

L'ORÉAL CANADA INC.

PRIVACY POLICY – CONSUMERS

French version

This policy was last updated September 2023.

Thank you for visiting our site, which is part of the L'Oréal Canada Inc. family of brands and brand sites (“L'Oréal”, “us”, “our” or “we”). We place great value on honesty and clarity and we are committed to building a strong and lasting relationship with our consumers based on trust and mutual benefit.

As part of this commitment, we have created this policy to provide you with information about how we collect, use, share and protect information collected from our sites, mobile applications and social media pages (collectively called the “Sites”), when you shop in our stores or when you otherwise interact with us. By providing us with your personal information you agree to the terms of this policy.

This policy applies to consumers residing within Canada only that visit our Sites or our stores. Visitors from other countries should visit the L'Oréal/brand site for your part of the world. This policy does not apply to job applicants. If you submit a job application through the Sites, your personal information will be governed by a separate policy located on the L'Oréal Careers web site.

To help you navigate through this policy, just click on any of the questions below:

[WHAT IS PERSONAL INFORMATION?](#)

[WHAT INFORMATION DOES L'OREAL COLLECT FROM ME?](#)

[WHAT IF I CONNECT TO THE L'OREAL BRANDS' IN-STORE WI-FI SERVICES?](#)

[WHERE DOES L'OREAL STORE MY PERSONAL INFORMATION?](#)

[HOW DOES L'OREAL USE MY INFORMATION?](#)

[HOW DOES L'OREAL SHARE MY PERSONAL INFORMATION?](#)

[HOW IS MY INFORMATION USED FOR INTEREST-BASED, BEHAVIOURAL OR TARGETED ADVERTISING AND WHAT CHOICES DO I HAVE?](#)

[WHAT ARE MY RIGHTS AND CHOICES REGARDING MY PERSONAL INFORMATION?](#)

[WHAT CATEGORIES OF COOKIES ARE USED ON OUR WEBSITE?](#)

[FOR HOW LONG DOES L'OREAL STORE MY PERSONAL INFORMATION?](#)

[DOES L'OREAL PROTECT MINORS' PRIVACY?](#)

[IS MY PERSONAL INFORMATION SECURE?](#)

[IS MY PERSONAL INFORMATION PROCESSED ONLY IN CANADA?](#)

WILL THIS POLICY BE UPDATED AND IF SO, HOW WILL I KNOW?

HOW DO I CONTACT L'OREAL?

WHAT IS PERSONAL INFORMATION?

“Personal Information” means any information or pieces of information that could identify you either directly (e.g. your name) or indirectly (e.g. through pseudonymized data such as a unique ID number). In other words, personal information may include things like email/home addresses/ phone numbers, usernames, profile pictures, beauty profiles, personal preferences and shopping habits, user generated content and financial information. It could also include unique numerical identifiers like your computer’s IP address or your mobile device’s MAC address, as well as information generated by cookies.

Personal Information does not include anonymous or aggregated information that cannot be tracked back to you personally.

WHAT INFORMATION DOES L'OREAL COLLECT FROM ME?

We may collect information that you provide to us directly, information automatically collected and information from third parties. We may combine information that we collect via one method (e.g., a website, our digital advertising) with information that we have collected via another method (e.g., an offline event). We do this to get a more complete view of our consumers, which, in turn, allows us to serve you better and allow for more customization.

If you submit any personal information relating to other people to us or to our service providers, you represent that you have the legal authority to do so and to allow us to use the Information in accordance with this Policy.

- **Information that I provide directly**

If you register on a Site, make purchases through a Site or one of our stores, join a loyalty program, enter a contest or promotion, submit a beauty profile, a consumer survey, photo, video or product review, sign up to receive emails or other offers or communications, we may collect and store the information provided, including Personal Information. If you use our virtual try on features, we may collect and store your image(s), for example, if you use social sharing to send your image to a friend or post it online or if you save it to your profile.

