

FreeLife Privacy Policies

This Privacy Policy applies to the activities of FreeLife International, Inc. We appreciate the trust you place in FreeLife, and we are committed to respecting your privacy and the security of your personal information. Our privacy policy describes the information we collect and how we use it.

Your Consent

By using FreeLife website facilities and/or continuing to order products and services by facsimile or telephone, you consent to the collection and use of your personal information as detailed in this privacy policy.

Information We Share with Others and Your Privacy Rights

We contract with other companies to provide certain services, including without limitation, credit card processing, IT consulting, printing, shipping, returns, internet services, e-commerce, off-site storage, public and media relations. We will provide these companies with only the information they need to perform their services and ensure that they adhere to strict privacy guidelines and do not keep this information or use it for any unauthorized purposes. Generally, such companies are prohibited from sharing this information with anyone other than FreeLife.

On rare occasions, we may disclose specific information upon governmental request, in response to a court or administrative order, subpoena, as required by tax laws, or when required by law to do so. We may also share information with companies assisting in fraud protection or investigation. We do not provide information to these agencies or companies for marketing or commercial purposes.

Your information may also be disclosed to FreeLife's related businesses and to any actual or potential Successor to any of these businesses. A Successor to any FreeLife related business includes, but is not limited to, any individual or entity that acquires all or a majority of the assets of FreeLife, or a controlling interest in the stock, shares, or membership units of FreeLife, or any trustee appointed to operate FreeLife. If information is transferred to a Successor, the Successor shall have the right to use your information to conduct its business.

As a business that compensates its sales force through a multilevel compensation plan, we also share certain of your personal information with your sponsor and other members of your sales organization. Your contact information, sales and purchase volumes, and rank within FreeLife's sales hierarchy will be made available to other independent Marketing Executives. Likewise, we may make your contact information available to prospective customers and independent Marketing Executives so that they may contact you.

Information We Collect

To best serve your needs, we will, from time to time, collect certain information from

you. We will only collect information where it is necessary to perform our services. The information we collect may include, your name, address, telephone number, email address, social security number, corporate information, including the entity's tax id number, credit card information, date of birth, testimonials, your sales history with us, and other information we may request from you from time to time. Personal information will be collected at various times including, if you:

- Apply to become a Marketing Executive
- Register as a Customer
- Order or reorder products by telephone or on our website
- Write an e-mail or letter to FreeLife
- Sign up for the Advantage Customer Program
- Submit a testimonial to FreeLife
- Return an item or make an exchange
- Attend a FreeLife Event
- Participate in a marketing survey, promotion or event
- Contact our Customer Service department
- Navigate the website
- Register on our websites
- Request information about your FreeLife business

Using Information We Collect

We want to provide you with the best possible internet experience and fulfill your orders exactly as you've requested. In order to do this, we will only use your information to, provide our services including, without limitation, to:

- Process your order
- Provide the products and services you request
- Send you promotional offers
- Identify your product and service preferences
- Customize our communications to you
- Calculate, issue or recapture commission payments, as appropriate
- Provide information concerning products you have purchased
- Provide information about your FreeLife business, including, but not limited to issuing tax forms on an annual basis
- Improve our product selection and customer service
- Share your positive product testimonials with others
- Include your name, stories, testimonials and images in FreeLife publications and literature or other media, on FreeLife operated websites, at FreeLife events, on FreeLife CDs and DVDs, in any other FreeLife communications to our Marketing Executives or others, or as otherwise deemed useful or appropriate by FreeLife
- Referring prospective customers or Marketing Executives to you.

Cookies

FreeLife uses cookies on our websites. A cookie is a small data file that is stored by your

web browser on your computer. Cookies allow us to enhance, personalize, and track your online experience, so that the information you receive is more relevant to you. This technology will allow you to move faster through our website once the information is in our database since you do not have to re-enter the same information or log in each time you enter the site.

How We Use Email

When you provide us your email address, you may receive emails from us. E-mails may be sent in order to assist us in processing your order, respond to a request, provide customer service or inform you about products, services or promotional materials. It is our intent to send promotional e-mails only to those persons who wish to receive them. We provide instructions on how to unsubscribe in our e-mails. Marketing Executives during the term of their agreement with FreeLife will not be allowed to unsubscribe to certain transactional e-mails, e.g., ship confirmation e-mails.

