

PERSONAL DATA PROTECTION POLICY

<https://www.sisley-paris.com/en-ZA/>

Update: June 2025

SISLEY pays particular attention to protecting the personal data that you provide or that it collects.

SISLEY undertakes every effort to ensure the highest degree of protection of your personal data in accordance with current regulations. SISLEY reserves the right to update this Personal Data Protection Policy at any time provided such modification is in compliance with all such applicable laws and regulations.

This document gives you a better understanding of how SISLEY protects your personal data and is aimed at users of our website, our consumers and prospects, applicants and all our partners.

We invite you to read this document before submitting your personal data and to refer back to it regularly.

1. THE CONTROLLER'S IDENTITY

The controller of the personal data you submit is the company SISLEY South Africa Property Ltd., a private company, whose registered office is located at Co-Work at Midstream Midlands Office Park, Mount Quray Road Midstream Estate, Centurion, Gauteng 1683, registered in the South Africa Trade and Companies Register under number 2011/005803/07 (hereinafter "SISLEY").

2. FOR CONSUMERS, PROSPECTS AND USERS OF SISLEY'S WEBSITE

2.1 WHAT PERSONAL DATA ARE COLLECTED AND WHEN?

All information enabling you to be identified directly (for example, your name) or indirectly (for example, your internal consumer processing code) are "personal data".

More specifically, SISLEY may collect, save, transfer, and use your personal data relating to:

- Your identity (title, first name, last name, address, phone and/or mobile number, email address, date of birth, signature, identity documents, image, internal processing code enabling the customer to be identified, data about your professional life and your personal interests),
- Managing your orders and monitoring commercial relations (order number, billing and shipping address, payment data and methods, transaction number, purchasing and services history, correspondence and after-sales service, exchanges and reviews from existing and potential customers),
- Your contribution to reviews on products, services, or contents,
- Your participation date and your answers given during the organisation of contests, sweepstakes or every promotional initiative,,
- Your well-being data when you use our beauty tools (scalp condition and skin type) and your health data for our cosmetovigilance obligations or services provided in stores,
- Your profile on Social Networks (if you use Social Networks in order to log in or if you provide us with these personal data),
- Your use of our website: connection data, consulted pages, products searched, advertisements on which you clicked on, geolocation, duration of your website's visit,
- Technical information (language, IP address) or browsing information linked to your device.

SISLEY may collect your personal data especially when:

- You visit the website www.sisley-paris.com/en-ZA (hereinafter the "Site"),
- You subscribe to SISLEY's communications,
- You create your account on the Site,
- You place an order on the Site and answer customer satisfaction surveys,
- You make a purchase or a beauty treatment in stores,
- You write to SISLEY by mail, email, chat, or when you call. This correspondence may be kept by SISLEY to better monitor the relationship with you and improve its services,
- You use the services and tools of SISLEY (Masterclasses, Hair Rituel Analyzer, Virtual Try-On...),
- You give your review on products, services, or contents,
- You participate in special initiatives (contests, sweepstakes),
- You share content on Social Networks (Instagram, Facebook, LinkedIn, TikTok or YouTube) using the hashtag #sisley or other hashtags that SISLEY offers.

At the time of the personal data's collection, the mandatory or optional nature is indicated with an asterisk or any other means.

How is the content you share on Social Networks handled?

When you interact with SISLEY's profile/pages on Social Networks (Instagram, Facebook, LinkedIn, Pinterest, Tiktok or YouTube) your data are first collected and processed by the Social Network on which you have a profile (which acts as the "Controller" of your personal data). SISLEY has access to a restricted part of your data held by the Social Network and only processes it if you interact with SISLEY's accounts and pages on the Social Networks. SISLEY is a controller of your personal data, independent of the Social Networks. Consequently, the Social Networks and SISLEY decide autonomously on the purposes and methods of processing your personal data to which they respectively have access.

If you wish to know how the Social Networks process your data, we invite you to read the privacy policies accessible from your profile(s) on the Social Network(s) concerned.

The processing operations carried out by SISLEY are described below.

If you interact with SISLEY's account/page/profile on Social Networks, SISLEY may process the following data deduced from your profile:

- Last name, first name, username and other biographical information, age, gender, as well as information that you have voluntarily made public or shared on the Social Network by means of publications or other features,
- Your activities on the SISLEY page on social networks, such as "likes", comments, public publications, tags and hashtags, content of private messages addressed to SISLEY.

