information: your academic titles, diplomas, schools, or universities attended, skills or merits related • Professional records information: your professional experience, duration of previous job contracts, previous position titles, practice areas,	To: • complete, fulfil and process your application, including any subsequent stages of the recruitment process • fulfil identity verifications • allow candidates, employees to access and manage their personal records
		• conduct background checks, in accordance with local laws

	assessments established by your previous employers • Any additional information contained in your application or in your selfrecorded videos (e.g., sound or images)	• consider and contact you should a relevant position arise in the near future
Nu Skin Apps: <i>Personal Data is collected during the use of Nu Skin Apps such as TR90 App by Customers, Distributors</i>	• Contact information: your name or email address • Biographical information: your gender, age range, location or photograph • Lifestyle information: your skin routine, sleeping habits, or water intake • Health-related information: your skin sensitivity, skin type or skin concerns • Ethnicity-related information: your Ethnic origin • Tracking metrics: the stage of your consultation, or whether you have added a product to your cart or purchased it • Customer insights: the results of your product recommendations or what features of the app are being used	To: • provide you with information of our products and services • enable you to keep track of your recommendations over time • improve our products and services • facilitate sharing product information, product recommendations, or user experience to your social networks if you choose to - do research and development based on aggregate data, including but not limited to statistics about sales, market analysis, development of products and services - improve our products and services, including training AI models (if any) and improving machine learning for Nu Skin Vietnam products and services
enJoy Rewards and other loyalty programs <i>Personal Data collected as part of your participation in the enJoy Rewards Program.</i>	• Contact information: your name, title, address, email address or telephone number; • Product information: your purchase history, details of products that we have sold to you, product returns, preferred products; • Customer insights: the results of your participation, point redemption, or involvement in the rewards program; • Tracking metrics: the tier of your participation, loyalty, or whether you	To: - offer and manage our loyalty programs and provide you with enJoy Rewards benefits • run analytics and statistics • add your participation to your profile so we can understand your interests and preferences

	have achieved certain status.	
IoT devices <i>Personal Data collected as part of your usage of our IoT connected devices (for example ageLoc LumiSpa iO device).</i>	- Device information: usage logs, device management, events (e.g. device drop), warranty details	To: - do research and development based on aggregate data, including but not limited to statistics about market analysis, development of products and services; - fulfill warranty obligations
		- enable user experience within our apps