

# CHANEL Privacy Policy

CHANEL cares about your privacy and data protection. We are committed to offering the highest standards of products and services. Thus, we value each of our existing or prospective clients and aim at maintaining appropriate protection of your personal data/personal information (“Data”).

This CHANEL Privacy Policy explains how CHANEL collects and processes your Data when you use our website, app or other digital platforms (“Platforms”), when you purchase CHANEL products via our platforms or via our points of sales, when you visit our points of sales, when you fill in and submit one of our Boutique Cards, when you apply for a job at CHANEL or when you otherwise interact with or are displayed content about CHANEL, as required by the data protection laws in the territories in which we do business.

Local-specific amendments referred to below also apply to consumers in those territories and may in some cases set out different standards due to applicable local laws, rules and regulations. If so, the local-specific amendment will govern in the event of a conflict. In compliance with U.S. state specific data privacy laws, for notice regarding CHANEL’s collection and processing of data from residents located in the U.S., please click [here](#).

## **Executive Summary of CHANEL Privacy Policy**

### **Part I. - General provisions**

Provides the general provisions applicable to all CHANEL data processing, whether you visit us on CHANEL Platforms or in our points of sales, and irrespective of the jurisdiction from which they are operated or in which you are located or reside.

**1. Who is responsible for the processing of your Data?**

To know the entity acting as a data controller for the processing of your Data, please click [here](#).

**2. What Data do we collect and how?**

The categories of Data we collect about you depend on your activity and interaction with CHANEL. Your Data may be collected when you purchase a product at CHANEL (e.g. Basic Data, Purchase Data; After-Sales Data), when you use the CHANEL Platforms (e.g. Log Data, Social Media Data, Live Chat), when you subscribe to the CHANEL newsletter (e.g. Marketing Data), when you apply for a job at CHANEL or when you otherwise interact with CHANEL (e.g. Request Data).

**3. Why do we collect and process your Data and how do we justify the processing of your Data?**

We may process your Data for various purposes, depending on your interaction with us, for example to enable you to purchase a product at CHANEL or provide you with CHANEL services, to process your requests, to keep you informed about our latest collections and events, to collect your opinion, to communicate with you, and generally to know you better in order to offer you a personalized experience. Each processing of your Data is legally based either on your consent, the necessity to carry out a contract with you, a legal obligation and/or our overriding legitimate interest depending on the purpose of the processing.

**4. To whom could we disclose your Data?**

To the extent permitted by applicable law and as necessary depending on the purpose of processing, your Data may be shared within the [CHANEL Organization](#), in specific cases to service providers acting on CHANEL's behalf to provide you or CHANEL with some services, or in limited cases to governmental authorities or external advisors.

**5. International Data Flows**

Your Data may be transferred to jurisdictions not providing the same level of data protection than in your jurisdiction, in particular when Data is shared within the [CHANEL Organization](#). In any event, such data transfers are secured by the execution of data transfer agreements in compliance with applicable laws and regulations.

**6. For how long do we keep your Data?**

CHANEL keeps your Data as long as necessary to provide you with the requested services, or to comply with our legal obligations.

**7. What are your rights?**

You have several rights on your Data (e.g. right of access, rectification, erasure, objection, etc.) which are listed [here](#) and which you may exercise at any time.

**8. How to Contact CHANEL for Privacy Queries?**

You may contact CHANEL [here](#) for exercising your rights and for any question on this privacy policy.

## **Part II - Provisions specifically applicable to CHANEL Platforms**

Provides the specific provisions applicable to CHANEL data processing implemented only on CHANEL Platforms.

### **1. What cookies do we use and how can you object to such use?**

When you first visit CHANEL's Platform, you will be provided with information concerning the use of cookies and if applicable, CHANEL will register your choice(s). CHANEL may install cookies when you visit our Platforms to ensure the appropriate use of the platforms, to personalize our services and to provide you with personalized content and improve the use of our Platforms. You can always manage your cookies preferences [here](#).

### **2. What is the data processing carried out for digital advertising?**

When you browse on our Platforms, and upon your consent, we will provide you with marketing content personalized to your needs and interests.

