

## TERMS & CONDITIONS

The [www.yslbeauty.ae](http://www.yslbeauty.ae) website (the "Website") is operated by Saj Emirates trading L.L.C, authorized distributor and retailer of Yves Saint Laurent, a limited liability company duly organized under the laws of the United Arab Emirates, under the Commercial License number 539400, whose registered address is at P.O. Box 8413, Dubai, United Arab Emirates and whose paid up share capital is 300,000 United Emirates Arabic Dirhams ("YSL", "us", "we", "our").

The Website is provided to you for your personal use subject to these terms and conditions and any other rules posted on the Website (including our [Privacy Policy](#)) (the "Terms and Conditions").

By visiting the Website you agree to be bound by, consent to comply with, and consent to the practices described in, these Terms and Conditions, which govern your access and use of the Website and all content and functionalities available on the Website (or any of our other websites and related micro-sites accessed through the URL [www.yslbeauty.ae](http://www.yslbeauty.ae) and related domain names) (the "Services").

If you wish to use our Services you must read and agree to be bound by our policies relating to those Services. In particular, your attention is drawn to our policies relating to the terms of purchase and our Privacy Policy. If you are a minor and/or are aged under 18, you must let your parent or guardian know about our Privacy Policy before you register to use this Website or any of the Services.

We grant you a non-transferable and revocable personal license to use the software that is provided to you by us as part of the Website, for the sole purpose of enabling you to use and enjoy the benefit of our Services, as provided by YSL in the manner permitted by the Terms and Conditions. Commercial use or use on behalf of any third party is prohibited, except as explicitly permitted by us in writing in advance. Any breach of these Terms and Conditions shall result in the immediate revocation of the license granted in this paragraph without notice to you, and without prejudice to any other rights of YSL.

### REGISTRATION

Certain Services and related features, such as but not limited to, newsletters, that may be made available on the Website may require registration or subscription to enable your use of them. Should you choose to register or subscribe for any such Services or related features, you agree to provide complete, accurate and current information about yourself, and to promptly update such information if there are any changes. We may change our registration or subscription requirements from time to time. As a user of the Website you are solely responsible for keeping passwords and other account identifiers safe and secure. As a user of the Website you are entirely responsible for all activities that occur under such password or account. Furthermore, you must notify us immediately of any unauthorized use of your password or account. YSL shall not be responsible or liable, directly or indirectly, in any way for any loss or damage of any kind incurred as a result of, or in connection with, your failure to comply with this paragraph. You may be liable for our losses or others due to such unauthorized use.

Please refer to our Privacy Policy for information about how we use your data.

### YOUR CONTENT

You are responsible for your use of the Website, for any information, text, graphics, photos or other materials which you upload or post to the Website (collectively "Your Content"), and for any consequences thereof. Most content you submit, post, or display through the Website is public by default and will be able to be viewed by other users and through third party services and websites. You should only provide content that you are comfortable sharing with others under these Terms and Conditions. When posting Your Content, you agree not to make comments that are not factual in nature including without limitation making any racist comments, using profanity, abusing another user, disrespecting another culture or any other derogatory or inappropriate comments. We may not monitor or control Your Content and, we cannot take responsibility for Your Content. Any use or reliance on Your Content, or content provided by any party other than YSL (such as other users) ("Other Content") or obtained by you through the Website is at your own risk. Your Content may be moderated and may take up to 48 hours to be displayed but YSL does not commit to checking all Your Content or Other Content and will not be liable for the same. If you have a complaint about any posts please contact our Customer Care. YSL reserves the right, in its sole discretion, not to publish or to remove any Your Content or Other Content that it believes may be unlawful, defamatory, racist or libelous, incite hatred or violence, detrimental to people, institutions, religions or to people's privacy, which may cause harm to

minors, is detrimental to the trade marks, patents and copyrighted content, contains personal data or improperly uses the medium for promoting and advertising businesses.

We do not endorse, support, represent or guarantee the completeness, truthfulness, accuracy, or reliability of Other Content or endorse any opinions expressed via the Website. You understand that by using the Website, you may be exposed to Other Content that might be offensive, harmful, inaccurate or otherwise inappropriate, or in some cases, postings that have been mislabeled or are otherwise deceptive. Under no circumstances will we be liable in any way for any of Your Content or Other Content, including, but not limited to, any errors or omissions in Your Content or Other Content, or any loss or damage of any kind incurred as a result of the use of Your Content or Other Content posted, emailed, transmitted or otherwise made available via the Website or broadcast elsewhere.

