

PRIVACY POLICY

NeoLife is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Personal Information.

We have adopted the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act). The NPPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information.

What is Personal Information and why do we collect it?

Personal Information is information or an opinion that identifies an individual. Examples of Personal Information we collect include; names, addresses, email addresses, phone and facsimile numbers. This Personal Information is obtained in many ways including **correspondence, by telephone and facsimile, by email, via our website, from media and publications** and from third parties.

We collect your Personal Information for the primary purpose of providing our services to you. We may also use your Personal Information for secondary purposes closely related to the primary purpose, in circumstances where you would reasonably expect such use or disclosure. You may unsubscribe from our mailing/marketing lists at any time by contacting us in writing.

When we collect Personal Information we will, where appropriate and where possible, explain to you why we are collecting the information and how we plan to use it.

When visiting the NeoLife website you may be asked for certain personally identifiable information which we receive and store. We use such information including name, electronic or physical mailing address, telephone numbers, ABN's (Australian Business Numbers) and credit card details for a variety of purposes including:

- Processing applications
- Confirmation and fulfillment of orders
- Communication of corporate events or policies
- Compliance with applicable laws and requirements
- User feedback and survey responses to improve NeoLife services

Personal information security

'Information security' involves all measures used to protect any information generated by an entity or individual, that is not intended to be made publicly available, from compromise, loss of integrity or unavailability. This can include personal information, security classified information and commercially confidential information.

Sensitive Information

Sensitive information is defined in the Privacy Act to include information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information.

Sensitive information will be used by us only:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

Financial Information

Financial information, including account numbers and credit card details are exclusively used for billing purposes, while ABN's are exclusively used for State and Federal tax purposes. NeoLife utilises security measures to safeguard this private information.

Third Parties

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

We do not sell your personal information to third parties. We may share personal information as necessary with the following third parties:

- Any consultant/agent appointed by NeoLife to plan, provide and/or administer Promoter and Member benefits
- Any employee of NeoLife and its local and foreign affiliated/associated companies who have a need to access your personal information in order to carry out their responsibilities
- Any government agency or governmental, police or regulatory authority in order to meet legal security and regulatory requirements
- Upline sponsoring Promoters and Members with a need to know your status, progress and involvement

Transfer

The consent you have provided to NeoLife or its affiliates to use your personal information shall also extend to any person or corporation to which NeoLife may transfer its business, provided that such information is used for the same purposes.

Online Surveys

Should NeoLife conduct online surveys, we may ask you to voluntarily provide demographic information. All responses are used exclusively for internal marketing and statistical purposes and are kept confidential.

Website Links

NeoLife may provide links to other websites that we believe are useful. Though we believe these sites meet our high standards, NeoLife is not responsible for the content, actions or policies of third-party websites. Additionally, NeoLife is not responsible for the privacy notices or practices of such websites.

Cookies

Cookies are small pieces of information that are stored on computer hard drives. We may use cookies to recognise you when you return to the NeoLife website in order to provide you with a better experience. Our cookies do not contain any personal information such as credit card details. NeoLife's use of Cookies allows you to use password-protected services in a single session without having to re-enter your password and to track your shopping cart status. NeoLife's use of Cookies also includes determination of which areas of our site are popular and to determine which region, content and language are appropriate.

Security

NeoLife has security measures in place to protect against the loss, misuse and alteration of the information you provide. When you place an order or give NeoLife personal information you are automatically on our secure server.

Earnings Disclaimer

'Income applicable to the individuals (or examples) depicted are not average. For average financial performance data, see the Statement of Average Gross Compensation paid by NeoLife at **NeoLife.com**

Weight Loss Disclaimer

Results are not typical. In an 'open label clinical study' participants lost an average of 2.39 kgs over a '12 week period'.

Disclosure of Personal Information

Your Personal Information may be disclosed in certain circumstances, including the following:

- Third parties where you consent to the use or disclosure; and
- Where required or authorised by law.

Security of Personal Information

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure.

When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

Access to your Personal Information

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing. Any requests should be addressed to:

NeoLife South Pacific Headquarters, PO Box 419, Beenleigh QLD 4207.

NeoLife will not charge any fee for your access request but may charge an administrative fee for providing a copy of your Personal Information.

In order to protect your Personal Information, we will require identification from you before releasing the requested information.

Maintaining the Quality of your Personal Information

It is important to us that your Personal Information is 'up-to-date'. We will take reasonable steps to make sure that your Personal Information is accurate, complete and 'up-to-date'. If you find that information we have about you is not up-to-date or is inaccurate, please advise us as soon as practicable so we can update our records and ensure we can continue to provide quality services to you.

Notifiable Data Breach (NDB)

The NDB scheme applies to all entities with existing personal information security obligations under the Privacy Act. The NDB scheme requires entities to notify affected individuals and the Australian Information Commissioner (Commissioner), in the event of an 'eligible data breach'.

A data breach is eligible if it is likely to result in serious harm to any of the individuals to whom the information relates. NeoLife will conduct a prompt and reasonable assessment if they suspect that they may have experienced an eligible data breach.

Policy Updates

This Policy may change from time to time and is available on our website.

Privacy Policy Complaints and Enquiries

If you have any queries or complaints about our Privacy Policy, please contact us at:

**NeoLife South Pacific Headquarters
PO Box 419
Beenleigh QLD 4207**

**www.neolife.com.au
www.neolife.co.nz**

**Australia – 1800 637 057
New Zealand – 0800 445 049**