

Principles of Privacy

Unilever group of companies around the world herein including Unilever Network, a business under supervision of Unilever, take the privacy of all individuals seriously. The five following principles support strategies Unilever group of companies must take to respect your privacy.

1. The company values your trust in the company for giving your personal data to the company so the data will always be used righteously and in a way worthy of trust.
2. You have the right to receive clear information about how the company uses your personal data. The company will always be transparent to you about the data the company collects, what the company does with your data, the party the company shares the data with, and the person you should contact when you have any concern.
3. If you have any concern about how the company uses your personal data, the company will cooperate with you to mitigate your concern immediately.
4. The company performs all appropriate acts to prevent your data from being misused and to secure the data.
5. The company complies with the existing laws and regulations about data protection and the company will cooperate with data protection officers. In case of no laws about data protection, the company will comply with principles generally acceptable for data protection.

Privacy Policy

Unilever Network, a business under supervision of Unilever, (“Unilever Network” hereafter) is committed to protecting your privacy and hereby ensuring that your personal data are under protection. This Privacy Policy explains types of personal data collected by Unilever Network and how Unilever Network uses, discloses, and protects those data.

What is the Privacy Policy applicable to?

This Privacy Policy is applicable to personal data the company has collected through the services provided by Unilever Network both in Thailand and in foreign countries. These personal data include the data collected offline via

- Unilever Network Center and Aviance Shops
- Customer Contact Centers (Call Centers) of Unilever Network
- Direct sale campaigns, sweepstakes, and competitions

- Online data from various Unilever Network’s websites, outsiders’ pages with brand names on their platforms, and applications accessed or used through outsiders’ websites or platforms, which are operated by or on behalf of Unilever Network (“Unilever Network’s websites” hereafter)

The Privacy Policy is part of the agreement for using Unilever network’s websites. You can obtain the detail about Unilever Network affiliates which are responsible for the protection of your personal data at Rights in Your Privacy and Contact Person below.

This Privacy Policy is not applicable to:

- The data collected on websites, platforms and/or applications of outsiders (“outsiders’ websites”), which are not under Unilever Network’s control.
- The data collected on outsiders’ websites which you access through links on Unilever Network’s websites or
- Banners, sweepstakes, and advertisement or any promotion on outsiders’ websites, which Unilever Network may sponsor or participate in.

These outsiders’ websites may have their own policy as well as requirement and privacy conditions. Unilever Network encourages you to read such detail before using outsiders’ websites.

Your Consent

Unilever Network does not collect, use, or disclose your personal data without your consent. In most cases Unilever Network evidently requests your consent while in some cases Unilever Network may infer from your action and behavior in using Unilever Network’s websites that your consent is given. You, therefore, permit Unilever Network and its subsidiaries to collect, use, and disclose your personal data according to this Privacy Policy.

Unilever Network may request you to give additional consent if Unilever Network needs to use your personal data for other objectives not covered by this Privacy Policy. However, you do not need to give the additional consent. If you decided not to give the additional consent, your rights to participate in some activities may be restricted. On the contrary, if you agree to give the additional consent, the conditions according to the additional consent will be enforced in case there is any conflict with this Privacy Policy. If you do not agree with how we collect, use, and disclose your personal data, please do not use Unilever Network’s websites or do not give your personal data to Unilever Network.

Youths

Most of the Unilever’s websites aim or intend for adults to be their users. If the viewers or users are found underage, Unilever Network will collect their personal data whenever the consents from their parents or guardians are given. Unilever Network collects personal data as they are thought appropriate to do so or

when necessary, which complies with existing laws and regulations about data protection. (The age of youths who need parental consent varies with countries.) If you are a youth older than the age which needs parental consent in your country, you should check together with your parents or your guardians the conditions in this Privacy Policy to be certain that you understand and accept such conditions.

If Unilever Network finds that data collection is performed without the consent from parents or guardians in case the consent is needed before collecting data, Unilever Network will delete such data as soon as possible.

Getting partial access to Unilever Network's websites and/or lawful rights to access the websites including joining the business network or Unilever Network's activities such as applying as business associates and affiliates, participating in competitions or sweepstakes for rewards, sample products, or other rewards may be restricted to users older than the age specified by Unilever Network. Unilever Network may use your personal data in age verification and enforcing any age restriction.

What data does Unilever Network Collect?

The data you provide directly to Unilever Network

Unilever Network may collect data directly from you when you provide your personal data to Unilever Network when, for example, you apply for joining in business network with Unilever Network, register for sweepstakes or competitions, sign in for information, request to order products or services from Unilever Network, fill in surveys, or give comments or complete the questionnaires. The type of data Unilever Network may directly collect from you includes:

- Your name
- Your address
- Your electronic mail (email) address
- Your username
- Your phone number
- Payment methods
- Your bank account number
- Your age
- Your date of birth
- Your sex
- Contents generated by users, posted statements, and other statements you send to Unilever Network's websites.
- Other persons' data you voluntarily give to Unilever Network.