You retain your rights to Your Content. By submitting, posting or displaying Your Content on or through the Website, you grant us a worldwide, non-exclusive, royalty-free license (with the right to sublicense) to use, copy, reproduce, process, adapt, modify, publish, transmit, display and distribute Your Content in any and all media or distribution methods (now known or later developed). You agree that this license includes the right for YSL to provide, promote, and improve the services it provides and to make Your Content available to other companies, organizations or individuals who partner with YSL for the syndication, broadcast, distribution or publication of Your Content on other media and services, subject to our terms and conditions for Your Content use. Such additional uses by YSL, or other companies, organizations or individuals who partner with YSL, may be made with no compensation paid to you with respect to Your Content.

We may modify or adapt Your Content in order to transmit, display or distribute it over computer networks and in various media and/or make changes to Your Content as are necessary to conform and adapt Your Content to any requirements or limitations of any networks, devices, services or media. We reserve the right at all times (but will not have an obligation) to remove or refuse to distribute any of Your Content, to suspend or terminate users, and to reclaim usernames without liability to you. We also reserve the right to access, read, preserve, and disclose any information as we reasonably believe is necessary to (i) satisfy any applicable law, regulation, legal process or governmental request, (ii) enforce the Terms and Conditions, including investigation of potential violations hereof, (iii) detect, prevent, or otherwise address fraud, security or technical issues, (iv) respond to user support requests, or (v) protect the rights, property or safety of YSL, its users and the public.

You may not do any of the following while accessing or using the Website: (i) access, tamper with, or use non-public areas of the Website, our computer systems, or the technical delivery systems of our providers; (ii) probe, scan, or test the vulnerability of any system or network or breach or circumvent any security or authentication measures; (iii) access or search or attempt to access or search the Website by any means (automated or otherwise) other than through our currently available, published interfaces that are provided by us (and only pursuant to the Terms and Conditions), unless you have been specifically allowed to do so in a separate agreement with us; (iv) forge any TCP/IP packet header or any part of the header information in any email or posting, or in any way use the Website to send altered, deceptive or false source-identifying information; or (v) interfere with, or disrupt, (or attempt to do so), the access of any user, host or network, including, without limitation, sending a virus, overloading, flooding, spamming, mail-bombing the Website, or by scripting the creation of Your Content in such a manner as to interfere with or create an undue burden on the Website.

## ELIGIBILITY

The purchase of products through the Website is strictly limited to parties who can lawfully enter into and form contracts on the Internet in accordance with the laws of the United Arab Emirates.

In order to make purchases on the Website, you must provide your personal details, including your real first and last name, valid mobile telephone number, alternate contact phone number, valid e-mail address, payment details, valid billing address and other requested information as indicated. You represent and warrant that the payment details you provide are valid, complete and correct and confirm that you are the person referred to in the billing information provided.

The Website is only available to persons who meet YSL terms of eligibility, those who hold a valid credit/debit card by a bank acceptable to YSL, and those who have authorized us to process a charge or charges on their credit/debit card in the amount of the total purchase price for the product(s) which they purchase. Products purchased are for personal or gift use only and shall not be re-sold, used for commercial purposes or for any other commercial benefit.

YSL reserves the right to restrict multiple quantities of an item being shipped to any one customer or delivery address.

By making an offer to purchase product(s), you expressly authorize YSL to perform credit checks and to transmit or obtain your credit/debit card information or credit report information (including any updated information) to or from third parties to authenticate your identity, validate your credit/debit card, obtain an initial credit/debit card authorization and/or authorize individual purchase transactions, as we deem necessary. You agree that we may use personal information provided by you in order to conduct appropriate anti-fraud checks and such personal information may be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information.

Please refer to our Privacy Policy for information about how we use your data.

## ORDERS FOR THE PRODUCTS

The products appearing for sale on the Website are subject to acceptance and availability. If, for any reason following the placement of an order for product(s), we are unable to supply a particular product, we will inform you as soon as possible, cancel your order in respect of the relevant product(s) and refund you or re-credit your account for any sum that has been paid by you or debited from your credit/debit card for the product(s) which cannot be supplied by us.

