

PERSONAL DATA PROTECTION POLICY
www.sisley-paris.com/en-MY/personal-data/

Update: October 2023

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, particularly the Personal Data Protection Act 2010 ("PDPA"). SISLEY reserves the right to modify this Personal Data Protection Policy ("Policy") from time to time by publishing the updated Policy on www.sisley-paris.com/en-MY/ (hereinafter the "Site"). Your continued use of the Site or our services constitutes your acknowledgement and acceptance of such modifications. For the purpose of this Policy, the terms "personal data", "data user" and "processing" shall have the same meaning as prescribed in the PDPA.

This Policy serves to inform you that your personal data is being processed by or on behalf of SISLEY and to give you a better understanding of how SISLEY protects your personal data. You hereby agree to the processing of your personal data in accordance with this Policy.

We invite you to read this document before submitting your personal data.

1. THE DATA USER

This Policy is issued by the data user, SISLEY COSMETICS SDN. BHD. (hereinafter "SISLEY"), a company incorporated and registered in Malaysia with company registration no: 200101026713 (562471-W) whose registered office is: Unit No. A-18-02, 18th Floor, Northpoint Offices, Mid Valley City, No. 1, Medan Syed Putra Utara, 59200 Kuala Lumpur, Malaysia.

2. WHAT PERSONAL DATA IS COLLECTED?

SISLEY may collect, save, process, transfer, and use your personal data including but not limited to:

- Your identity (title, first and last name, address, telephone and/or mobile number, email address, date of birth, age, gender, photographs, NRIC number, internal processing code enabling the customer to be identified).
- Your payment information (bank account details, credit card details).

3. HOW WE COLLECT PERSONAL DATA

SISLEY may collect your personal data from various sources such as:

- When you visit the Site,
- When you subscribe to SISLEY newsletters,
- When you create your account on the Site,
- When you place an order on the Site and answer customer satisfaction surveys,
- When you write to SISLEY by mail, email, chat, or when you call,
- When you give your opinion on products, services, or content,
- When you participate in special initiatives (sampling, contests, all promotional initiatives),
- When you share content on social networks such as Instagram, Facebook, Pinterest or Twitter using the hashtag #sisley or other hashtags that SISLEY offers,
- Via cookies, and
- From all other communications between you and SISLEY and all other information that you may provide SISLEY from time to time.

When collecting personal data, the mandatory nature of the data is indicated by an asterisk or other means (collectively "mandatory personal data"). It is obligatory that you supply us with the mandatory personal data and if you fail to do so, we may not be able to process your personal data for any of the purposes stated in this Policy.

4. WHAT ARE THE PURPOSES?

Your personal data is being or is to be collected and further processed by SISLEY for the following purposes:

- Providing our products and services to you, including fulfilling your orders and managing and tracking orders, processing any payments, where applicable prevention, detection and management of fraud or unpaid debts, enforcing our rights and obtaining professional advice,
- Managing and monitoring commercial relations,
- Managing customer opinions on purchased products, services, and content,
- Managing and monitoring customer accounts,
- Managing SISLEY SMS or Newsletter subscriptions,
- Conducting initiatives aimed at loyalty, finding potential customers, promotions and customizing various communications (digital, email, paper, sms) from SISLEY,
- Conducting telemarketing campaigns,
- Business development purposes, market surveys/research and trend analysis such as evaluating the effectiveness of our marketing or advertising content, compiling sales statistics, risk management and assessment, data analytics to improve our services/products and for the purpose of assisting us in any future dealings with you, for example, by identifying your requirements and preferences,
- Customizing and continually improving your shopping experience on the Site,
- Managing customer registration for products sampling and consultation booking, and

- Such other purposes authorised by you or directly related or ancillary to the foregoing.

5. HOW LONG IS THE DATA KEPT?

SISLEY will cease to retain your personal data, or remove the means by which the data can be associated with you, as soon as it is reasonable to assume that such retention no longer serves the purpose for which the personal data was collected, and is no longer necessary for legal or business purposes.