The data Unilever Network automatically collects when you use the websites

Unilever Network uses cookies and other tools (such as analytic tools and pixel tags of the websites) for collecting your data when you use Unilever Network's websites under the conditions stated in this Privacy Policy and under the existing laws and regulations about data protection. The type of data Unilever Network may automatically collect includes:

- The data about type of browser you are using
- The detail of web pages you have viewed
- Your address of internet provider (IP address)
- The hyperlinks you have clicked
- Your Username, profile picture, sex, network, and any other data that you choose to share when using outsiders' websites. (For example, when you are able to choose "Like" on Facebook or choose +1 on Google+)
- The websites you have visited before entering Unilever Network's websites. Initially, most internet browsers are set by default to receive cookies. You can change the setting so that the cookies are blocked or you are warned about cookies sent to your device. However, if you choose to block the working of cookies, your experience on Unilever Network's websites may be affected.

The data Unilever Network collects from other sources

Unilever Network may receive your personal data from other sources if you have allowed the sources to share those data including the data from the existing commercial sources such as public database and data collecting organization as well as the data from outsiders. The type of personal data Unilever Network may collect from other sources includes:

- Your name
- Your address
- Your age
- Your spending habits
- Your favorites and the data about your way of living such as your hobbies and interests.
- The data useful for general people such as the contents generated by the users, blogs, and posts of statements, which are permitted by law.

The data Unilever Network generates for you

In conducting business or ordering products and using services from Unilever Network, you need to have the data, which are generated and provided to you by Unilever Network, ready to identify yourself. (Some types of your personal data need to be kept securely.) These data include:

- Account number (personal code) or it may be called Promo Code
- Username and Password for getting access to certain services requiring signing in Username before using Unilever Network's websites. (You can change your Password for security purpose yourself.)

Protection of Your Personal Data

Unilever Network recognized your trust for giving Unilever Network the important information so Unilever Network has a standard procedure to securely protect your personal data and requires any outsider who is responsible for managing and processing your personal data for Unilever Network to do the same. Getting access to your personal data is limited so that the data cannot be viewed without permission or cannot be modified or wrongly used. Unilever Network allows only some employees and representatives of Unilever Network to view the data as it is necessary to do so.

The Password you generate yourself by combining any numbers, letters, and symbols is individually specific to be used for getting access to certain services of Unilever Network's websites which require your signing-in. You must not disclose such Password to outsiders. If you share or disclose your Password or your personal data to others or in any case you cannot keep your Password safe or you cannot control the use of your Password, you need to be responsible for any action that may occur under your name or account. The action is taken to be equivalent to your own action and you need to be lawfully responsible as you are the owner of the account. Therefore, if you know that your Password is at risk, you need to change it yourself or notify Unilever Network immediately to change it for you and in any case Unilever Network does not hold any responsibility for the misuse of your Password or your rights in entering and using the websites.

In addition, you may have already known that at present there are outsiders who could illegally trap data or perform any illegal act to access the data during data transfer or get access to your system or Unilever Network's and they may abuse your personal data obtained from Unilever Network's websites. Even though Unilever Network does its best to protect your personal data, Unilever Network cannot guarantee it and you should not expect that your personal data or your contact data will always be secured. Therefore, if your personal data are electronically stolen, damaged, or lost due to unpredictable cause or any other causes, Unilever Network reserves the right to refuse any responsibility for all those causes.

How does Unilever Network use your personal data?

Unilever Network may use your personal data for the following:

- Improving business, products and services of Unilever Network and improving your experience on Unilever Network's websites
- Contacting you about business, products and services in which you may be interested but you need to permit Unilever Network to do so or you have previously requested to join in business, requested products and services from Unilever Network and the contact has to be related to or involved in such request and is made within any timeframe as required by the existing law.

- Having you join in the business and receive products or services you requested from Unilever Network.

In case Unilever Network collects personal data for any specific purpose, Unilever Network will not keep such data to fulfill that purpose longer than necessary unless Unilever Network needs to keep such data due to any legal reason or for preventing the data from being accidentally or ill-intentionally destroyed. When Unilever Network deletes the data from the Unilever Network's services, Unilever Network may not delete a copy of such data from Unilever Network's server or may not remove the data from Unilever Network's backup right away.

Messaging Service on a Mobile Phone

Unilever Network may grant you the service in which you can receive messages or other kinds of information from Unilever Network (such as Short Message Service or SMS, messages with Enhanced Messaging Service or EMS and Multimedia Messaging service or MMS) on a wireless phone or a mobile phone ("Messaging Service on a Mobile Phone"). If you apply for any Messaging Service on a Mobile Phone, you agree to receive such messages from Unilever Network at the mobile phone number you give for such purpose (unless you choose not to receive such messages by following guideline in Your Rights in Privacy and Contact Person below.)