Please note that you can order up to six (6) items of a product.

All orders are subject to acceptance. We reserve the right to refuse or cancel an order for any reason, including inaccuracies, or errors in product or pricing information, that we are unable to obtain authorization for payment, that shipping restrictions apply to a particular item, that the item ordered does not satisfy our quality control standards and is withdrawn, or that you do not meet the eligibility criteria set-out within the Terms and Conditions or any other problem identified by us.

YSL will store a record of your transactions for as long as necessary to perform the Services and as legally required.

Once your order has been placed, you will receive an email acknowledging the details of your order. This email is not an acceptance of your order, it is a confirmation that we have received it.

Unless cancelled, acceptance of your order will be perfected upon completion of the packing of your order by us. Completion of the contract between you and YSL will be perfected when we dispatch the products to you, at which time you will receive a second email confirming that your order has been dispatched. The sale contract is therefore concluded in Dubai, United Arab Emirates and the language of the contract is English. Neither our third-party payment processor nor our nominated courier has the authority to accept an order on behalf of YSL.

We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any product from the Website, whether or not that product has been sold, removing, screening or editing any materials or content on the Website, refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

Every effort is made to make sure all details on the Website are accurate, however we may from time to time discover an error in the pricing of products. If we discover an error in the pricing of a product in your order, we will let you know as soon as possible. We shall be under no obligation to accept or fulfil an order for a product that was advertised at an incorrect price and reserve the right to cancel such an order that has been accepted or is in transit. If you order a product that is priced incorrectly, we will email or telephone you to inform you that we have not accepted your order and/or that the relevant part of your order has been cancelled. If you have already paid for the product(s), we shall refund the full amount or re-credit your account in such sum as soon as we are able. In the event that products are recalled in transit, we will process your refund/re-credit once the products have been returned to us.

By confirming your purchase at the end of the order process, you agree to accept and pay the full amount payable for the product(s) as set out in your order, including any delivery charges applicable to that order.

## PRICES AND PAYMENT POLICY

The price of the products shown on the Website and delivery charges are shown in your local currency and are inclusive of any applicable taxes or import duties.

Delivery charges will be added to the price of the products and will be indicated in your local currency, separately on the order form during the check-out process.

If you are a customer whose credit/debit card is not denominated in United Arab Emirates Dirhams, the final price will be calculated in accordance with the applicable exchange rate on the day your card issuer processes the transaction.

We accept the following forms of payment:

- credit/debit card: VISA/MASTERCARD/AMERICAN EXPRESS
- cash on delivery ("COD")

All credit/debit card payments are subject to validation checks and authorization by the issuer. If the issuer of the credit/debit card refuses to authorize payment, we will not be liable for any delay or non-delivery. We will cancel your order and contact you for an alternative method of payment.

The details on the credit/debit card used to make the payment must match the exact ID information of the cardholder as held by the issuer. Payment will be debited and cleared from your account upon completion of the shipping of your order by YSL. You confirm that the credit/debit card that is being used is yours or that you have been specifically authorized by the owner of the credit/debit card to use it.

No credit/debit cards' details will be stored, sold, shared, rented or leased to any third parties except by our online payment gateway service provider.

We take reasonable care to make the Website secure. Rest assured that your card number will be protected using SSL (Secure Socket Layer). SSL is a security technology that encrypts your card details and provides a secure connection between Internet browsers and websites, allowing you to transmit private data online. We take reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorized access to any data you provide when accessing or ordering from the Website.

## DELIVERY

YSL delivers to the United Arab Emirates..

YSL will deliver your order to the address specified in your order.

Delivery charges will be indicated during your check out process, in your local currency.

Orders may not be shipped to P.O. boxes, AFO/FPO addresses or to any address outside the United Arab Emirates.

If no one is available to accept delivery of the order, you will have the option to arrange for an alternative delivery date or be given additional information about the collection of your order from the courier company.

## CANCELLATION, RETURN & EXCHANGE POLICY

It is our intention to ensure our customers are satisfied with their purchases from us.

### **Cancellation**

We fully understand that sometimes you might change your mind regarding your purchase. If you change your mind before receiving your order, just call our Customer Care at 0097148167199 to cancel your order and we will use all

reasonable endeavors to cancel it providing your order has not yet been processed. If your order has already been processed, such cancellation will be treated as a return. Please refer to our Return section below for further information. In all circumstances, you can always contact our Customer Care who will be happy to assist you.

