



## **WHAT IS THE SCOPE OF THIS PRIVACY POLICY?**

This Privacy Policy is provided by Ibiza Softens Age by I.S.A. located at Sa Bassa Roja 63 San Rafael, Ibiza, Spain

I.S.A. is the controller of data collected via the [ibizasoftensage.com](http://ibizasoftensage.com) website. Unless otherwise noted at the time of collection, this Privacy Policy does not govern any other information or communications with our retail affiliates that may reference Ibiza Softens Age by I.S.A.

## **WHEN IS PERSONAL INFORMATION COLLECTED?**

“Personal information” is information that identifies you as an individual. Personal information is any information that identifies, reasonably relates to, or could reasonably be linked to, whether directly or indirectly, a particular individual or a household.

Personal information is collected when you:

- Place an order from [www.ibizasoftensage.com](http://www.ibizasoftensage.com);
- Allow us to track your location for shipping purposes;
- Join our fitoterapie and formulator workshops
- Use our online services, such as the chat service;
- Agree to opt-in to receive marketing communications from us by email, telephone web push notifications, SMS, or postal mail, depending on your selection;
- Interact with us via Ibiza Softens Age’ official page on social networks or when we suggest re-use of content that you have published on a social network;
- Contact our customer service;
- Send requests for information to us;
- Take part in an event organized by Ibiza Softens Age or contest or other promotion;
- Brows on the Internet using cookies or similar technology, or when you click on advertisements for our products or services;

## **WHAT PERSONAL INFORMATION IS COLLECTED?**

Some personal information is provided by you and some is received from other sources, like third party services and optional promotions or sweepstakes in which you may participate, which may be combined with other information we have about you. Below are the types of personal information we may collect about you.

### **A. INFORMATION YOU PROVIDE TO IBIZA SOFTENS AGE BY I.S.A.**

The type of personal information that is collected depends on your interactions with I.S.A. and may include:

**Identifiers**

Identifiers such as your first and last name, your social media handle, government ID and other similar identifiers are collected.

**Contact**

Information

Your first and last name, email address, telephone number, postal address, social media handle and other similar contact information are collected when you provide it to Benefit Cosmetics.

**Billing**

Information

The payment data necessary to process your purchase is collected if you make a purchase on the Benefit Cosmetics website or in a Benefit Cosmetics Boutique.

**Purchase**

History

If you make a purchase, product and/or service information, order number, receipts, the purchase date or location, and other similar data relating to purchase transactions is collected.

**Account**

Information

Your identity, contact information, purchase history, communication preferences and other similar account information are collected if you choose to create a Benefit Cosmetics Account.

**Employment**

Applications

Your identity, contact Information, resume/Curriculum Vitae, cover letter and other similar employment information you submit are collected when you apply for employment at Benefit Cosmetics.

**Preferences**

Your product preferences and online settings such as your language preference are collected.

**Location information**

Your geographic location, if you choose to share location information with us, is collected.

**Health Related Data**

Specific information regarding your health if you notify Ibiza Softens Age by I.S.A. Cosmetics of any allergies or undesirable side-effects concerning any of Ibiza Softens Age products or services is collected.

**Physical**

Attributes

Information you provide regarding your physical features or attributes when you use a product or service, such as if you leave a product review on the Ibiza Softens Age website, is collected.

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## **B. INFORMATION COLLECTED WHEN YOU USE IBIZA SOFTENS AGE BY I.S.A. SERVICES OR WEBSITE FEATURES**

Personal information is also collected in connection with certain Ibiza Softens Age by I.S.A. services, optional sweepstakes or promotions, website features, or your business relationship depending how you choose to interact with Ibiza Softens Age and may include:

### **Appointments**

Your contact information, appointment time, the type of service, and other similar appointment information is collected when you book an appointment for I.S.A. services.

### **Cosmetic Services**

The type of service you participate in and other similar information related to your service is collected, such as specific information regarding your health if you notify Ibiza Softens Age of any allergies or undesirable side-effects concerning any of Ibiza Softens Age products or services;

### **Customer Service**

Your identity, contact information, order details, and other similar information is collected when you provide it to Ibiza Softens Age customer service.

### **Product Reviews**

Information you provide relating to your identity, location, physical features and product opinions are collected if you choose to leave a product review.

### **Sweepstakes or Promotions**

Your contact information and other information you provide to Ibiza Softens Age by I.S.A. is collected when you choose to participate in an optional sweepstakes or promotion.

## **HOW IS YOUR PERSONAL INFORMATION USED?**

Personal information is collected in support Ibiza Softens Age by I.S.A. business operations and is used to provide I.S.A. various products and services. Depending on how you interact with Ibiza Softens Age by I.S.A. your personal information may be used for the following purposes:

### **Orders and Purchases**

Your information is used to: process and manage your online orders; track delivery of your online orders;

### **Customer Service**

Your information is used to manage customer service relations regarding any requests for information or complaints you may send to us via [www.ibizasoftensage.com](http://www.ibizasoftensage.com), customer service, or social network pages.

### **Process Job Applications**

Your information is used to manage and communicate with you regarding any

job applications you have submitted to communicate with you.

Your information is used to send you information regarding offers, news, events and other similar communications, subject to your consent and chosen channel or method of communication or manage our loyalty program.