- **Information that I provide through third party social media platforms**

We may also offer you the opportunity to engage with our content through third party social media platforms, in which case you may allow us to have access to certain information associated with your social media account (e.g. name, username, e-mail address, picture). We may use this information to confirm your identity and to personalize your experience.

L'Oréal's use of social media serves as an extension of its presence on the Internet. Social media account(s) are public and are not hosted on L'Oréal's servers. Users who choose to interact with L'Oréal via social media, should read the terms of service and privacy policies of these platforms. Please remember that any content submitted to one of our social media platforms can be viewed by the public, so you should be cautious about providing certain personal information e.g. financial information or address details. L'Oréal is not responsible for any harm that results due to posting personal information on social media platforms.

- **Information that is collected automatically**

Mobile Services/Apps:

Certain of our mobile apps offer opt-in, geo-location services and push notifications. Geo-location services provide location-based content and services, such as store locators, local weather, promotional offers and other personalized content. Push notifications can include discounts, reminders or details about local events or promotions. Most mobile devices allow you to turn off location services or push notifications. If you consent to location services, we will collect information about the Wi-fi routers closest to you and the cell IDs of the towers closest to you to provide location-based content and services.

Site Usage Information:

L'Oréal and its third-party service providers may also use a variety of technologies that passively or automatically collect information about how the Sites are accessed and used including but not limited to your browser type, device type, operating system, application version, the pages served to you, the time you browse, preceding page views, and your use of features or applications on the Sites.

Device Identifiers:

L'Oréal also automatically collects an IP address or other unique identifier information ("Device Identifier") for the computer, mobile device, technology or other device (collectively, "Device") you use to access the Sites or on third party websites that publish our advertising. A Device Identifier is a number that is automatically assigned to your Device by the Device provider when you access a web site or its servers, and our computers identify your Device by its Device Identifier. For mobile devices, a Device Identifier is a unique string of numbers and letters stored on your mobile device that identifies it. We may use a Device Identifier to, among other things, administer the Sites, help diagnose problems with our servers, analyze trends, track users' web page movements, help identify you and your shopping cart and deliver advertising.

Cookies:

Like many web sites, we use "Cookies," which are data files that are sent through your web browser to your computer when it is used to visit the Sites to facilitate site navigation and to personalize your experience, including tailoring advertisements. Cookies may also be used to collect your MAC address for analytics purposes or associate you with social networking sites like Facebook and Twitter and, if you so choose, enable interaction between your activities on the Sites and your activities on such social networking sites. Note that cookies may be used and linked to other personal information you have shared with us (such as previous purchases or newsletter subscriptions).

If you would prefer not to accept cookies, you may choose to do so. You may also change your browser settings to notify you when you receive a cookie, which lets you choose whether or not to accept it; or set your browser to automatically not accept any cookies. However, please be aware that some features and services on our Sites may not work properly because we may not be able to recognize and associate you with your account. In addition, the offers we provide when you visit us may not be as relevant to you or tailored to your interests. By using our Sites, you acknowledge that we use cookies and consent to their use.

Pixels or Web Beacons:

We may use pixel tags or web beacons, which are transparent graphic images placed on a web page or in an email to indicate that a page or email has been viewed or to let your browser retrieve content from another server. These measure the success of our marketing campaigns for example and compile statistics about usage of our sites and services and response rates.

In-Store Analytics:

We may provide in-store technologies (such as Wi-Fi networks and Bluetooth beacons) to help personalize and improve your shopping experience. These technologies may require the collection of certain information about your mobile device, such as your MAC address or other device identification information and may permit you to submit personal details for increased levels of personalization, such as your interests, shopping preferences, and sizing information.

Information collected from third parties:

We may receive information from third party partners, such as publishers that run our advertising and retailers who feature our products. This information includes marketing and demographic data, offline records and information from an advertiser about your experiences or interactions with them. We may also receive information from other companies that collect or aggregate information from publicly available databases or if you consented to allow them to use and share your information. This might notably be de-identified information about purchasing patterns, location of shoppers and sites that are of interest to our consumers. We also collect information about users who share common interests or attributes (e.g. color treated hair, dry skin, etc.) to create user “segments,” which help us to better understand and market to our customers. We may combine such third party data with other information we receive from or about you.