## **Return**

You may return the product(s) to us by courier: You can request a return, free of charge, via your My Account section and our Customer Care will arrange for a free pick up via our partner courier service.

All products must be returned to us unused and with all YSL tags, if any, still attached and in the same condition as received, in their original box and packaging, along with the original invoice within 14 days of the date of purchase of your order. We will not accept any returns if the original packaging has been opened or tampered with.

Returns that are damaged or soiled may not be accepted and may be returned to you.

Once we have received and inspected the returned product(s) and approved the return by email to you, we will refund the price paid by you for the product(s), with the exception of applicable taxes or import duties and delivery and return charges.

If you receive a wrong product, or a product received by you is damaged or defective, or if you simply wish to return your product for any reason, please contact our Customer Care which will assist you with your return request within two (2) business days.

Products are damaged or defective if they are received damaged or where a manufacturing fault occurs within six (6) months of purchase. Items that are damaged as a result of normal wear and tear are not considered to be damaged or defective. Where possible, we will offer to repair defective items.

For all defective items outside of our Return Policy, please contact our Customer Care at 0097148167199. Should you receive an item that is not in perfect condition please contact us immediately.

Please send all items you wish to return from an order in the same shipment to ensure your return is processed as quickly as possible.

If you paid:

- by credit/debit card, we will process the refund by crediting the same credit/debit card used when the order was placed. Please note that refunds can take up to ten (10) business days to show on your account due to varying processing times between payment providers;
- by cash on delivery, if you decide to return the product in store, you will be offered the option to receive a store credit note to be used within our store only.

If you received an item as a gift and wish to return it, please contact our Customer Care who will be happy to assist you in your request. All products must be unused and with all YSL tags still attached and in the same condition as received, in their original box and packaging, with the original invoice within 30 days of the date of your order.

## **Custom-made products**

Please note that any custom-made product may not be refunded or exchanged.

## **PRODUCTS LIABILITY**

By buying products through our Website, you acknowledge and agree that YSL carries no product liability save as described in the preceding paragraphs in relation to returning and exchanging the products or refunding/crediting the price paid, and that full liability for the products rests with the manufacturer. The terms of the manufacturer's product liability are found in the product's package or in the notice that accompanies the products.

## INTELLECTUAL PROPERTY

All copyright, trademarks, trade names, trade dress, designs, the “look and feel” of the Website, other intellectual property and material, rights on and relating to the Website including software and all HTML and other code contained in the Website, page headers, images, texts, illustrations, formats, logos, designs, icons, photographs, programs, music clips or downloads and video clips (collectively, the “IP”) are and shall at all times remain vested in YSL and/or are the property of their respective owners, and are protected by the United Arab Emirates and international trademark and copyright laws. You may access, view, download, and print the IP and all other materials displayed on our Website for your personal, non-commercial use only as expressly authorized by YSL and/or its third party licensors provided, however, that you (i) do not modify or alter the IP in any way; and (ii) do not provide or make available the IP to any third party in a commercial manner. You will not acquire any copyright, trademark or other proprietary rights whatsoever in the IP. No license, right, title, or interest in any materials or software is transferred to you as a result of your use of the Website or your accessing, viewing, downloading, or printing of the IP. You may not reproduce (except as noted above), publish, transmit, distribute, display, modify, create derivative works from, sell or participate in any sale of or exploit in any way, in whole or in part, any of the IP or our Website. The IP may be used only as a shopping resource. Any other use, including the reproduction, modification, distribution, transmission, republication, display, or performance of the IP is strictly prohibited.

YSL is the exclusive owner or licensee of the IP (as applicable) and is the exclusive licensee of the [www.yslbeauty.ae](http://www.yslbeauty.ae) domain name.

## CONTENT

YSL provides no warranty as to the accuracy of the content on the Website, nor does it warrant that such content is error free or reliable or that your use of the content will not infringe the rights of third parties. YSL does not warrant that the functional aspects of the Website or its content will be error free or that the Website, its content or the server that makes it available are free of viruses or other harmful components. If your use of the same results in any damage or the need for servicing or replacing property, material, equipment or data, YSL is not responsible in any way for those costs. YSL makes no warranty regarding the Website's content, software, text, downloads, graphics or links, or any results from using the Website and you bear the entire risk of the completeness, accuracy or usefulness of any content on this Website. YSL reserves the right to withdraw any content from the Website at any time and for any reason. Removal may be immediate and without notice. You confirm that YSL is not liable to you or any third party for any such withdrawal.