With regard to your consent to the processing of your data obtained by SISLEY via your profile on a Social Network, we would like to point out the following:

- The consents concerned are given by yourself when you register on the Social Networks, you can personalize them at any time (however, SISLEY does not control these operations in any way - they are entirely managed by the Social Networks),
- The data processed by SISLEY are those made available by the Social Network, which means that SISLEY cannot be held responsible in the event of unauthorized disclosure of information by the Social Network or receipt of unwanted advertisements/messages, in violation of the options you have selected.

The data collected from Social Networks will be processed for the following purposes:

- Answering to your posts, requests and questions, carrying out statistical analysis and market research on users who interact with our pages on Social Networks. The legal basis for processing is SISLEY's legitimate interests in promoting its activities and improving its image as a company,
- To fulfil its legal obligations as well as to meet its obligations relating to the protection of public health, which requires the monitoring, tracking and reporting to the authorities of any information relating to actual or potential adverse reactions related to the use of SISLEY products. The legal basis for the processing is the obligation to report undesirable effects to the various health agencies and authorities,
- To set up promotional campaigns relating to SISLEY's activities, products or services using the SISLEY account on the Social Network, including the sending of advertisements or messages. The legal basis for processing is your consent expressed towards the Social Network,
- With regard to data collected relating to job offers published by SISLEY on Social Networks, your data are collected to evaluate and/or establish a professional relationship. The legal basis for processing is the performance of a contract or pre-contractual measures aimed at concluding a contract with you.

If you publish data relating to third parties, it is your responsibility to meet the requirements for collecting information and obtaining consent, in accordance with applicable data protection laws.

The data we collect through Social Networks will be processed mainly electronically and will be stored in our IT systems, in compliance with current data protection laws, including aspects relating to data security and confidentiality, in accordance with the principles of lawfulness and impartiality. Furthermore, data will be kept for as long as is strictly necessary to achieve the specific purposes pursued. In all cases, the criteria used to determine the retention period is based on compliance with the time limits authorised by law and on the principles of minimisation and limitation of data retention.

2.2 WHAT ARE THE PURPOSES?

In general, your personal data are processed for:

- Managing the Site and its quality (legal basis: legitimate interests of SISLEY),
- Managing and tracking orders (legal basis: performance of a contract),
- Managing loyalty program (legal basis: performance of a contract or consent),
- Prevention, detection and management of fraud or unpaid debts (legal basis: legitimate interests of SISLEY),
- Managing and monitoring commercial relations (legal basis: performance of a contract),
- Managing consumer/client service (legal basis: legitimate interests of SISLEY),
- Managing cosmetovigilance (legal basis: legal obligation),
- Managing consumer reviews on purchased products, services, and content (legal basis: consent),
- Managing and monitoring consumer accounts created on the Site for commercial and marketing activities (legal basis: consent),

- Managing SISLEY communications' subscriptions (phone calls, mail, email, SMS/MMS/RCS, WhatsApp) (legal basis: legitimate interests of SISLEY or consent),
- Compiling sales statistics (legal basis: legitimate interests of SISLEY),
- Managing SISLEY Masterclasses (legal basis: consent),
- Managing SISLEY one-to-one personalised beauty consultation and advices (legal basis: legitimate interests of SISLEY),
- Managing diagnosis (hair, face and skin) (legal basis: consent),
- Managing Virtual Try-On (legal basis: consent),
- Managing sponsorship or referral program (legal basis: consent),
- Managing purchases and services in stores (legal basis: performance of a contract or consent).

The legitimate interests of SISLEY consist of:

- The security of our Site and our tools in order to ensure their protection and thus ensure that they operate correctly and are constantly improved,
- The security of transactions to ensure that payments are correctly made and have not been subject to any fraud,
- Improving our personalised communications to help us better understand your needs and expectations, ensure that you benefit from an optimal experience and thus, improve our products and services in your interest. We may use techniques referred to as "profiling" using your personal data in order to analyse them and predict your needs and interests.

3. FOR PARTNERS OF SISLEY (SUPPLIERS, SERVICE PROVIDERS, DISTRIBUTORS/RETAILERS, MEDIA, INFLUENCERS, EVENTS PARTICIPANTS, ETC.)

3.1 WHAT PERSONAL DATA ARE COLLECTED AND WHEN?

All information enabling you to be identified directly or indirectly are "personal data".