Our websites and Apps may from time to time contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we are not responsible for those sites, including their policies or their use of your personal information. Please check these policies before you submit any personal information to these websites.

WHAT IF I CONNECT TO THE L'OREAL BRANDS' IN-STORE WI-FI SERVICES?

If you choose to connect to our in-store Wi-Fi services, L'Oréal will receive information about you and your device, including your device's MAC address, IP address, and technical details about your device such as its operating system and device type (including make and model) and technical capabilities. We will also receive information about how you use our Wi-Fi network while you are connected, including the store location, the areas of the store you visit, the names and/or Internet addresses of the websites you visit and the applications you use, and how long you interact with such sites or applications. We collect this information each time you connect to the Wi-Fi services and may associate it with other information we have collected from and about you. If your mobile device is configured to search for available Wi-Fi networks, we may receive limited technical information about your device even if you choose not to connect to our Wi-Fi services.

For your convenience, we may provide you with an option to stay connected to the L'Oréal Wi-Fi networks. If you choose this option, you will be automatically logged into the Wi-Fi network of any of our Brands' store offering Wi-Fi services, and we may collect the information described above even if you do not actively use your Internet browser or your mobile applications during your time in our store. You can choose to disconnect from the L'Oréal Wi-Fi network at any time

through your device's Wi-Fi settings. However, please note that disconnecting from one store's Wi-Fi network will only disconnect you from that network during your current visit.

WHERE DOES L'OREAL STORE MY PERSONAL INFORMATION?

Personal Information about you may be communicated, maintained and processed on our behalf by our affiliates and other third-party service providers inside and outside of Canada including but not limited to the United States.

Your Personal Information may be subject to the laws of the countries in which it is stored or used, and those countries may have a different data protection regime than the country in which you reside and under the laws of those other countries, in certain circumstances, courts, law enforcement agencies, regulatory agencies or security authorities in those other countries may be entitled to access your Personal Information.

By providing us with any personal information, you consent to the potential transfer of your Personal Information to other countries, such as the United States, which may have a different privacy regime from your country of residence.

HOW DOES L'ORÉAL USE MY INFORMATION?

Unless otherwise permitted or required by law, L'Oréal shall make reasonable efforts to only collect personal information that is necessary in the following contexts and for the associated purposes:

ACTIVITY	PURPOSE
Account creation and management:	Manage your orders, promotions, surveys or contests you choose to enter; offer you a loyalty program or personalized services based on your beauty characteristics; and allow you to manage your preferences and enrich your profile.
Newsletter sign up and commercial communications :	Send you marketing communications that may be tailored to your "profile" or may offer exclusive news, promotions and opportunities for engagement with Us.
Purchases and order management:	Contact you to finalize your order where you have saved your shopping cart or placed products in your cart without completing the checkout process; Inform you when a product you wanted to purchase is available; Process and follow up on your order including delivering the product to an address you provided;

	Assist you with the payment for your order or the return of a product you previously purchased; Measure satisfaction; and Manage any dispute relating to a purchase.
Consumer care based on inquiries or shared experiences:	Respond to your questions and otherwise interact with you or connect you with relevant services;
Proper functioning of our websites/apps:	For instance, to maintain a login, remember a shopping cart or personalize an interface (e.g. language, font preference, etc.) through the use of cookies
Profiling and personalized advertising	To send or display personalized communications, build personalized audiences for our advertising content or create content tailored to your interests or needs.
User generated content	To post your review or content to promote our products if you have consented to such publication, or in accordance with the specific terms and conditions accepted by you.
Use of apps and devices	To provide you with the products or services requested, including skin/hair advice and notifications; For development, research and innovation by scientists within L'Oréal Group; and For monitoring and improvement of our apps and devices.