We endeavor to provide an accurate description of the products on our Website and to display the colors of the products as accurately as possible. We cannot guarantee that your monitor's display of any color will be accurate.

The personal opinions of the designers and labels whose products we sell, or any third parties with whom we are associated are their own and do not necessarily reflect the views of YSL and we accept no responsibility for any such views expressed in any media.

## INDEMNIFICATION

You agree, at our request, to defend, indemnify, and hold harmless YSL and its affiliates, including their officers, directors, agents, suppliers and licensors from and against any and all claims, damages, costs, and expenses, including attorneys' fees, arising from or related to your use of the Website, any breach by you of these Terms and Conditions or the use by any other person accessing the Website using your Internet account. YSL reserves the right, at our own expense, to assume the exclusive control of any matter otherwise subject to indemnification by you hereunder, and such right and indemnification will survive these Terms and Conditions and your use of the Website.

## AVAILABILITY

You acknowledge that (i) it is technically impossible that the Website will be provided free of defaults and that YSL cannot take any responsibility for this, (ii) that defaults may lead to the temporary unavailability of the Website, and that (iii) the operation of the Website may be adversely affected by conditions and performances outside YSL's control, such as, for example, transmission and telecommunication links between YSL and you and between YSL and other systems and networks.



YSL may at any time, temporarily or permanently modify or interrupt, all or part of the Website in order to perform maintenance work and/or make improvements and/or changes to the Website. YSL is not liable for any modification to or suspension or interruption of the Website.

## DISCLAIMER

OUR WEBSITE IS PROVIDED BY YSL ON AN "AS IS" AND "AS AVAILABLE" BASIS. YSL MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF OUR WEBSITE OR THE INFORMATION, CONTENT, MATERIALS, OR PRODUCTS INCLUDED ON OUR WEBSITE. TO THE FULL EXTENT PERMISSIBLE BY APPLICABLE LAW, YSL DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, REASONABLE CARE AND SKILL OR NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, YSL DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, FOR ANY MERCHANDISE OFFERED ON OUR WEBSITE. YOU ACKNOWLEDGE, BY YOUR USE OF THE WEBSITE, THAT YOUR USE OF OUR WEBSITE IS AT YOUR SOLE RISK. THIS DISCLAIMER DOES NOT APPLY TO ANY PRODUCT WARRANTY OFFERED BY THE MANUFACTURER OF THE PRODUCT. THIS DISCLAIMER CONSTITUTES AN ESSENTIAL PART OF THESE TERMS AND CONDITIONS.

## LIMITATION OF LIABILITY

**Nothing in these Terms and Conditions is intended to affect your rights as a consumer under the laws of the United Arab Emirates.**

The use of the Website or any of the Services or products available thereon is at your own risk, and unless otherwise stated in these Terms and Conditions, you assume full responsibility and risk of loss resulting from your use of the Website or any of the Services or products available thereon.

UNDER NO CIRCUMSTANCES AND UNDER NO LEGAL OR EQUITABLE THEORY, WHETHER IN TORT, CONTRACT, STRICT LIABILITY OR OTHERWISE, SHALL YSL OR ANY OF ITS AFFILIATES, EMPLOYEES, DIRECTORS, OFFICERS BE LIABLE TO YOU OR TO ANY OTHER PERSON FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL LOSSES OR DAMAGES OF ANY NATURE ARISING OUT OF OR IN CONNECTION WITH THE USE OF OR INABILITY TO USE THE WEBSITE, INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, LOSS OF GOODWILL, LOSS OF DATA, WORK STOPPAGE, ACCURACY OF RESULTS, OR COMPUTER FAILURE OR MALFUNCTION, EVEN IF AN AUTHORIZED REPRESENTATIVE OF YSL HAS BEEN ADVISED OF OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES. SUBJECT TO THE FOREGOING, IN NO EVENT WILL YSL BE LIABLE FOR ANY DAMAGES IN EXCESS OF THE AMOUNT PAID BY YOU TOWARDS THE PRICE OF THE PRODUCT IN RESPECT TO WHICH THE CLAIM AROSE. YOU HEREBY RELEASE US FROM ANY AND ALL OBLIGATIONS, LIABILITIES AND CLAIMS IN EXCESS OF THIS LIMITATION.

