

Privacy & Security

We recognise that your privacy is very important to you and to most people who use the Internet. Our Privacy Policy is detailed below and we suggest that you read it thoroughly. This policy may change from time to time and all changes will be posted on this Web Site so please check back periodically. We collect personal information only if you are or become a Distributor or a Customer and we use that information mainly to help us understand your needs so that we may better service them.

The types of personal information that we may collect from you and how we use it will depend on how you use this Web Site and upon your status as a Distributor or Customer.

By using the Web Site, you consent to our collection and use of your personal information as detailed in this Privacy Policy.

WEB SECURITY

We understand that when shopping on the Internet security is of paramount importance to you. We guarantee that all reasonable precautions to protect your reliv.com transactions have been taken so that you can have as safe and secure a shopping experience as can be reasonably provided.

When you place orders on reliv.com, your transactions are encrypted using Secure Sockets Layer (SSL) encryption technology, the industry standard in e-commerce transaction security. Encryption scrambles the information transmitted across the Internet, including your credit card number, name and address. SSL also verifies the identity of the server and confirms that the original message arrives safely at its destination.

You can also be assured that your details are not stored on computers directly connected to the Internet and that personal information such as Credit Card numbers which you may choose to store, are stored in our back-end Oracle system and not anywhere on the Reliv web site. Details, such as your password, which must be stored within the Reliv.com system are encrypted using standard industry methods.

When you enter the secure areas of the Reliv web site you will see a padlock symbol in the right hand corner of your screen. This indicates that the screen is in secure mode and any details you provide on this screen will be encrypted for your security.

DEFINITIONS

In this Privacy Policy:

'Our', 'Us' and 'We' refers to Reliv Australia Pty Ltd, ABN 48055630781 of PO Box 70 Seven Hills Road, Seven Hills, NSW, 1730, Australia.

'Personal Information' means any information that can identify an individual.

'Related Company' has the same meaning as Section 50 of the Corporations Act 2001 (Cth). 'Sensitive Information' is information that concerns particular topics including information about health, racial or ethnic origin, political, philosophical or religious views or affiliations; sexual preferences or practices; membership of a professional or trade association or trade union or criminal record.

'You' refers to our Distributors Distributors or Preferred Customers and other customers and prospective customers. It also generally refers to users of our Web Sites.

OUR COMMITMENT

We recognise that your privacy is very important to you. We are committed to protecting the privacy of your Personal Information in accordance with the Federal Government's Privacy Act 1988 as amended by the Privacy Amendment (Private Sector) Act 2000.

The Privacy Act details National Privacy Principles that set minimum standards for how private sector organisations should collect, use, disclose, keep secure and provide access to Personal Information.

We are committed to complying with the National Privacy Principles.

CURRENCY AND THE STATUS OF OUR PRIVACY POLICY

Our privacy policy is detailed below. It is current on and from 1 April 2013. We suggest that you read it thoroughly.

This policy may change from time to time and all changes will be posted on this Web Site.

Whenever you use our Web Sites you should read our Privacy Policy in conjunction with the Terms of Use of the relevant Web Site.

COLLECTION OF PERSONAL INFORMATION

We collect Personal Information only if you are or become a Distributor, Preferred Customer or Retail Customer.

The types of Personal Information that we may collect from you and how we use it will depend on the products, services and facilities you use, how you use them and upon your status as a Distributor or Customer.

BY USING OUR SERVICES AND FACILITIES YOU CONSENT TO OUR COLLECTION AND USE OF YOUR PERSONAL INFORMATION AS DETAILED IN THIS PRIVACY POLICY.

HOW WE COLLECT PERSONAL INFORMATION

We collect Personal Information from you in various ways and at several different points. We may collect your Personal Information on one of our Web Sites, by telephone, facsimile, when you complete and submit an application form to become a Distributor or Preferred Customer, enter a competition or voluntarily participate in a survey.

Wherever possible we collect Personal Information directly from you. There may, however, be occasions where we collect your Personal Information from someone else. For example, where you make an application in joint names or where it is provided to us by a third party with your consent.

If you provide Personal Information to us about another person, we rely on you to have made, or make them aware that you will, or may, provide their information to us and the kinds of third parties we may provide it to and the relevant purposes we and the third parties will use it for and how they can access it. If you have not done, or will not do these things, you must tell us before you provide the relevant Personal Information.

We use Cookies to make your shopping easier

Cookies are unique identifiers that we transfer to your device to enable our systems to recognise your computer and to provide features such as single click purchasing, personalised advertisements, and storage of items in your Shopping Cart between visits.