Safety and security

Video surveillance is used at warehouse and store locations to identify/investigate theft or security concerns; To perform studies relating to the safe use of our products; and

To perform and follow-up on corrective measures taken as needed due to any undesirable effect or adverse reaction linked to the use of our products

Protect you and us against fraud, and to meet legal or regulatory requirements imposed upon L'Oréal from time to time.

HOW DOES L'OREAL SHARE MY PERSONAL INFORMATION?

- ***With the family of L'Oréal brands:***

When Personal Information is collected by one of our L'Oréal Canada Inc. brands, we may share that information with our affiliates and other L'Oréal Canada Inc. brands. For a complete list of L'Oréal brands, you may visit <https://www.loreal.ca/en-ca>

- ***With the public when the information is on public forums:***

You may disclose Personal Information when you post content to our websites, in-store technologies or other public forums, such as our brands' media pages, blogs and online product reviews. Any information that you disclose through these services may become public.

- ***With third parties providing services on behalf of L'Oréal:***

We may share your Personal Information with third parties that perform functions on our behalf (or on behalf of our partners) such as service providers that host or operate our Sites, provide analytics and site usage information, process transactions and payments, fulfill orders or provide customer service, loyalty program administration, redemption; advertisers; sponsors or other third parties that participate in or administer our promotions, contests, sweepstakes, surveys or provide marketing or promotional assistance.

- ***With third parties (including social media sites) to whom you have provided consent:***

While on our Sites, you may have the opportunity to opt-in to receive information and/or marketing offers from another party, or to otherwise consent to the sharing of your information with a third party, including social networking sites such as Facebook or Twitter, when you login to our Site through your Facebook account for example. If you agree to have your Personal Information shared with a third party, your Personal Information will be disclosed to the third party and will be subject to the privacy policy and business practices of that third party.

If you connect your Facebook account to a L'Oréal brand account (for example by logging on to our Site through your Facebook account), we will make available and/or share your Facebook user name and your Facebook profile picture to other users of that brand. Users may be able to view your profile and shopping activity on the brand Sites and your activities may be automatically shared to both your friends on Facebook and with your Facebook friends on the Sites. We will disclose your Personal Information when you have elected to share your activity to Facebook. Personal Information shared to Facebook will be connected with the Facebook account you log in with. Facebook's use of such information and any information it collects from your use of or on its service is governed by Facebook's privacy policy but our use of this information is governed by this present Privacy Policy. You understand and agree that you need to consult both privacy notices to amend or delete Personal Information which has been provided to Facebook. If you do not wish for such use of data to take place, you should not agree to share your activity to Facebook and/or adjust your settings to deactivate such sharing. You understand information no longer shared on Facebook may continue to be publicly available to other users of this Site.

- ***For commercial transactions:***

As we continue to develop our business, we may sell or purchase assets. If another entity acquires us or our assets, or assets related to the Sites, Personal Information, usage information, and any other information that we have collected may be disclosed to such entity as one of the transferred assets. Also, if any bankruptcy or reorganization proceeding is brought by or against us, all such information may be considered an asset of ours and as such may be sold or transferred to third parties.

- ***When legal disclosure is required:***

We may transfer and disclose information, including your Personal Information, Usage Information and Device Identifier, (including IP address), to third parties to comply with a legal obligation or when we believe, upon reasonable grounds, the disclosure is necessary to protect the rights or safety of an identifiable person or group.

We may also share information with other entities and affiliates of the L'Oréal Group, our parent company, and service providers on a need-to-know basis to prevent fraud, for research and innovation, to improve our products and services, for internal audit, management, promotional, customer service or administrative purposes including defending and bringing legal actions.

- ***To process or store the information in another jurisdiction:***

Your Personal Information may be transferred to another jurisdiction to be processed or stored by L'Oréal or its service providers, including data hosting providers. Such information may be provided to law enforcement or national security authorities of that jurisdiction upon request, in order to comply with foreign laws.