## MISCELLANEOUS

We reserve the right to modify these Terms and Conditions at any time without notice to you. Any modifications of these Terms and Conditions will be effective once published on our Website. Your continued use of the Website (or any of our other websites) following such change shall signify your agreement to be bound by the modified Terms and Conditions. Please read the Terms and Conditions and check back often. If you do not agree to any change to the Terms and Conditions, then you must immediately stop using the Website.

These Terms and Conditions constitute the whole legal agreement between you and YSL and govern your use of the Website and all Services and products available thereon and completely replace any prior agreements between you and YSL in relation to the same.

You acknowledge and agree that the form and nature of the Services may change from time to time without prior notice to you and YSL may stop providing the same (or any features within them) to you or to users.

You understand that YSL grants the operators of public search engines permission to use spiders to copy materials from the site for the sole purpose of creating publicly available searchable indices of the materials and YSL reserves the right to revoke these exceptions either generally or in specific cases.

You understand that you are solely responsible for (and that YSL has no responsibility to you or to any third party for) any breach of your obligations under the Terms and Conditions and for the consequences (including any loss or damage which YSL may suffer) of any such breach.

If YSL does not exercise or enforce, or delays in its exercise or enforcement, of any legal right or remedy, this will not be taken to be a formal waiver of YSL's rights.

You and YSL are independent contractors, and these Terms and Conditions, including but not limited to submission or distribution of Your Content, will not, in whole or in part, establish any relationship of partnership, joint venture, employment, franchise or agency between the you and YSL. Neither party will have the power to bind the other or incur obligations on the other's behalf without the other's prior written consent. Neither party is authorized to act as an agent or representative of the other or for or on behalf of the other party in any capacity other than as expressly set out in the Terms and Conditions. Neither party shall advertise, represent or hold itself (or any of its agents) out as so acting or being authorized so to act, or incur any liability or obligation on behalf of, or in the name of, the other party, unless specifically provided for in these Terms and Conditions.

If any of the provision of these Terms and Conditions is held to be illegal or unenforceable, the other terms of these Terms and Conditions shall not be affected and shall remain in full force and effect.

These Terms and Conditions are reproduced in English and Arabic. If there is any inconsistency between the English text and the Arabic text, the English text will prevail.

These Terms and Conditions are governed by the laws of the Emirate of Dubai, United Arab Emirates and all disputes arising hereunder are subject to the exclusive jurisdiction of the Dubai courts.

#### CONTACT US - CUSTOMER CARE

If you have any questions about the Terms and Conditions or any aspect of your order, please contact our Customer Care by email at [contact-yslbeautyae@ccare.lorealmiddleeast.com](mailto:contact-yslbeautyae@ccare.lorealmiddleeast.com) or by telephone at 0097148167199 every day from 10AM to 10PM (UAE TIME).

## PRIVACY & COOKIE POLICY

### PRIVACY AND SECURITY

We, Saj Emirates Trading L.L.C, a limited liability company duly organized under the laws of the United Arab Emirates, under the Commercial License number 539400, whose registered address is at PO Box 8413, Dubai, United Arab Emirates and whose paid share capital is 300,000 United Emirates Arabic Dirhams ("we", "us", "ours") respect the privacy of all of our users and are committed to protecting information collected through the [www.yslbeauty.ae](http://www.yslbeauty.ae) ("Website").

Personal information about you may be collected in several ways when you use the Website or any services including newsletters, press releases or any other social media functions of the Website (this includes Facebook, Instagram, Pinterest, Twitter and Tumblr) (the "Services")

We provide this statement and our Cookies Policy ("Privacy Policy") to help you to understand what we may do with any personal information that we obtain from you.

This Privacy Policy does not govern our collection or use of data about you through channels other than the Website.

Please exit the Website immediately if you are accessing the Website in a country or other territory where use of the Website is not permitted.

1 - What categories of Personal Information do we collect?