More specifically, SISLEY may collect, save, transfer and use personal data relating to:

- Your identity: title, first name, last name, date of birth, address, phone and/or mobile number, email address, signature,
- Your professional life: registration number in a professional register, company, occupation, workplace address, phone and/or mobile number, email address, image, profile on social networks (if you share with us these personal data),
- Your bank details or others financial information,
- Any other information about you that you share with SISLEY.

SISLEY may collect your personal data, either directly from you as part of our business relationship or your participation to an event, or through a third party.

3.2 WHAT ARE THE PURPOSES?

In general, your personal data are processed for:

- Managing our commercial and media relationship with our partners (legal basis: performance of a contract),
- Organisation of cultural events or external communications to which you are invited (legal basis: consent),
- Prevention, detection and management of fraud or unpaid debts (legal basis: legitimate interests of SISLEY). Our legitimate interest consist of the security of transactions to ensure that payments are correctly made and have not been subject to any fraud,
- Compliance with our legal obligations relating to the fight against money laundering, terrorism financing and corruption (legal basis: legal obligation).

4. FOR APPLICANTS

4.1 WHAT PERSONAL DATA ARE COLLECTED AND WHEN?

All information enabling you to be identified directly or indirectly are "personal data":

More specifically, SISLEY may collect, save, transfer and use your personal data relating to:

- Your identity: title, first name, last name, address, phone and/or mobile number, email address,
- Your professional life: professional experiences, geographical mobility, language level, training and degrees, professional skills and qualities, work permit, salary expectations, availability date, resume and cover letter,
- Any other information about you that you share with SISLEY.

SISLEY may collect your personal data either from a third party (recruitment agency, social networks...) or directly from you when:

- You answer to an offer,
- You send a spontaneous application.

At the time of the personal data's collection, the mandatory or optional nature is indicated with an asterisk or any other means.

4.2 WHAT ARE THE PURPOSES?

In general, your personal data are processed for:

- The management of our recruitment process (legal basis: consent or legal obligation),
- Measure a candidate's ability to hold a job and/or its professional skills (qualification, experiences) (legal basis: consent)

5. HOW LONG ARE THE DATA KEPT?

We do not retain your personal data for longer than is necessary for the purpose for which it was collected. This means that data in our systems is destroyed, deleted or anonymised as soon as it is no longer required. We take appropriate measures to ensure that your personal data is processed only under the following conditions:

1. For the duration that the data is used to provide you with a service.
2. As required by applicable law, contract, or in consideration of our legal obligations.
3. Only as long as necessary for the purpose for which the data was collected, or longer, if required by contract or applicable law, with the application of appropriate safeguards.

A requirement may particularly exist if the data is still needed to fulfil contractual obligations, to assess and provide warranty or guarantee claims, or to defend against such claims. If the data is no longer required for the fulfilment of contractual or legal obligations, it will be regularly deleted unless its temporary retention is still necessary, especially to meet statutory retention periods. In cases of statutory retention obligations, deletion can only occur after the respective retention period has expired.

Thus:

- The data establishing proof of a right, a contract, or kept under a legal obligation are stored in accordance with the applicable provisions,
- Bank details are deleted once the transaction is completed or stored as evidence in accordance with the applicable provisions, unless you consent to use the "Saved payment cards" option to save your banking data in a secure, encrypted manner. In any case, the security code of your credit card is never kept,
- The data relating to your identity documents are kept for one year with regard to the right to access, rectification, restriction of processing, erasure, data portability or to object,
- The data relating to applicants are kept for a period of time that enables SISLEY to manage its recruitment process, unless the applicants object or request their deletion.

SISLEY is an international group headquartered in France and, for operational and technical reasons, we draw your attention to the fact that your data are stored for a period of three years from the last contact/purchase unless you object or request their deletion.

At the end of this three (3) year period, we may contact you again in order to find out if you wish to continue receiving commercial offers. If you do not give an explicit and affirmative answer, your personal data will either be deleted, rendered anonymous, or archived in accordance with the applicable provisions.

6. WHO ARE THE RECIPIENTS OF THE DATA?

Your data may be sent to c.f.e.b. SISLEY (France), other Group's entities and trusted service providers selected for their expertise and acting on behalf of SISLEY in order to achieve the purposes it defines such as payment, delivery, marketing or IT service providers.