### **Personalization / Customer Experience**

Your information is used to manage and optimize your customer experience by improving our knowledge of our customers;

propose appropriate, tailored services, particularly when we enhance our products or services;

### **Product Reviews**

Your information is used to receive customer feedback on our products and/or services or to provide other shoppers with customer feedback to our products and/or services;

### **Sweepstakes, Promotions & Events**

Your information is used to contact you regarding a sweepstakes, promotion or contest you participate in through a Ibiza Softens Age by I.S.A. Site, social media or other applications. And to manage your participation in events to which you have signed up.

### **Influencer**

Your information is used to manage your participation as a Ibiza Softens Age by I.S.A. influencer

### **Third-Party Services**

Your information is used to facilitate services you request, such as to connect you to external third-party applications, such as when you create an account on an external application like Facebook and Instagram. Or to assist Ibiza Softens Age by I.S.A. with providing its services to you

### **Security & Fraud Prevention**

Your information is used if it is necessary to prevent, detect and/or address security issues, technical issues, or fraud or to secure online transactions.

### **Legal & Compliance Obligations**

Your information is used to perform or enforce an agreement between yourself and Ibiza Softens Age by I.S.A. for compliance with legal obligations.

### **For compliance with fiscal obligations**

Manage payment incidents and manage debt collection. Track and manage any alerts you may send to us as part of our cosmetovigilance obligations.

### **Provide or Improve Our Products and/or Services**

Your information is used to conduct statistical analysis to develop management, measuring, and reporting tools to adjust and improve our sales, marketing, and product manufacturing. And to Improve or develop new products or services based on the feedback you voluntarily provide.

The retention period for personal information may vary based on certain circumstances or legal obligations. I.S.A. retains personal information for so long as necessary to provide the products or services you have requested, or for the period of time relevant for legal compliance or essential business purposes such as enforcing contracts, maintaining security, or dispute resolution.

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## **HOW IS YOUR PERSONAL INFORMATION SHARED?**

Ibiza Softens Age by I.S.A. ensures that access to personal information is restricted to authorized persons within the Ibiza Softens Age Company as necessary for the purposes described in this Privacy Policy. Personal information may be shared outside of the Ibiza Softens Age by I.S.A. Company with vendors and third-party services providers to process on behalf of Ibiza Softens Age by I.S.A. or pursuant to legal or compliance obligations. It may also be shared with your consent or to complete the transaction of a service you have requested or authorized. Below are categories of recipients your personal information may be shared with depending on how you interact with Ibiza Softens Age by I.S.A.

### **A. COMPLIANCE WITH LAW**

We may access, preserve, use, or disclose your personal information to meet legal, regulatory or treaty obligations, to respond to requests from recognized legal authorities, or if we have a good faith belief that the law requires us to do so or that it is reasonably necessary to detect, prevent, and address security, technical issues, or fraud. We may access, preserve, use, or disclose your personal information to protect the rights of the business, its property, its employees and others, or to enforce our billing or contracts. In the event that Ibiza Softens Age by I.S.A. is involved in a direct or indirect reorganization process, such as a merger, acquisition, sale, dissolution, bankruptcy or other change in ownership, your personal information may be among the transferred business assets.

### **B. THIRD-PARTY SERVICE PROVIDERS**

Ibiza Softens Age by I.S.A. uses third-party service providers to facilitate certain services on behalf of Ibiza Softens Age by I.S.A. Depending on your interactions with I.S.A., your personal information may be shared with third-party service providers that help with the following:

- Payment processing
- Social media
- Job application management
- Logistics
- Anti-fraud
- Marketing and sales
- Customer service
- Cosmetovigilance
- Event organization
- Product orders
- Product reviews

- Appointment booking
- Website administration
- Analytics
- Customer relations management

### **C. DATA TRANSFERS**

Certain countries where data is processed may have data protection laws that differ from those in your country. Data transfers in Europe are subject to appropriate guarantees, especially contractual, technical and organizational guarantees, that comply with applicable regulations relating to the protection of personal information.

### **HOW IS YOUR PERSONAL INFORMATION PROTECTED?**

We implement reasonable security measures to protect your personal information against unauthorized access, use, or disclosure which includes physical, administrative, and electronic safeguards. For example, when you place an order on a Ibiza Softens Age Site, payments are processed via a secured payment platform.

Please understand that no method of data transmission or storage is 100% secure and it is not possible to guarantee that a network or system will never be compromised. Consequently, while we utilize reasonable security measures to protect personal information, we cannot guarantee or warrant the security of any personal information you transmit to us and you understand that any personal information that you transfer to us is done at your own risk. If we learn of a security-systems breach we may attempt to notify you so that you can take appropriate protective steps. In the event that we are required by law to inform you of any unauthorized access to your potentially personally-identifying and personally-identifying information, we may notify you electronically, in writing, or by telephone, if permitted to do so by law.

### **CONTACT US**

Do you have questions or concerns about this Privacy Policy? Please contact us through [isa@ibizasoftensage.com](mailto:isa@ibizasoftensage.com) We encourage you to contact us if you have any questions or concerns about your privacy or if you need to access this policy in another format.

### **CHANGES TO THIS PRIVACY POLICY**

This Privacy Policy is effective as of November 20, 2020. From time to time it may become necessary to update or change this Privacy Policy, such as to address changes in business, law, or technology. When we do, we will also revise the “Last Updated” date at the top of the Privacy Policy. You are encouraged to periodically check here for the most current version. If material changes are made, Ibiza Softens Age by I.S.A. will provide you with appropriate notice, which may include conspicuous notice on Ibiza Softens Age website or email notification. Your continued use of Ibiza Softens Age website, or any other location or service where this Privacy Policy is posted, constitutes your agreement to the most current version of this Privacy Policy to the extent permitted by applicable law.