HOW IS MY INFORMATION USED FOR TARGETED ADVERTISING AND WHAT CHOICES DO I HAVE IN THIS REGARD?

We also work with third-parties such as ad networks and other advertising companies that use their own tracking technologies (including cookies and pixel tags) on our websites and apps, on third-party websites and apps, and on our advertising placed on third-party websites. These companies may collect information about your activity across your different devices on our websites and apps and third-party websites and apps (such as web pages you visit and your

interaction with our advertising and other communications) and use this information to deliver advertisements that are more relevant to you across the Internet (including for companies not affiliated with us), which you may see on our websites and other websites. This process also helps us manage and track the effectiveness of our marketing efforts. To learn more about these and other advertising networks and their opt-out instructions, visit the digital Advertising Alliance of Canada at <http://www.youradchoices.ca/choices>

L'Oréal may also use personalized audience function technologies offered by providers such as Google, Facebook and Amazon to target our advertising content to your interests using offline conversion interfaces offered by these third parties. Please note that the services provided by these third parties are subject to their policies and practices.

WHAT ARE MY RIGHTS AND CHOICES REGARDING MY PERSONAL INFORMATION?

L'Oréal respects your right to privacy, and as such, you have the following rights and abilities :

<p>The right to refuse to receive promotional communications</p>	<p>L'Oréal and its brands only wish to communicate with you if you wish to receive information. If you later no longer wish to receive promotional information, such as information about special offers and sales events, from one or more of our brands, you may notify us by contacting our customer service department as described in the section entitled "How do I contact L'Oréal?" below, or you may follow the "unsubscribe" link provided in promotional emails or text messages sent to you.</p> <p>If you unsubscribe from promotional communications from one brand, you may continue to receive transactional and account-related messages from the brand, and promotional communications from other brands to which you are still subscribed. You have the option of unsubscribing from a brand or from all L'Oréal's communications.</p>
<p>The right to refuse to receive text messages (SMS)</p>	<p>If you wish, you may provide your mobile device number and subscribe to text message alerts that include product information and/or events, product tips or promotions that may be sent using an automated dialing system ("text messages").</p> <p>You agree that by providing your cell phone number, you consent to receive automated marketing text messages from us at the cell phone number provided.</p> <p>Consent is not required to purchase goods or services. Charges for text messages and data transmission may apply, you should check your mobile provider's rates for any costs associated with this service.</p> <p>You may unsubscribe from any text message marketing communications by texting the word STOP to the number L'Oréal uses to contact you.</p>

	<p>We may share your cell phone number with service providers we work with to manage the activities outlined above, but we will not share your cell phone number with third parties for their own purposes without your consent.</p> <p>You acknowledge that text messages are delivered through third-party mobile providers and that, as a result, we have no control over certain factors relating to message delivery.</p> <p>You acknowledge that depending on the recipient's cell phone provider, it may not be possible to ensure delivery of the text message to the recipient, and that not all carriers may offer this content.</p> <p>We make no claims or warranties as to the availability or performance of this service, including liability for delays in transmission or failure to send messages.</p>
<p>The right to be informed</p>	<p>You have the right to receive clear, transparent and easy-to-understand information about how we use your personal information and about your rights (subject to applicable legal restrictions). This is why we provide you with this information in this Policy. Upon request, we may, among other things, provide you with information regarding the following:</p> <ul style="list-style-type: none"> • Personal information collected from you; • The categories of people who have access to this information within L'Oréal; • How long we keep this information; • Contact details of the Privacy Officer;
<p>The right to access your Personal Information</p>	<p>Upon receipt of a detailed written request, L'Oréal may, promptly and in accordance with legal deadlines, offer you the opportunity to access the Personal Information we hold about you (subject to applicable legal restrictions).</p> <p>In order to protect Personal Information and prevent fraudulent access, we may take steps to verify your identity or that of your legal representative before granting access.</p> <p>We may charge a reasonable fee to cover the administrative costs of providing this information. Requests that are manifestly unfounded, excessive or repetitive may not be answered.</p> <p>To exercise your right of access, please contact us using the details below.</p>
<p>The right of rectification</p>	<p>You have the right to request that your personal information be rectified if it is inaccurate or out of date and/or be completed if it is incomplete.</p>