The Website collects certain information when you interact with it, for example, the Website may collect "Personal Information", which is any information that can be used to identify, directly or indirectly, an individual. The Website may also collect data that does not identify you specifically. The following is a list of Personal Information that we may collect and process about you:

- Information that you provide by filling out forms on the Website, including when you register, subscribe to any Services including but not limited to interactive services (such as blogs, chat rooms, message boards, or other user forums); enter a competition or promotion, complete a survey or report a problem with the Website: identification data, contact information, postal address, email address;
- Your correct date of birth, which we may require that you submit accurately to ensure that you do not access the Website if you are not of a legal age to purchase products offered for sale on the Website;
- Any information you may provide when you contact us or send us a correspondence;
- Information necessary to process an order which is placed with us: your name, email address, phone numbers, home address, shipping and credit/debit card billing address(es);
- Details of any transactions you carry out through the Website, including the placement of any orders by you: payment information (for example credit card details, or other payment details which you must provide to receive products you have ordered from us), connection data and your taste and preferences; and
- Details of your visits to the Website including, but not limited to, your computer's IP address, password information, page interaction information, traffic data, location data, weblogs, and other data about the resources that you access.

You can access and review your Personal Information in the My Account section of the Website.

If your Personal Information changes in any way or is incorrectly presented on the Website you should immediately update or correct your Personal Information (as applicable) by accessing the My Account section on the Website or, alternatively, by contacting our Customer Care as detailed in Section 7 below.

## 2 - For which purposes do we use your Personal Information?

We collect the above-mentioned Personal Information for the following purposes:

### (i) For the performance of a contract to which the data subject is party:

- to allow us to process your orders and payment, let you know the status of your order,
- to manage your account and to serve your requests in general,

### (ii) On the basis of the data subject's consent:

- to send you our newsletters as well as details of our products, special offers or promotional offers that may be of interest to you,

### (iii) For the purposes of the legitimate interests pursued by us:

- to improve our understanding of your interests and concerns, to improve our understanding of your use of our products, for our internal marketing and demographic studies: we may use your information to make our Website design and products/services better, as we believe that it is also in our legitimate interest to better serve you and respond to your needs.

for security purposes: we may use information to protect our company, our clients, and our Website against fraud, theft or any wrongdoing which may affect our activity as it is our legitimate interest to ensure the security of our activity.

### 3 - Who do we share your Personal Information with?

Personal Information that you provide may be disclosed to a fraud prevention agency, which may keep a record of that information as permitted by applicable law.

Personal Information may also be shared with other trading divisions within our group of companies, on a need-to-know basis, for the above-mentioned purposes.

Personal Information will be shared with L'Oréal Middle East FZE, L'Oréal Group and L'Oréal trusted third parties for marketing purposes.

Please be aware that if we are requested by any regulatory or government authority investigating any suspected activity to provide your Personal Information, we will be entitled to do so as permitted by applicable law.

We may also disclose your Personal Information onto our carefully selected business partners or to our affiliated companies to enable them to send you information which may be of interest to you, subject to your consent.

If you do not want to receive such information anymore, you can just click on the "UNSUBSCRIBE" link in our emails, or simply contact our Customer Care as detailed in Section 7 below and they will assist you in this respect.

From time to time we may disclose Personal Information on a need-to-know basis:

- To our service providers and subcontractors, including our affiliates, retained to perform functions on our behalf or to provide services to us, such as warehousing and delivery; marketing and advertising; data processing; software development; website hosting and management; information technology and office services; legal, accounting, audit and other third party service providers; and further provided such service provider does not collect, use or disclose the personal information for any purpose other than to perform such functions or to provide services to us or as otherwise required by law;
- To any prospective seller or buyer of our business or assets;

If we are under a duty to disclose or share your personal data in order to enforce or apply the Terms and Conditions of our Website and other agreements, to permit us to pursue available remedies or limit the damages that we may sustain, or protect our rights, property, safety or security and that of our employees, agents, contractors, customers, the visitors of the Website or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.

### 4 - Who do we transfer your Personal Information?

In certain cases, and for data hosting purposes Personal Information we collected about you may be transferred to affiliates, service providers, business partners located outside the EU to which Personal Information are disclosed in the GCC countries, including to entities that are located outside of the European Economic Area, which may not have an adequate level of protection.

We have implemented appropriate safeguards with such data recipients by entering into data transfer agreements based on the European Commission standards clauses with such data recipients. You can ask for a copy of such appropriate safeguards by contacting us as set out in Section 7 below

### 5 - Use of Cookies

We use cookies and track IP addresses so we can improve our Services and enhance your experience as detailed below.