The Help feature on your browser should let you know how to stop your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to completely disable cookies. Additionally, you can disable or delete similar data used by browser add-ons - such as Flash cookies - by changing the add-on's settings or visiting the Web site of its manufacturer. Because cookies allow you to take advantage of some of the Reliv website's essential features, we recommend that you leave them turned on. For instance, if you block or otherwise reject our cookies, you will not be able to add items to your Shopping Cart, proceed to Checkout, or use any of Reliv website's products and services that require you to Sign in.

PERSONAL INFORMATION COLLECTED — REGISTRATION PROCESS

All Users

If you wish to register as a Distributor, Preferred Customer or Customer, the Personal Information you must provide includes your: first name; surname; postal address; delivery address; telephone number; gender; and date of birth. If you do not provide this information we may not be able to process your application for registration. Other information such as additional telephone numbers and your e-mail address may be requested but you do not have to provide these details in order to register unless you so choose.

Preferred Customers

Preferred Customers will be assigned password and identification number (RCN) which you will need in order to log on to the password protected areas of www.reliv.com. Preferred Customers will also have to provide their referring Distributors ID Number and surname, and preferably their first name, in order to register.

Distributors

In addition to providing the information specified above in the 'All Users' section, the second applicant's first name, surname, gender and date of birth must also be provided in the event that you are applying in joint names. If you wish to apply in the name of a company or a trust, you will need to complete a further relevant application form and provide additional business details.

If your registration as a Distributor is conducted electronically, a password and your Reliv identification number will be allocated to you at the time your registration is processed and your identification number will also be provided to your sponsoring Distributor. If your e-mail address is provided on the registration form, the password will also be e-mailed directly to you. This, together with your identification number, will enable you to access the password-protected areas of this web site. You should change your temporary password as soon as possible.

YOU ARE RESPONSIBLE FOR MAINTAINING THE CONFIDENTIALITY OF YOUR PASSWORD AND SHOULD NOT LET ANYONE KNOW WHAT IT IS.

OTHER INFORMATION COLLECTED

We collect Personal Information only if you are or become a Distributor, Preferred Customer or Retail Customer.

The types of Personal Information that we may collect from you and how we use it will depend on the products, services and facilities you use, how you use them and upon your status as a Distributor, Preferred Customer or Retail Customer.

BY USING OUR SERVICES AND FACILITIES YOU CONSENT TO OUR COLLECTION AND USE OF YOUR PERSONAL INFORMATION AS DETAILED IN THIS PRIVACY POLICY.

WHY WE COLLECT AND HOW WE USE PERSONAL INFORMATION

We generally collect Personal Information to provide the various products and services that we offer and to assist Distributors to operate their Independent Businesses. More specifically, we collect and use Personal Information in order to process applications and orders, calculate and process payments and refunds, confirm identification and protect Personal Information from unauthorised access, and to satisfy legal requirements.

If we do not collect your Personal Information, or if you provide us with inaccurate or incomplete information, we may not be able to provide you with the product or service that you wish; assist Distributors to operate their Independent Businesses or fulfil the other purposes for which we collect Personal Information, as detailed above.

Your Personal Information may be used by us for a number of additional purposes including, without limitation, research and statistical analysis and marketing.

Direct Marketing From time to time we may use your Personal Information to provide you with Direct Marketing information about the products and services that we offer. If you do not wish to receive this information, please let us know by contacting Customer Service on 1800 066 186 within Australia or 0800 908 882 within New Zealand; or writing to us at PO Box 70, Seven Hills, NSW, 1730, Australia. You will be reminded of your option to opt out of receiving Direct Marketing materials each time you receive Direct Marketing communications from us.

Please understand that in some cases, implementing your request may take a reasonable period of time.

PLEASE NOTE: You can change your mind about receiving Direct Marketing information by contacting us as above. Direct Marketing materials will not be sent to persons under the age of 18 years.

SHARING YOUR INFORMATION WITH THIRD PARTIES

NOTE: WE NEVER SELL, RENT OR TRADE YOUR PERSONAL INFORMATION.

All Users

We may share your Personal Information with Related Companies. We will not share your Personal Information with any unrelated party except under the following circumstances:

- where a product or service you wish to acquire is provided or supplied by or through a third party;
- where a third party, such as a mailing house, carries out activities on our behalf;
- if disclosure is otherwise required in order to provide you with a particular product or service;
- in order to ensure our ability to continue providing products and services;
- if disclosure is required for the purposes of conducting business analysis in order to improve our products and services;
- if disclosure is required by law;
- where you have provided your consent which may be given expressly or may reasonably be implied by your conduct.

Related and unrelated third parties to whom your Personal Information is disclosed are required to keep the information confidential and only use it for the same purposes we are permitted to use it.

