

Privacy Policy

At **Omnilife** we understand the importance of your privacy. Consequently, we are committed to respecting and protecting the confidentiality of your private information and personal data.

Omnilife oversees the treatment of your information with the help of an international team that represents all the geographical regions in which we do business. It is in our particular interest to comply with the national regulations of each country in which we have a presence, so rest assured that your privacy is our priority.

Grupo Omnilife, S.A. de C.V., (**Omnilife**), with registered address in Juan Gil Preciado # 2450 int. J, Col. El Tigre, C.P. 45203, Zapopan, Jalisco, México, is responsible for the use and protection of your personal information, and in this regard, we inform you of the following:

PURPOSES.

To enhance your experience and provide you with quality service, we will use your personal information for the following purposes:*

CUSTOMERS

1. Identification purposes. **II.** In order for you to make purchases and track your requests for products and/or services. **III.** Participation in bonuses / incentives / rewards programs originated from your purchases. **IV.** Rate your experience as customer. **V.** To help you solve problems or disputes with distributors or suppliers. **VI.** Follow up inquiries, complaints and/or suggestions.

DISTRIBUTORS

1. Identification purposes. **II.** In order to comply with the business rules. **III.** Allow efficient communication and get access to distribution centers and special events. **IV.** In order for you to make purchases and track your requests for products and/or services. **V.** Give advice on developing its business model. **VI.** To participate in bonuses and/or incentives. **VII.** To give the respective bonds, refunds and/or prizes. **VIII.** Participation in campaigns for which you can post your photos and / or shared comments (For each campaign the basis of participation and privacy of your information will be specified). **IX.** Rate your experience as distributor. **X.** Follow up inquiries, complaints and/or suggestions.

To customers and distributors, we inform you that your data may be additionally used for the following purposes:

- For statistical purposes.
- For market research and analysis purposes.
- Advertising and Commercial purposes, to promote our products and services, special promotions and events.

Video surveillance

For security reasons, in our various facilities and distribution centers, we have video surveillance equipment. Please note that the images obtained therefrom are monitored only by authorized personnel; This information remains on file for a period of 3 months, then proceeds to disposal.

Call centers

The personal data collected through our call centers , may be used, in addition to the purposes described above, to follow up inquiries , complaints and / or suggestions. Audio recordings that are made for this purpose are guarded with strict security checks. Data shared by telephone is responsibility of the communicator.

Social networks

Social networking constitutes a tool of communication between the different digital platforms and Omnilife users, however the information provided through social networks is not part of personal data protection subject to this Privacy Notice to know that treatment please consult the Privacy Policy of the service provider.

PERSONAL INFORMATION THAT WE WILL USE FOR THESE PURPOSES.

To fulfill the purposes described above, we will use the following categories of personal data:

- Contact information.
- Personal Identification Information.
- Tax identification information.
- Images obtained from video surveillance cameras.
- Bank account. (if necessary) (Omnilife does not record your banking password(s) in any database).

If we need to collect any other personal information, we will contact you in order to inform you of the purposes and obtain your consent. Supplying personal information of minors is optional and must be done with the authorization of the parents or legal guardians of the underage person.

The supplied personal information will be stored in databases that are part of Omnilife's information system and processed for the purposes mentioned above.

TRANSFER OF YOUR INFORMATION.

We inform you that your personal information may be shared with companies and associations that are holdings, subsidiaries, divisions, and/or affiliates of Omnilife in order to fulfill the aforementioned purposes. In addition, Omnilife may share some or all of your personal information with the competent authorities, when legally applicable.

When entering your data in any of the various online forms, you give your implicit consent for said information to be transferred to Mexico, the center of our business operations; if necessary, it shall be addressed to meet the expressed purposes. The information will be handled and protected according to the same security procedures and privacy at all times, consistent with strict quality and confidentiality standards, and in full compliance with national legislation and international standards.

Because of the business scheme, when you purchase products, we may share and / or allow access to information that you have provided to us, to the distributor holder by the reference code you have entered at the time of purchase, which will allow the distributor to track your orders and offer products and / or services that may be of your interest (We are aware that distributors are under contractual obligation to maintain the confidentiality of your information). At the time we collect your personal information, you have the option to accept or reject the transfer of your information for such marketing purposes.

Omnilife takes reasonable steps to ensure that information is handled with confidentiality and for the purposes for which it was shared, however, please note that each individual distributor acts as responsible for the information it has received.

If you are enrolled as distributor, we inform you that the information regarding to your buying and selling statistics is shared with your sponsor, which was established in the distribution agreement; this to provide the necessary resources in developing the business model of each distributor. Such information is considered confidential and each distributor agrees to comply with the provisions of applicable laws.

We may employ intermediaries to perform functions on our behalf. Examples of such functions include shipping orders, package delivery, for processing payments by credit / debit cards, customer service and market research and analysis purposes. These intermediaries are under the contractual obligation to use the confidential information received from Omnilife exclusively for the purposes for which they were hired.