You understand that the standard service rate of your wireless telecommunication company is the rate effectively applied to all these statements and you may change your mind at any time by following the instruction in Your Rights in Privacy and Contact Person below. If the bill of your mobile phone account is issued to you, you agree to have Unilever Network charge you and have your telecommunication company keep record of your payment for such service charges. You certify that you are the owner or the authorized user of the mobile device you use in the application for receiving messaging service via mobile phone and you are the authorized payer for related expenses. You not only need to comply with age restriction and regulations and any conditions related to Messaging Service on a Mobile Phone, but you may also need to register with your personal data such as name, information statements, wireless system address, or your mobile phone number. In addition, Unilever Network may receive the date, time, and content of your statement during the time you use Messaging Service on a Mobile Phone as well. Unilever Network use the data acquired by Unilever Network which involve Unilever Network's Messaging Service on a Mobile Phone in accord with this Privacy Policy. However, please be aware that your telecommunication company and other service providers may also collect data about the use of your mobile devices and the actions of those people are under their own policies.

You are aware and agree that Messaging Service on a Mobile Phone, which is provided through wireless systems using radio wave (and other methods) in the communication over complex network. Unilever Network does not guarantee that your using Messaging Service on a Mobile Phone is private or secured and Unilever Network does not hold any responsibility for your lack in any privacy or security you may experience. You are solely responsible for advanced prevention and preparation for security standard most appropriate for your situation and your Messaging Service on a Mobile Phone as expected. Unilever Network may also check your wireless phone account and/or mobile phone account with your telecommunication company to identify and solve technical problems and/or deal with comments about services.

Whom does Unilever Network share your personal data with?

In general, Unilever Network does not share your personal data with any person outside Unilever Network's group. However, Unilever Network may share your personal data with some reliable outsiders. Since Unilever Network is a business network dealing with relationship among Unilever Network, business associates, and customers, Unilever Network needs to allow business associate, affiliated shopper or your referred privileged shopper, whom you refer to or who gives you suggestion or services, get access to the data about name, account number, contact detail, product list or value of your order. (You can look up this detail in policy and regulations.)

In addition, Unilever Network shares your data with companies, organizations, individuals outside Unilever Network Group if Unilever Network believes that disclosure of such data is legally necessary.

If Unilever Network shares your data with outsiders, Unilever Network will do its best to make certain that such outsiders will keep your data secured and will proceed properly to prevent the data from being misused and will use such data only when it complies with this Privacy Policy and existing laws and regulations about data protection.

Unilever Network will not sell the personal data unless the buyer is the corporation to which Unilever Network gives partial or entire business, otherwise it is caused by a merger, a takeover, a change of authority, reorganization, or liquidation of company that supervises Unilever Network wholly or partly.

Transfer of Your Personal Data

Unilever Network may transfer your personal data to a server located outside the country you live in or to other Unilever Networks in the Group or to the reliable outsiders in other countries so that such person can process personal data on behalf of Unilever Network by using Unilever Network's websites or provide the personal data to Unilever Network via other methods. You give the consent to Unilever Network to do so by complying with the conditions in this Privacy Policy and existing laws and regulations about data protection.

You should realize that several countries may not be able to grant the protection over your personal data as you may receive in your own country. While your personal data are in other countries, such data may be assessed by court, law enforcement officers and security officers of that country under the petition for legal investigation. Therefore, Unilever Network promises that whoever processes your personal data outside your birth country needs to follow the standard procedure to protect such data and has a right to process the data only when ordered by Unilever Network.

Rights in Your Privacy and Contact Person

Whenever you have any enquiry, comment, or concern about how Unilever Network manages your personal data, please contact Unilever Network via unilevernetwork.ph@unilever.com You have rights to notify Unilever Network whenever you:

- Would not like to be contacted by Unilever Network in the future.
- Would like to receive a copy of your personal data kept by Unilever Network.

- Would like to have Unilever Network correct, edit, or delete your personal data in the systems of Unilever Network. (On some websites of Unilever Network, you can enter to correct, edit or delete your personal data yourself.)
- Would like to report a misuse of your personal data at any time. To facilitate Unilever Network in handling your request, please give Unilever Network necessary and enough personal data in order to confirm your identity.

Change of Privacy Policy

Unilever Network may occasionally make some changes to this Privacy Policy by posting the updated version of Privacy Policy on Unilever Network's websites. Unilever Network will notify you about any important changes as it sees fit. Unilever Network encourages you to visit the websites often so that you will be aware of how Unilever Network uses your data.

Other Unilever Network's Privacy Policies

In addition to this Privacy Policy, there may be a specific campaign or promotion, which complies with additional requirements or other Privacy Policies. Unilever Network encourages you to read additional requirements or policies prior to participation in any campaign or promotion accordingly since it is necessary for you to comply with such additional requirements or policies, which will be clearly posted for your benefits.

This Privacy Policy has been effective on every Unilever Network's website since 18 December 2017.