Retail and Preferred Customers

In addition to what is detailed in the 'All Users' section, your name, identification number, contact details and the value of the purchases you have made, will be made available to your referring or sponsoring Distributor, or the current Distributor servicing you. Distributors upline in your referring Distributor's line of sponsorship will also have access to this information.

Distributors

In addition to what is detailed in the 'All Users' section, we will disclose your Personal Information (excluding credit card and bank account details) to your sponsoring Distributor and your more senior upline Distributor so that they may fulfil their sponsorship duties. If necessary for business purposes, your Personal Information may also be disclosed to more senior Distributors in your referring Distributor's Line of Sponsorship or Line of Affiliation.

YOUR SPONSOR AND YOUR UPLINE SENIOR DISTRIBUTOR AND OTHER SENIOR DISTRIBUTOR'S IN YOUR LINE OF SPONSORSHIP OR LINE OF AFFILIATION ARE DISTRIBUTORS WHO ARE OBLIGED TO USE YOUR PERSONAL INFORMATION IN A MANNER CONSISTENT WITH THIS PRIVACY POLICY, OUR DISTRIBUTOR RULES OF CONDUCT AND, WHEN INTERACTING 'ON LINE', WITH THE TERMS OF USE OF THE RELEVANT WEB SITE.

IF YOU SHOULD HAVE ANY CONCERNS IN RELATION TO THE USE OF PERSONAL INFORMATION BY ANY DISTRIBUTOR, YOU SHOULD CONTACT RELIV BY TELEPHONE ON 1800 066 186 WITHIN AUSTRALIA OR 0800 908 882 WITHIN NEW ZEALAND.

QUALITY OF YOUR PERSONAL INFORMATION

We aim to ensure that your Personal Information is accurate, complete and up to date.

During the course of your relationship with us we will ask you to inform us of any changes to your Personal Information. You may however, update your Personal Information or advise us that the information we have is not accurate or complete by contacting Customer Service on telephone 1800 066 186 within Australia or 0800 908 882 within New Zealand or by writing to us at PO Box 70, Seven Hills NSW 1730, Australia. You can also make changes by accessing the 'My Details' section of this Web Site.

GENERAL SECURITY OF YOUR PERSONAL INFORMATION

We are committed to keeping your Personal Information secure and will use all reasonable precautions to protect it from loss, misuse or unauthorised alteration, including:

- Securing external and internal premises;
- Restricting access to your Personal Information to employees or those who perform services on our behalf who are authorised to handle your Personal Information and on a 'need to know' basis;
- Entering into confidentiality agreements with relevant employees and third parties;
- Appropriate training of staff;
- Retaining your Personal Information for no longer than it is reasonably required;
- Taking reasonable steps to destroy or de-identify Personal Information that is no longer required.

ACCESS TO AND CORRECTION OF YOUR PERSONAL INFORMATION

You may generally access the information we hold about you and request corrections. This right is however, subject to the exceptions detailed in the National Privacy Principles. For example, we may refuse access where:

- the information may have an unreasonable impact on the privacy of others;
- the request is frivolous or vexatious;
- the information relates to existing or anticipated legal proceedings;
- the information would reveal our intentions in relation to negotiations in such a way as to prejudice those negotiations.

If we deny you access we will let you know why.

In most cases, you may access your Personal Information at no cost by visiting the 'My Details' section of this Web Site. You can correct, amend or update your Personal Information through this facility. You may also access a summary of your Personal Information by contacting Customer Service on telephone 1800 066 186 within Australia or 0800 908 882 within New Zealand.

For complex or more detailed requests for access to your Personal Information, for example, access to information that is archived, we may require you to place your request in writing and charge you a fee for our reasonable costs of retrieving and supplying the information to you.

In all cases you will be asked to verify who you are before your Personal Information is provided.

All requests for Personal Information will be handled in a reasonable time.

QUESTIONS, SUGGESTIONS AND COMPLAINTS

If you have any questions, suggestions or complaints concerning our privacy policy, please contact Reliv. We will respond to your question, suggestion or complaint as soon as possible.

You can obtain information on privacy issues in Australia by visiting the Federal Privacy Commissioner's Web Site located at www.privacy.gov.au or by telephoning 1300 363 992.

WEB LINKS

The Reliv Web Site may contain a number of links to the sites of affiliated Suppliers and other third parties which provide additional information, materials, shopping and various goods and services for your convenience and benefit. You may also access the Reliv Web Site through the personal Web Site of a Distributor or other third party.

All third party Web Sites are owned and operated independently. We have no responsibility or liability for the privacy policies or practices of these independent sites.