

PRIVACY NOTICE

1 INTRODUCTION

- 1.1 VolNat website (referred to as the "Website") is owned and operated by VolNat Cosmetics Proprietary Limited (registration number: 0000/000000/00) ("VolNat").
- 1.2 This privacy notice (the "Privacy Notice") applies to all persons using the Website. By accessing the Website, the person that accesses the Website (the "User") accepts and agrees to this Privacy Notice and expressly consents to the use and disclosure of their personal information in accordance with the provisions of this Privacy Notice. If the User does not agree to the provisions of this Privacy Notice, the User may not access or use this Website.
- 1.3 VolNat reserves the right to amend this Privacy Notice or add provisions to it at any time. By continuing to access and/or use this Website, the User agrees to the amended versions of the Website.

2 INFORMATION COLLECTED

- 2.1 VolNat collects personal information in various instances, including when:
 - 2.1.1 the User submits an inquiry;
 - 2.1.2 uses the website.
- 2.2 If a User accesses the Website without giving VolNat any personal information, VolNat may still gather certain non-personal information, including information regarding the User's Website activities.
- 2.3 If the User registers with the Website, VolNat will collect and use the User's personal information. This information may include, without limitation, the User's name and contact details, financial information, transaction history and details of the User's visits to the Website.
- 2.4

3 PURPOSE OF PERSONAL INFORMATION IS USED

- 3.1 The purposes for which VolNat uses personal information includes, but is not limited to:
 - 3.1.1 communicating with the User;
 - 3.1.2 providing the User with or specialised advertising or promotional material based on the User's preferences where such preferences have been shared on our website.
- 3.2 Without limiting the generality of the aforesaid, the Website uses analytics to monitor and analyse web traffic and User behaviour on the Website. The analytics used include Google Analytics and Google AdWords.
- 3.3 Google Analytics is a web analysis service provided by Google LLC. Google utilises the data collected to track and examine the use of its application, which helps websites understand how to customise pages in order to improve user experience. This service uses cookies to track the actions of a User, including the time spent on the Website and the pages visited. No personal data about a User is collected using a Google Analytics account, and this means VolNat cannot identify who was on the Website. Users can learn more about Google Analytics from the official Google Analytics page.
- 3.4 VolNat uses Google AdWords remarketing for advertising purposes across the internet. The AdWords remarketing program allows the display of relevant ads based on the pages of the Website that are visited by Users. This information is collected by cookies. Cookies will not identify any personal information or allow access to a User's computer. The Google AdWords remarketing program enables VolNat to customise their marketing to serve the needs of a User and to only show that User ads that they may prefer to see.

4 RETENTION OF INFORMATION

- 4.1 VolNat will process the personal information collected from the User at their operating offices and in any other place where the parties involved in processing are located.
- 4.2 The User's personal information will be processed and stored for as long as required for the purpose it has been collected for pursuant to the provisions of this Privacy Notice and as long as required by applicable law.
- 4.3 Personal information collected for purposes related to the performance of a contract between VolNat and the User will be retained until such contract has been performed. Personal information collected for the purpose of VolNat's legitimate interests will be retained as long as needed to fulfil such purposes.
- 4.4 VolNat may retain personal information for a longer period in instances where the User has given consent to such processing, and where such consent has not been withdrawn. VolNat may also be required to retain personal information for a longer period when required to do so in the performance of a legal obligation, in accordance with tax or accounting requirements or upon the order of a court order.
- 4.5 Once the retention period expires, personal information will be deleted.

5 DISCLOSURE OF PERSONAL INFORMATION

VolNat may release the User's personal information or disclose it to third parties in certain circumstances, including, but not limited to the following:

- 5.1.1 if required or authorized to do so by law or a court order;
- 5.1.2 in order for it to enforce its rights; and
- 5.1.3 in order for it to provide goods or services.

6 SECURITY

- 6.1 For purposes relating to the Website, VolNat uses systems that are sufficiently secure with reference to accepted technological standards at the time of transactions.
- 6.2 VolNat will secure the integrity and confidentiality of Users' personal information in its possession and under its control by taking appropriate, reasonable technical and organisational measures to prevent: (i) loss of, damage to or unauthorised destruction of personal information; and (ii) unlawful access to or processing of personal information.
- 6.3 VolNat routinely reviews its operations to ensure that personal information remains adequately protected.

7 TRANSFER OF PERSONAL INFORMATION

- 7.1 Personal information collected by VolNat may be transferred to third party partners and businesses, including online payment providers. In such cases, VolNat will take reasonable steps to ensure that such persons have appropriate privacy measures in place.
- 7.2 Personal information collected by VolNat may be transferred to persons in other countries. The User consents to such transfer. VolNat will take reasonable steps to ensure that such persons have appropriate privacy measures in place.

8 COOKIES

- 8.1 The Website makes use of cookies to collect data. A cookie is a small piece of data that is stored on the user's electronic device (computer, mobile phone, tablet etc) by a website's server.

It allows a website to keep track of the user's browsing activities, remember information such as their product preferences and items in the User's shopping basket.

- 8.2 A User may disable or decline cookies. However, if this is done, the User may not be able to use the Website properly and certain aspects of the Website may not function.
- 8.3 VolNat uses cookies to personalise content and ads, to provide social media features and to track traffic on the site. We also share information about your use of our website with our social media, advertising and analytics partners who may combine it with other information that you have provided to them or that they have collected from your use of their services. By continuing to use this website, you consent to our cookies.

9 DATA PROTECTION RIGHTS

- 9.1 The User may exercise certain rights regarding personal information processed by VolNat. In particular, subject to applicable law, the User has the right to do the following:
- 9.1.1 the right to access personal information by requesting a copy of their personal information (which service may be subject to a small fee);
 - 9.1.2 the right to rectify personal information by requesting that any inaccurate information is corrected or that any incomplete information is supplemented;
 - 9.1.3 the right to erase personal information;
 - 9.1.4 the right to restrict the processing of personal information;
 - 9.1.5 the right to object to the processing of personal information;
 - 9.1.6 the right to object how we use your personal information for direct marketing purposes; and
 - 9.1.7 the right to lodge a complaint with a competent supervisory authority.
- 9.2 In some instances, the User may withdraw consent for processing. This withdrawal will have no effect on any lawful processing of personal information preceding such withdrawal.
- 9.3 If the User wishes to exercise any of these rights, they can contact VolNat's information officer using the details below. VolNat may charge a fee for accessing, amending or deleting your personal information. The User will be advised of this fee in advance, if applicable.

Contact details

VolNat

Telephone number: 0000000000