In general, SISLEY keeps your personal data for a period of time that enables it to comply with all legal obligations in accordance with the provisions in force or for a period that does not exceed the duration of its commercial management or however long the purposes defined by SISLEY require.

6. WHO MAY WE DISCLOSE YOUR PERSONAL DATA TO?

We may disclose/transfer your personal data to the following third parties (who may be located within or outside Malaysia) in connection with or for the fulfilment of any of the purposes stated in this Policy:

- SISLEY's related corporations, subsidiaries, affiliates and/or group companies including but not limited to SISLEY COSMETICS SDN. BHD., SISLEY SINGAPORE PTE. LTD, c.f.e.b. SISLEY (France),
- service providers, business partners, contractors that are selected for their expertise and on behalf of SISLEY to achieve the purposes it defines such as payment, delivery, marketing or IT service providers,
- SISLEY's professional advisors,
- banks, credit card verification providers and payment processors,
- governmental (including without limitation semi and quasi governmental) departments and/or agencies, regulatory and/or statutory bodies and law enforcement officer,
- such third party as requested for or authorized by you or as required by law;
- other third parties for any of the purposes in this Policy.

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

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

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 may include but are not limited to: limited access to data, contractual terms when using service providers, security measures such as secure access, antivirus software, authentication process, firewalls.

8. TRANSFERRING PERSONAL DATA OUTSIDE MALAYSIA

Your personal data may be transferred to countries outside Malaysia and you hereby give your consent to the transfer.

9. WHAT IS THE COOKIE POLICY?

To find out more about our cookie policy, please visit our cookie section: www.sisley-paris.com/en-MY/use-of-cookies/

10. WHAT ARE YOUR RIGHTS?

In accordance with the PDPA, you may exercise the following rights in respect of your personal data by sending:

- An email through the "Contact us" section of the Site.
- A letter to the following address: SISLEY COSMETICS SDN. BHD., Unit No. A-18-02, 18th Floor, Northpoint Offices, Mid Valley City, No. 1, Medan Syed Putra Utara, 59200 Kuala Lumpur, Malaysia.

Limiting the processing of your personal data: You may limit the processing of your personal data or to request us to cease or not begin processing your personal data for purposes of direct marketing. You also have the right to withdraw consent previously given to us (in full or in part) at any time, by submitting your request in writing or via email, without prejudicing the lawfulness of the processing based on consent previously given made before its withdrawal and subject to any applicable legal restrictions and a reasonable duration of time for the withdrawal of consent to be effected. If you limit the processing or withdraw your consent to any or all use of your personal data by us as set out in this Policy, it may result in: (i) us being unable to continue to administer any arrangement or contractual relationship in place between

you and us; (ii) us being unable to (continue to) perform any of our contractual obligations to you (if any); (iii) us being unable to process your personal data for any of the purposes in this Policy; and/or (iii) the termination of any arrangements/agreements/contracts between you and us, without any liability on our part.

Access and correction: You may make (a) an access request for access to a copy of the personal data which we hold about you, or (b) a correction request to correct or update any of your personal data which we hold about you.

Please note that a reasonable fee may be charged for an access request. If so, SISLEY will inform you of the fee before processing your request.

SISLEY will respond to your request as soon as reasonably possible, subject to the provisions of the PDPA. If we are unable to provide you with any personal data or to make a correction requested by you, we will inform you of the reasons why we are unable to do so.

Accuracy of your personal data: SISLEY generally relies on personal data provided by you (or your authorised representative). In order to ensure that your personal data is current, complete and accurate, please update us if there are changes to your personal data.

You also have the right to file a complaint with the competent supervisory authority.

11. HOW CAN YOU CONTACT US?

You may contact us with any inquiries or complaints in respect of your personal data via the methods below:

Designation: E-Commerce Customer Service Officer

Phone number: +603-22834648 from Monday to Friday from 9:30 am to 5:30 pm

Fax number: +603-2280 0648

Email address: sisley.my@sisley.fr

12. LANGUAGE

In the event of any conflict between the English version and the Bahasa Malaysia version of this Policy, the English version shall prevail over the Bahasa Malaysia version.