You will find more information about our service providers in the table below:

NAME OF THE SERVICE PROVIDER	LOCATION	LINK TO THE PERSONAL DATA PROTECTION POLICY
Adyen Netherlands	Amsterdam, Netherlands	https://www.adyen.com/policies-anddisclaimer/disclaimer
Addingwell	Lille, France	https://www.addingwell.com/privacy-policy
Apple Pay	Cork, Ireland	https://www.apple.com/legal/privacy/data/en/apple-pay/
Awin	Berlin, Germany	https://www.awin.com/gb/privacy
Axialys	Courbevoie, France	https://www.axialys.com/privacy/
Bambuser	Stockholm, Sweden	https://bambuser.com/privacy-policy

Beyable	Paris, France	https://beyable.com/app-header-bars/privacypolicy.html
ClinReal	Toulouse, France	https://www.clinrealonline.fr/politique-deconfidentialite/
Critéo	Paris, France	https://www.criteo.com/privacy/
Google Ireland Limited (YouTube, Google Tag Manager, Google Analytics and Google Ads)	Dublin, Ireland	https://business.safety.google/privacy/
Klarna	Stockholm, Sweden	https://www.klarna.com/uk/privacy/
LinkedIn	Dublin, Ireland	https://www.linkedin.com/legal/privacy-policy
Meta Platforms	Dublin, Ireland	https://www.facebook.com/privacy/policy/
One Trust	London, United Kingdom	https://www.onetrust.com/privacy/
Payflex	Sandton, South Africa	https://payflex.co.za/privacy-policy/
Paypal	Luxembourg, Luxembourg	https://www.paypal.com/us/legalhub/paypal/privacyfull
PayU	Cape Town, South Africa	https://southafrica.payu.com/privacy-portal/
Pinterest	Dublin, Ireland	https://about.pinterest.com/de/privacy-policy
Power Reviews, Inc.	Chicago, Illinois, United States of America	https://www.powerreviews.com/privacy-policy/
Qualifio	Louvain-la-Neuve, Belgium	https://qualifio.com/privacy-policy/
Rakuten	Luxembourg, Luxembourg	https://www.rakuten.com/help/article/privacy-policy
Reachfive	Paris, France	https://reachfive.com/privacy-policy
SalesForce	London, United Kingdom	https://www.salesforce.com/eu/company/privacy/
Selligent	Paris, France	https://www.selligent.com/privacy-policy/
TikTok	Dublin, Ireland	https://www.tiktok.com/de/privacy-policy
Validity	Boston, Massachusetts, United States of America	https://www.validity.com/privacy-policy/

If requested by the authorities, SISLEY may be required to transmit your personal data in accordance with applicable regulations.

Under no circumstances does SISLEY sell your personal data to anyone.

7. WHAT IS THE LEVEL OF CONFIDENTIALITY AND DATA SECURITY?

In accordance with best practices on the date hereof, SISLEY implements all the appropriate technical and organisational measures with regard to the nature of the data and the risks that its processing entails in order to preserve the highest security and the strictest confidentiality of your personal data and, in particular, to prevent it from being distorted, damaged, or accessed by unauthorised third parties.

These measures include in particular contractual terms when using service providers, security measures such as secured and limited access to data, antivirus software, authentication process, firewalls...

Despite all of the confidentiality and security measures implemented by SISLEY, we draw your attention to the fact that communications via the internet are never totally secure. SISLEY therefore assumes no liability in case of an internet communication failure or any other case of unforeseen circumstances.

8. WHAT PROTECTION IS THERE WHEN TRANSFERRING DATA OUTSIDE SOUTH AFRICA?

Before your data are transferred to these countries, SISLEY will take all possible steps to obtain the necessary guarantees so your data are protected. For more information, you can contact us as indicated in the section below: "What are your rights?".

9. WHAT IS THE COOKIE POLICY?

To find out more about our cookie policy, please visit our cookie section: <https://www.sisley-paris.com/>.

10. WHAT ARE YOUR RIGHTS?

In accordance with the regulation on personal data protection, you have a right to access, to rectification, to erasure, to data portability, to restriction or to object to the processing of your personal data, and inform us of your instructions regarding the fate of your data after your death. If the processing is based on your consent, you also have the right of withdraw this consent at any time, without prejudicing the lawfulness of the processing based on this consent before its withdrawal.

You can exercise your rights by sending:

- An email through the "Contact us" section of the Site or,
- A letter with a photocopy of your identity document to the following address: Co-Work at Midstream Midlands Office Park, Mount Quray Road Midstream Estate, Centurion, Gauteng 1683.

You can also contact SISLEY's data protection officer by email: dpo@sisley.fr.

If you consider the answer provided to your request by SISLEY is not satisfying, you have the right to lodge a complaint with the competent supervisory authority.