Cookies are data files a website can send to your computer's browser for record-keeping purposes. We use cookies to help us to gather and store information about visitors to our Website which helps us and to make our Website more user friendly, and to give you a better experience when you return to the Website.

We may use information from cookies for the following purposes:

- Traffic monitoring, for example, the IP address from which you access the Website, the type of browser and operating system used to access the Website, the date and time of your access to the Website, the pages you visit, and the Internet address of the website from which you accessed our Website;
- To recognize repeat visitors for statistical/analytical purposes;
- Anonymous tracking of interaction with online advertising, for example, to monitor the number of times that a banner ad is displayed and the number of times it is clicked.
- To customize or personalize your experience of the Website, for example, so that we can greet you by name;
- For transactional purposes, such as credit/debit card sales;
- To monitor your use of the Website in order to make our communications with you as relevant as possible, for example, by sending you email communications relevant to the parts of the Website that you visit most often or by letting you know about features of the Website that you have not accessed previously.

We may compile and report to third parties (such as advertisers) anonymous statistics about our users in terms of numbers, traffic patterns and related site information.

Whereas some cookies may be functional to collect information which will allow us to facilitate your browsing such as languages preferences, memorizing log-in, or saving the content of your shopping basket, other cookies also collect information on your behaviour by saving your preferences as detailed above.

While functional cookies may be installed to facilitate your visit of our Website, you may express your choice regarding our cookies through the privacy settings options of your browser which should include features to prevent from storing information on the terminal or processing information already stored on such terminal, unless you turn on the feature to allow such storage or processing.

Each browser has its own cookie management system, you can find information specific to your browser under the "help" menu, where you will be provided with all necessary information about how to set your preferences.

We cannot guarantee the proper functioning of the Website if you choose to disable your cookies. However, your visit to our Website will be significantly enhanced if cookies are not disabled.

## 6 - How long do We keep your Personal Information for?

Personal Information collected for the purposes hereunder will be stored only as long as necessary for the purpose of your commercial relationship with us, or as required to comply with our legal obligations.

If a judicial action is initiated, Personal Information may be stored until the end of such action, including any potential periods for appeal, and will then be deleted or archived as permitted by applicable law.

Your Personal Information will not be kept in a form that allows you to be identified for any longer than is reasonably considered necessary by us for achieving the purposes for which it was collected or processed or as it is established in the applicable laws related to data retention periods.

## 7 - Your rights

Subject to applicable law, you may have the following rights:

(i) Right of access

You have the right to confirm with us whether your Personal Information is processed, and if it is, to request access to that Personal Information including the categories of Personal Information processed, the purpose of the processing and the recipients or categories of recipients.

(ii) Right to rectification

You may have the right to rectify inaccurate or incomplete your Personal Information.

(iii) Right to erasure

You may have the right to ask us to erase your Personal Information.

(iv) Right to restriction of processing

In limited circumstances, you may have the right to request that we restrict processing of your Personal Information.

(v) Right to data portability

You may have the right to receive your Personal Information, which you have provided to us, in a structured, commonly used and machine-readable format and you may have the right to transmit that data to another entity.

(vi) Right to object and rights relating to automated decision-making

Under certain circumstances you may have the right to object, on grounds relating to your particular situation, at any time to the processing of your Personal Information by us and We can be required to no longer process your Personal Data.

(vii) Right to provide your instructions regarding the storage, deletion or disclosure of your Personal Information after your death.

When your Personal Information processing is based on your consent, you may withdraw any consent you previously provided to us at any moment. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

To exercise these rights, please contact Customer Care at [contact@ccare.yslbeauty.ae](mailto:contact@ccare.yslbeauty.ae) or 0097148167199.

You also have the right to lodge a complaint with the competent data protection supervisory authority.

## 8 - Changes to this Policy

We reserve the right to modify this Privacy Policy at any time. Our Privacy Policy may change from time to time to reflect changes in our processing of your Personal Information. Any modifications of this Privacy Policy will be effective once published on our Website. We will notify you of any material changes as required by law. Please read the Privacy Policy and check back often.

This Privacy Policy is incorporated into, and part of, the Terms and Conditions, which govern your use of the Website.

This Privacy Policy is reproduced in English and Arabic. If there is any inconsistency between the English text and the Arabic text, the English text will prevail.