RIGHTS ASSOCIATED WITH YOUR PERSONAL DATA PROTECTION.

Omnilife has designated the Personal Data Protection Department as the one responsible for the custody, control and management of your information; it will implement measures to ensure and safeguard your rights, as well as to ensure compliance with the personal data protection principles established by applicable Law.

You are entitled to know which personal information we have collected from you, what we use it for, and the conditions of said use (Access). Also, you have the right to request the correction of your personal information if it is outdated, inaccurate, or incomplete (Rectification); to remove it from our records and databases when you deem it is not being used adequately (Cancellation); as well as oppose the use of your personal information for specific purposes (Opposition). We know these rights as ARCO Rights.

To exercise any of the so-called ARCO rights, you will need to follow the instructions below. First you must access Omnilife's official website, <https://www.omnilife.com/> and go to the section titled "Privacy Policy" located at the bottom of the page. Afterwards:

- 1 You must click on the link titled "ARCO Rights Request".
2. Print and fill out the requested fields.
3. Once you have completed this procedure, scan and send your request via e-mail to: privacy@omnilife.com.

In order to properly address your request, the form must be accompanied by a copy of the official ID of the owner of the information, or a letter of proxy authorizing a legal representative, as the case may be, along with any other documents related to the request.

YOU MAY REVOKE YOUR CONSENT AND LIMIT THE USE OR DISCLOSURE OF YOUR INFORMATION.

You can revoke your consent you granted for the treatment of your personal information. However, you should be aware that we will not always be able to accommodate your request or discontinue the use of said information immediately; it is possible that we may need to continue handling your personal information due to certain legal requirements. Furthermore, you should take into account that for certain purposes, revoking your consent will mean that we can no longer continue to provide you with the service you requested, or may even entail the termination of your relationship with us.

In order to:

(I) Limit the use and disclosure of your personal information, we provide you with an “unsubscribe list” so that your personal information is not processed for marketing, advertising, or market research purposes on our behalf, or to

(II) Revoke your consent,

You must send your “ARCO Rights Request”, detailed in the above section, via email to: privacy@omnilife.com

USE OF TRACKING TECHNOLOGIES ON OUR WEB SITE

Please note that our website uses cookies, web beacons or other technologies, through which we can monitor your internet user behavior to provide a better service while navigating in our site. The personal data collected through these technologies, will be use for the following purposes:

(I) Analysis and statistics.

(II) To provide services and products according to your interests.

(III) Marketing purposes.

The personal data we get from these tracking technologies are:

- IDs, user name and password of a session.
- User-preferred language.
- Region where the user is located.
- Advertising reviewed by the user.
- Consumption habits in our shopping pages.

To learn how you can disable these technologies, check with your web browsing provider or contact our Distributor Support Line.

SECURITY AND SAFEGUARD OF YOUR PERSONAL INFORMATION.

At Omnilife we use industry-standard security practices, as well as the appropriate measures to prevent the loss, misuse, unauthorized access, disclosure, or alteration of the information. Omnilife is not responsible for cyber-attacks and in general any action that has as its objective to infringe upon the security measures established for the protection of personal data and other information stored in its computers or in those subcontracted from third parties.

We do not store personal information any longer than necessary to fulfill the purposes for which it was collected, unless the personal information needs to be eliminated every certain amount of time due to contractual, legal, or regulatory reasons.

CHANGES TO THIS PRIVACY POLICY.

This privacy policy may be modified, changed, or updated due to new legal requirements; our own needs because of the products and services we offer; our privacy practices; changes in our business model; or other causes. We vow to keep you informed of any changes that may be made to the present privacy policy, which will be published on the website: www.omnilife.com in the section titled "Privacy Policy" or if necessary we will communicate it by any means of contact that you have provided us.

Last update: March 15, 2016

CONTACT

US.

If you have any questions or concerns regarding your privacy, please contact us at the following email address: privacy@omnilife.com or call the "CREO" (Distributor Support Line) in your country <https://www.omnilife.com/respaldo-omnilife/>

* The terms used herein are generic, they can vary depending on the country and the relationship you have with any of the member companies of Grupo Omnilife. To have more information of the concepts under which is regulated your relationship, please consult our call centers. This privacy policy does not set the terms used in our business scheme.

Responsible for the protection and processing of your personal data collected on the internet and telephone, is Grupo Omnilife, S.A. de C.V. , company located in the country of Mexico. If you provide information in person at one of our centers / establishments / facilities, responsible for the protection of your personal data could vary depending on the country where you are located and the relationship you have with any of the companies members of Grupo Omnilife, it will be informed promptly in the place where your data is collected; however privacy policies in the different countries where we have presence are governed by the same principles, security measures and confidentiality set out in this privacy policy, so you can rest assured that your information is properly protected.

Download ARCO Rights Request [here](#)