



Australia Privacy Policy

The protection of personal information is very important to Neora™. Privacy protection is, and always will be, critical to our business. Neora is committed to protecting the privacy and security of individuals who visit Neora's website(s). The purpose of this Privacy Policy is to inform you about what information may be collected from you when visiting the site, purchasing Neora products, enrolling as a Brand Partner, or otherwise dealing with us. It explains how such information will be used by Neora and/or other persons or entities with whom such information may be shared. It also explains your choices regarding the collection, use and distribution of such information; your ability to edit, update, correct or delete such information; and the security procedures that we have implemented to protect your privacy.

COLLECTION OF INFORMATION

We may collect your personal information directly from you, including when you visit a Neora website or when you apply to become involved in one of our programs. We may collect your personal information from a third party, including other customers or our Brand Partners who disclose your personal information in the course of their dealings with us. The kind of personal information that we may collect includes your first and last name, mailing address, city, state, post code, telephone number, email address and credit-card number in connection with processing payment for your order. This personal information allows us to sign up people to our programs, conduct our business, provide customer service, communicate offers on products that may be of interest to you and to fulfil your order. You may volunteer to disclose personal information to us. If you do not want to disclose your personal information to us, please do not submit it. We may also collect and hold non-personal information from you when you visit the site, such as your IP address, browser type, domain name, etc. This information is collected and analysed in the aggregate in order to improve the function and content of our website.

USE OF INFORMATION

Neora holds, uses and discloses the personal information that is collected about you for a variety of purposes, namely processing, confirming and fulfilling your order; analysing Brand Partner trends and statistics; and enhancing the operation of our website. Additionally this personal information may be disclosed to your up-line Brand Partners who may communicate with you to support your business activities. Where you have consented to receive them, or as otherwise permitted by law, we or our Neora Brand Partners may send you information and/or materials about products, offers and news we think could interest you. We may employ vendors to perform certain functions on our behalf. Examples include fulfilling orders, delivering packages, email administrative functions, processing credit-card payments and providing customer service. Neora vendors are under contractual obligation to treat personal information confidentially and only use it for those purposes for which we have hired them. We are likely to disclose your personal information to parties outside Australia. Personal information submitted to or collected through our website may be disclosed to, stored and/or processed in markets where Neora operates, currently the United States, Canada, Mexico, South Korea, Japan, Columbia, New Zealand, Singapore, Austria and Germany. We may release or disclose the personal information that we collect about you when we have reason to believe that it is necessary to identify, contact or bring legal action against persons or entities that may be causing injury to you, to us or to others or where permitted or required under law. If you do not provide us with this personal information, we may not be able to fulfill the applicable purpose of collection, such as to supply products to you, respond to your requests or enquiries or tailor our website or products in the most beneficial way.

PROTECTION OF CHILDREN

The Neora website is not designed for or targeted at children. We do not knowingly collect, use or disseminate any personally identifiable information from children under the age of 18. If, however, we become aware that personally identifiable information regarding a child under the age of 18 has been collected at the Neora site, we will use such information for the sole purpose of contacting a parent or guardian of the child to obtain verifiable parental consent. If we cannot obtain consent after a reasonable period of time or if, when contacted, a parent or guardian requests that we do not use or maintain such information, we will make reasonable efforts to delete it from our records. Upon request by a parent or guardian, Neora will provide a description of the specific types of personal information collected from a child who is under the age of 18.

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 Neora site in order to provide you with a better user experience. Our cookies do not contain any personally identifying information, such as your name or sensitive information such as your credit-card number. Web browsers often allow you to erase existing cookies from your hard drive, block the use of cookies and/or be notified when cookies are encountered. If you elect to block cookies, please note that you may not be able to take full advantage of the features and functions of the Neora website.

THIRD-PARTY LINKS

The Neora website and your personalised Neora website may contain links to websites operated and maintained by third parties over which we have absolutely no control. Any information you provide to third-party websites will be governed under the terms of each website's privacy policy, and we encourage you to investigate and ask questions before disclosing any information to the operators of third-party websites. We have no responsibility or liability whatsoever for the content, actions or policies of third-party websites. The inclusion of third-party websites on our site in no way constitutes an endorsement of such websites' content, actions or policies.

ACCESSING AND CORRECTING INFORMATION

You have the right to request access to the personal information we hold on you. You may request access to this information by contacting us using the contact details below. There are some circumstances where access may be withheld but this will only be as permitted by Privacy Laws. If your request for access is granted, we will usually make this information available to you within 14 days. We will not charge you any fee for requesting access to your personal information. We may charge you a reasonable fee dependent on the level of work involved in collating and providing a copy of your personal information to you in response to your access request. If such a fee will be charged, we will inform you of this before proceeding to process your request. If at any time you wish to change the personal information that we hold about you, including because it is inaccurate, incomplete, irrelevant, misleading or out of date, please contact us using the contact details below about amending our records. If you wish to have your personal information deleted, please let us know in the same manner as referred to above and we will take all reasonable steps to delete it unless we need to keep it for legal reasons.

SECURITY

As technology continues to enhance and expand the collection of information of all kinds, we are committed to using our technological resources in an effort to ensure that our Brand Partners, Customers and Users receive the kind of privacy protection that will make them confident and secure. We shall not be responsible, however, for harm that you or any person may suffer as a result of a breach of confidentiality due to your use of the Internet.

MODIFICATIONS TO POLICY

This Privacy Policy is effective as of January 2019. Neora reserves the right to change this Privacy Policy at any time. Any changes to this Privacy Policy will be effective immediately upon notice, which may be provided to you via email or by posting the latest version on our website. Your use of the site after such Notice will be deemed acceptance of such changes. Be sure to review this Privacy Policy periodically to ensure familiarity with its most current version. You can easily confirm whether any revisions have been posted since your last visit by checking the version of the Policy, which is set forth at the bottom of this page. If you disagree with the changes in our policy, please do not use the site after the posting of such changes online. By using the Neora website following the posting of changes to this Privacy Policy, you agree to and approve of all such changes.

QUESTIONS OR COMMENTS

If you have questions or comments about this Privacy Policy, please contact the Neora Support Centre by email at support.au@neora.com or call +61 1300-637486 during business hours.

COMPLAINTS

If you wish to make a complaint about our privacy practices or a breach of Privacy Laws (including the Australian Privacy Principles ['APP'] or any applicable registered APP code) you may contact us using the contact details set out above. We will seek to respond to your complaint as soon as possible.

If you are not satisfied with our response or how we resolve a complaint that you have raised, you may contact the Australian privacy regulatory authority, the Office of the Australian Information Commissioner ("OAIC"). Current contact details for the OAIC are available on the OAIC's website at www.oaic.gov.au.