	<p>To exercise your right to rectification, please contact us using the details below. If you have an account, it may be easier to modify your own data via the "My Account" function.</p>
<p>The right to erasure (destruction)</p>	<p>In certain cases, you have the right to request the destruction or suppression of your personal information.</p> <p>This is not an absolute right, insofar as we may be obliged to retain your personal information for legal or legitimate reasons.</p> <p>If you would like us to delete your data, please contact us using the details below.</p>
<p>The right to withdraw consent</p>	<p>You may withdraw your consent to the processing of your data if such processing is based on consent. Withdrawal of consent does not affect the lawfulness of the processing based on consent carried out prior to the withdrawal of consent.</p> <p>If you wish to withdraw your consent, please contact us using the details below.</p>
<p>The right to enable or disable cookies</p>	<p>You have the right to enable or disable non-essential cookies. Internet browsers are generally set to accept cookies by default, but you can easily change this by modifying your browser settings.</p> <p>Many cookies are used to improve the ergonomics and operation of websites/applications, so disabling cookies may prevent you from using certain parts of this site, as explained in the relevant cookie table.</p> <p>If you wish to restrict or block all cookies deposited by our websites/applications (which may prevent you from using certain parts of the site), or by other websites/applications, you can do so by going to your browser settings. Your browser's Help function will tell you how to do this.</p> <p>For further information, please consult the following link: http://www.aboutcookies.org/</p>
<p>The ability to complain about L'Oréal's failure to comply with this Policy</p>	<p>You have the right to contact our Privacy Officer (see details below) or our Help Desk to make a complaint about L'Oréal's privacy practices.</p> <p>This complaint will be handled by our Privacy Officer, who can be contacted using the contact information provided in the section entitled "HOW DO I CONTACT L'ORÉAL"?</p> <p>A confirmation of receipt will be sent to you and a L'Oréal representative may contact you to obtain further information regarding your complaint, if any.</p>

Ability to disable the use of Google Analytics and/or Google targeted advertising	To do so or to learn more, visit https://myadcenter.google.com/personalizationoff or https://tools.google.com/dlpage/gaoptout
Ability to disable certain targeted online advertising	To learn more about targeted advertising, other advertising companies and their opt-out policies, visit the Digital Advertising Alliance of Canada (DAAC) at https://youradchoices.ca/fr/appchoices
Ability to disable Facebook offline conversion	To learn more or unsubscribe from Facebook's Custom Audience feature, please follow this procedure .

WHAT CATEGORIES OF COOKIES ARE USED ON OUR WEBSITE?

Type of cookies	Description
Stricly Necessary Cookies (Essential Cookies)	These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will then not work.
Performance Cookies	These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site.
Functional Cookies	These cookies are used to improve and personalize the functionality of our site, such as region, chosen language or webchat availability. They may be set by us, or by third parties whose services are used on our website pages.
Targeting Cookies	These cookies may be set through our site by our advertising partners. They may be used by those partners to build a profile of your interests and show you relevant adverts on other sites. They work by uniquely identifying your browser and internet device.

Social Media Cookies	These cookies are set by a range of social media services that we have added to the site to enable you to join/like our pages using such social media tools and share our content with your friends and networks. They are capable of tracking your browser across other sites and building up a profile of your interests. This may impact the content and messages you see on other websites you visit. If you do not allow these cookies you may not be able to use or see these sharing tools.
----------------------	--

HOW LONG DOES L'OREAL STORE MY PERSONAL INFORMATION FOR?

