

Privacy Policy

The information that we collect will be subject to data processing, in order to manage the customer database, as well as for email marketing, provided that you have given your prior and express consent. The recipient of this data is c.f.e.b. SISLEY, and its subsidiaries, which could use third-party contractors. You have the right to access, correct, and delete data that pertains to you, by sending an email via the 'Contact Us' section of the website, or by writing to us at the following address: c.f.e.b. SISLEY, Unit No. A-18-02, 18th Floor, Northpoint Offices, Mid Valley City, No. 1, Medan Syed Putra Utara, 59200 Kuala Lumpur, Malaysia.

Personal Information Collection Statement ("PICS")

Your Privacy

Sisley Cosmetics Sdn Bhd recognizes the importance of protecting your privacy and respects your legal rights of privacy when collecting, storing, using and transmitting personal data and this PICS explains our privacy practices. We may update this policy from time to time.

"Personal data" means any personally identifying information or sensitive data (such as name, telephone number, address, email address, your birthday, ID Card or Passport numbers, demographic data) from which it is practicable for the identity of an individual to be ascertained.

Use of Personal Information Collected

Your personal data may be collected when you redeem product samples or enjoy complimentary services or make a purchase or apply to be our member.

We collect and hold your personal data for the following purposes:

- (a) enrollment into and maintaining your membership as our member;
- (b) redemption of privileges as member (such as birthday offers, sample redemption, bonus points offer, etc.);
- (c) to send out VIP newsletters and notification of VIP program updates;
- (d) to enable our beauty advisor to follow up;
- (e) responding to your inquiries;
- (f) relationship building;
- (g) conducting surveys relating to our customers, products and services for analysis to enable us to provide rewards, services and product information or offering better tailored to your needs;
- (h) market research; and
- (i) data cleansing and customers profile updates.

The provision of such personal data is voluntary.

Direct Marketing

We may communicate with you through various communication channels such as direct-mail, email and mobile phone for direct marketing, including:

- (a) sending information in relation to our products, services, such as new product launches, beauty treatment offers and other promotional activities;
- (b) communicating to you regarding our promotional events, including skincare workshops, makeup classes, PR events, store promotions, roadshows etc.;
- (c) joint promotions with other parties (such as shopping malls, department stores, credit cards, banks, magazines, websites, television or radio broadcast companies, celebrities, cultural, art or musical societies, charities or non profit organizations).

Disclosure of Data

In cases where we do collect personal data from you, we will:

- (a) inform you (by way of this PICS or by a separate notification) that we are doing so and the use that we will make of such personal data we collect;
- (b) where relevant, give you the opportunity to opt out; and
- (c) inform you how we will store your personal data and how you can review, change and delete the personal data we have stored.

We will take all practicable steps to keep your personal data confidential but we may transfer/assign such data to any agent, contractor or third party service provider who provides administrative, telecommunications and computer service to us in connection with the processing and storage of your data.

Security

All personal data provided by you will be properly stored in our customer service system and can only be accessed by authorized persons.

Further Enquiry

If you wish to make an enquiry, amend your personal data or make an opt-out request, you may contact us via the channels below:

Mailing Address: Unit No. A-18-02, 18th Floor, Northpoint Offices, Mid Valley City, No. 1, Medan Syed Putra Utara, 59200 Kuala Lumpur, Malaysia.
Email: sisley.my@sisley.fr

Enquiry Hotline: +603-22834648
(Office Hour: Monday – Friday 9:30 am to 5:30 pm)