Links to Other Sites

We may provide links on our websites to other sites. These sites operate independently of FreeLife and have established their own privacy and security policies. We encourage you to review these policies at any site you visit.

Updating or Reviewing Your Information

You may review or update your Marketing Executive and Customer information (name, address, telephone number, e-mail address, credit card number, etc.) by clicking on “Go To My FreeLife Office” on www.freelife.com or calling Customer Service.

Other personal information can be accessed and amended by contacting our privacy officer at privacy@freelife.com.

Password and log-in security

For the purposes of accessing some areas of our website you will be supplied with a user name and password. You are responsible for the security and confidentiality of your password and log-in information.

Security

FreeLife is committed to protecting the privacy of your personal information. It is our intent to protect against the loss, misuse or alteration of information that we have collected from you. We use a variety of current technologies and processes for protection of information we collect, and we limit the information we provide to third parties.

When you make a purchase or submit a document on our website, your transactional information is transmitted in encrypted format.

Dispute Resolution

Any claim arising out of or related to this privacy shall be resolved exclusively through confidential binding arbitration conducted by the JAMS according to its streamlined rules of procedure. These rules are available at <http://www.jamsadr.com/rules-streamlined-arbitration/>. All hearings and proceedings on claims seeking less than \$2,500 and which do not seek equitable relief may be held telephonically. Arbitration hearings on claims arising from or relating to this privacy policy that seek damages of \$2,500 or more or which seek equitable relief shall be held in Phoenix, Arizona. The Parties waive rights to trial by jury or to any court. Notwithstanding JAMS rules, unless otherwise stipulated by the Parties, the following shall apply to all arbitration proceedings:

- The Federal Rules of Evidence shall apply in all cases;
- The Parties shall be entitled to all discovery rights permitted by the Federal Rules of Civil Procedure;
- The Parties shall be entitled to bring motions under Rules 12 and/or 56 of the Federal Rules of Civil Procedure;
- The Federal Arbitration Act shall govern all matters relating to arbitration, including the validity of this arbitration provision. The law of the State of Arizona, without regard to principles of conflicts of laws, shall govern all other matters;
- The arbitration hearing shall commence no later than 365 days from the date on which the arbitrator is appointed, and shall last no more than one business days;
- The Parties shall be allotted equal time to present their respective cases;
- **ALL DISPUTES SHALL BE BROUGHT AND RESOLVED THROUGH ARBITRATION ON AN INDIVIDUAL BASIS; THE PARTIES WAIVE THE RIGHT TO SEEK RELIEF THROUGH A CLASS OR CONSOLIDATED OR CONSOLODATED ACTION.**

The parties may select a mutually agreeable arbitrator. If the parties do not agree on an arbitrator within 60 days from the date on which the arbitration is filed, the petitioner shall request that JAMS appoint an arbitrator. Each party to the arbitration shall be responsible for its own costs and expenses of arbitration, including legal and filing fees. The decision of the arbitrator shall be final and binding on the parties and may, if necessary, be reduced to a judgment in any court. This agreement to arbitrate shall survive the cancellation or termination of the Agreement.

Overseas Transfers

Your information may be stored by or on behalf of a member of the FreeLife group on equipment outside of the United States.

Privacy of Children on Our Web Site

Our Web site is not intended for use by anyone under the age of 18. We do not

knowingly collect personal information from persons under the age of 18

Policy Changes

From time to time, we may use Marketing Executive or Customer information for unanticipated uses not previously disclosed in our privacy notice. If our information practices change, we will post these changes on our website at least 30 days prior to their effective date. Amendments to the privacy policy shall not apply retroactively. If you disagree with any amendment, your sole remedy is to cancel your independent Marketing Executive Agreement, your customer account, or both if you are both a Marketing Executive and a customer. We encourage you to review our privacy policy periodically.

Contact Us

We always welcome your questions and feedback. For privacy-related issues, please contact us at privacy@freelife.com

Updated February 2016