L'Oréal retains Personal Information only as long as it is deemed necessary, to fulfill the purposes identified or as required by law. Keep in mind that the retention period for Personal Information may extend beyond your relationship with us. We use the following criteria to determine retention periods:

- Where you purchase products and services or participate in a promotional offer, we keep your Personal Information for the duration of our contractual relationship with you;
- Where you contact us for an enquiry, we keep your personal information for the duration needed to process your enquiry;
- Where you create an account, we keep your Personal Information until you require us to delete it or after a period of inactivity;
- Where you have consented to direct marketing, we keep your personal information until you unsubscribe or require us to delete your information; and
- Where cookies are placed on your computer, we keep them for as long as necessary to achieve their purposes (e.g. for the duration of a session for shopping cart cookies or session ID cookies).

Personal Information no longer necessary or relevant for the identified purposes or no longer required to be retained by law, shall be securely destroyed, erased or made anonymous.

DOES L'OREAL PROTECT MINORS' PRIVACY?

L'Oréal takes seriously its obligations under the Quebec's Consumer Protection Act. The Sites and any advertising messages they may contain are not intended for minors under the age of 16.

We do not knowingly collect, use or disclose personally information from anyone under 16 years of age. If we determine upon collection that a user is under this age, we will not use or maintain his/her Personal Information without the parent/guardian's consent. In addition, we will not use or retain Personal Information without the consent of the parent/guardian of any user under the age of 16. If we become aware that we have unknowingly collected personally identifiable information from a minor under the age of 16, we will make reasonable efforts to delete such information from our records.

We strongly recommend that minors 16 years of age or older ask their parents for permission before sending any information about themselves to anyone over the Internet and we encourage parents to teach their children about safe internet use practices.

IS MY PERSONAL INFORMATION SECURE?

L'Oréal maintains reasonable safeguards to protect personal information against loss, theft, unauthorized use, disclosure, copying or destruction and when transferring information for processing and requires third parties providing services on our behalf to do the same.

No method of transmitting or storing data is 100% secure. As a result, although we strive to protect your Personal Information, we cannot guarantee the security of any information you transmit to us through or in connection with L'Oréal websites.

If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), you must immediately notify us of the problem in order for L'Oréal to resolve the issue in a timely manner. Also keep in mind that e-mail is not a secure form of communication so never send sensitive personal information to us via e-mail.

IS MY PERSONAL INFORMATION PROCESSED ONLY IN CANADA?

The Sites are governed by and operated in, and in accordance with the laws of Canada, and are intended for the enjoyment of residents of Canada. Country or region specific web sites are available for L'Oréal brands and products around the world. L'Oréal makes no representation that the Sites are governed by or operated in accordance with the laws of any other nation. By using the Sites, or providing us with any information, you (a) acknowledge that the Sites are subject to the laws of Canada, (b) consent to the collection, processing, maintenance and transfer of such information in and to Canada and other applicable territories in which the privacy laws may not be as comprehensive as or equivalent to those in the country where you reside and/or are a citizen, and (c) waive any claims that may arise under those laws.

WILL THIS POLICY BE UPDATED AND IF SO, HOW WILL I KNOW?

We may change information on the Sites and/or this policy, at any time without prior notice to you, and any changes will be effective immediately upon the posting of the revised policy on the Sites. L'Oréal will use your Personal Information in a manner consistent with the policy in effect at the time you submitted the information, unless you consent to the new or revised policy. We encourage you to periodically review this page for the latest information on our privacy practices. You can tell if the policy has changed by checking the revision date that appears at the top of this policy.

HOW DO I CONTACT L'OREAL?

If you have any questions about this policy, L'Oréal's privacy practices, or would like to access your personal information, please contact us at:

Attn: Data Privacy Officer

L'Oréal Canada Inc.
1500 Robert-Bourassa, Suite 600
Montreal, QC, Canada

H3A 3S7

Re: Privacy Policy and Cookie Notice

Or send us an e-mail with your request at: PrivacyCanada.CACORP@loreal.com

* NOTE: We cannot guarantee the security of e-mail communications over the Internet.