

# Privacy & Security Policy

## Overview

Scotia Health ("we," or "our") recognizes the importance of protecting the privacy of information we collect from you. We are committed to respecting your privacy and protecting your personal information.

This Policy explains how we collect, use, store, share, and protect information, including personal information. We are committed to collecting, using, storing, sharing, and protecting personal information responsibly. By using our website, you consent to the collection of personal information. Information that is provided will only be used, stored, and shared for the purposes for which you have consented. This Policy covers both online and offline activities, including information that we collect through our website, events, phone and catalogue orders (among other methods).

By using this website ("Scotia Health") you are agreeing to be bound by the current version of the terms of use provided herein.

If we want to change the way we handle your information, we will post those changes in this Privacy Policy. For material changes (i.e., substantially new practices you wouldn't expect from us or that we didn't previously tell you about), we may decide to notify you more prominently and/or give you prior choice. We reserve the right to make changes to our practices and this Policy at any time, provided we follow the procedures above.

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## What information do we collect?

Depending on how you interact with Scotia Health, we may collect from you various types of information, which are described in more detail below. In some instances (and unless we say otherwise below), we may combine one type of information with another, and store them together in our records. In all cases, however, we strive to limit the amount of information we collect and store to that which is necessary to provide you the relevant services.

### Personal contact information

Scotia Health collects personally identifiable information such as your name, mailing address, email, and telephone numbers (home, cell, etc.) entered on our website or provided directly to us. In some cases, this could include information that you give us about someone else (for example, if you ask us to ship a Shaklee product to a friend). We typically collect personal contact information for registration activities, product orders, customer service, contests and promotions, and customer feedback.

### Demographic information

This includes any information that describes your demographic. We typically collect demographic information for registration activities, contests and promotions, and customer surveys.

### Customer feedback

This includes information that you voluntarily share with us about your experience in using our products and services, including our website. Examples may include unsolicited comments and suggestions, testimonials, or other feedback about what you may have liked (or disliked) about your experience in using our products or services. We typically collect this information in the form of customer surveys, feedback forms, and email correspondence.

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## **How do we collect your information?**

We may collect information from you through a variety of online or offline sources, which are described in more detail below. In some instances, we may combine information collected from one source (e.g., our website contact page) with information collected from another source (e.g., a Scotia Health event or party). We do this to get a more complete view of our members and distributors, which, in turn, allows us to serve you better and with more personalization. Also note that not all the methods listed below may be relevant to you.

### **Email correspondence**

We may collect information from you if you correspond with us via email (such as your contact email address).

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## **How do we use your information?**

The following describes the various purposes and features for which we might collect and use your information, and the different types of information that might be collected for each. Please note, however, that not all the uses listed below may be relevant to you.

### **Order fulfillment**

We may collect and use your information to process and ship your orders, and to inform you about the status of your orders. Depending on how you make a purchase, this could involve the collection and use of certain personal contact information, payment information, account login information, and/or information related to your purchase (such as products ordered). This could also involve the ongoing storage of your payment information to allow for easier checkout on future purchases.

### **Personalize product recommendations**

We may use your information to provide you with Shaklee product recommendations and offers that are tailored to your interests. This mostly involves the use of your previous order history (e.g., from online and/or offline purchases), information provided through Shaklee HealthPrint™ and certain demographic information.

### **Marketing communications**

We may collect and use your information to send you marketing communications, such as catalogues, email communications, and SMS text messages. These communications may inform you about new products, events, special discounts, and other news and special offers. Sending you these communications mostly requires the collection and use of certain personal contact information and limited demographic information (such as zip code). You can always opt out from receiving marketing emails or text messages by following the unsubscribe instructions provided in each such communication. Please note that even if you opt out from receiving marketing communications, you may still receive other communications from us, such as other important announcements (e.g., product recalls, privacy policy changes, etc.).

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## **With whom do we share your information?**

We do not rent or sell your information to third party companies.

## **How do we protect your information?**

We use a variety of standard methods (described below) to keep customer information confidential and secure. Please note, however, that these protections do not apply to any information you choose to share in public areas such as our website community features or other social areas.

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## **Secure operating environments**

We store your information in secure operating environments that are protected from the public.

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## **Other security measures**

In addition to the methods above, we may take other measures to protect your information, depending on the sensitivity of the data and other considerations (such as how the information is collected and where it is stored). These measures may include (among other things) additional access restrictions, password requirements, and physical protections (e.g., secure data centers, etc.).

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## **Other important information**

This section provides additional policy information that is important for you to know or that we may be required to tell you by law

We do not collect information from children.

We do not solicit or collect any type of information from a person known to be under the age of 13. If we discover that we have accidentally collected information from a child, we will remove that information from our records as soon as feasibly possible (or obtain the necessary parental permission to retain it).

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## **Opting out or modifications**

If you prefer not to receive email messages, text messages or other communications from us about new products, promotions or events, you may opt out at any time from receiving such messages by following the "unsubscribe" instructions in such email or text message you received.

Changes may not be effective immediately. We will endeavor to comply with your request as soon as reasonably possible. However, we may need to retain certain information for record-keeping purposes. We are not responsible for removing information in a third party's database or records.

You may also opt out or modify your account information at any time by sending us an email to [info@scotiahealth.com](mailto:info@scotiahealth.com)

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## **Updates to this Privacy Policy**

Scotia Health reserves the right to make changes to this Policy. In the event we make a material change to this Policy, it will be posted here. We encourage you to check this page regularly since your continued use of the w website after any changes will be deemed to constitute your acceptance of such changes.

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**Contacting us**

If you have any questions about this Policy or the practices of this website, you may contact:

Scotia Health  
50 Springs Road  
Bedford, MA 01730

Questions or comments about Scotia Health can be emailed to [info@scotiahealth.com](mailto:info@scotiahealth.com)

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