### **3. What is the data processing carried out when you apply for a job on our Platforms?**

CHANEL may process your Data if you apply for a job at CHANEL in order to process your application.

## **Part III - Provisions specifically applicable to CHANEL points of sales**

Provides the specific provisions applicable to CHANEL data processing implemented only via CHANEL points of sales.

### **1. CCTV**

We may use CCTV when you visit CHANEL points of sales. Please click [here](#) to find out more on the processing of your image by CHANEL through our CCTV systems.

### **2. Other activities**

Other activities might be conducted in the points of sales you are visiting (e.g. facial recognition, measurement and analysis of Client's movements within the Boutiques, COVID-19 protection), additional and specific notices will be available in such points of sales.

## **Part IV. - Local specific provisions**

This section provides for certain local-specific amendments or deviations which may apply depending on the CHANEL company operating the data processing or in which you are located or reside. These provisions supplement the general provisions set out in the CHANEL Privacy Policy. In case of a conflict or inconsistency, these specific local provisions prevail.

- |                                |                          |
|--------------------------------|--------------------------|
| 1. <u>Australia</u>            | 12. <u>New Zealand</u>   |
| 2. <u>Brazil</u>               | 13. <u>Peru</u>          |
| 3. <u>China/Mainland China</u> | 14. <u>Russia</u>        |
| 4. <u>France</u>               | 15. <u>Singapore</u>     |
| 5. <u>Hong Kong S.A.R</u>      | 16. <u>South Africa</u>  |
| 6. <u>India</u>                | 17. <u>Taiwan Region</u> |
| 7. <u>Japan</u>                | 18. <u>Thailand</u>      |
| 8. <u>Korea</u>                | 19. <u>Turkey</u>        |
| 9. <u>Macau S.A.R</u>          | 20. <u>Ukraine</u>       |
| 10. <u>Malaysia</u>            | 21. <u>USA</u>           |
| 11. <u>Mexico</u>              | 22. <u>Vietnam</u>       |

## **Part V - CHANEL Organization**

Please click [here](#) to access the list of CHANEL companies.

# **Part I. - General provisions**

Provides the general provisions applicable to all CHANEL data processing, whether you visit us on CHANEL Platforms or in our points of sales, or otherwise interact with us, and irrespective of the jurisdiction from which they are operated or in which you are located or reside.

## **1. Who is responsible for the processing of your Data?**

The data processing is carried out by or on behalf of the respective CHANEL entity (“CHANEL” or “we”) which collected your Data, as set out below. Such CHANEL entity may further share information with the whole CHANEL Organization in accordance with the safeguards foreseen in this policy (see [Section 4](#)).

Any online sales on the e-commerce section of the website are made by the respective CHANEL entity as set out in the applicable Terms of Sales.

If you want to contact CHANEL or its Global Data Protection Office, please see under [Section 8. “How to contact CHANEL for privacy queries”](#).

## **2. What Data do we collect and how?**

The categories of Data we collect about you depend on your activity and interaction with CHANEL. The following Data may be collected by CHANEL:

<b>Data Categories</b>	<b>Data Collected</b>
<b>Basic Data</b>	Title, last name, first name, middle name, maiden name, nickname, suffix, date of birth, age category, nationality, employee (yes/no), linked account ID and relationship
<b>Contact Data</b>	Address type, primary (yes/no), street, number, city, zip/postal code, state, territory, territory of residence, email address, primary email (yes/no), phone number, phone number type, primary phone number (yes/no), phone number, communication language
<b>Identification Data</b>	Type of identification document (e.g., passport, national ID Card), document number, expiration date, date of issue.
<b>Log Data</b> (Information collected when you use the CHANEL Platforms for informative purposes only - Information relating to your website use)	In line with cookie choice provided (if and when applicable), when you use our Platforms for informative purposes only (e.g., you do not register on, purchase via or otherwise submit your Data through the Platform), your internet browser automatically collects, and transfers to us, certain basic information relating to your Platform use. Such Log Data may include your browser type and version, your operating system and interface, used device, language preference, the website from which you are visiting us (referrer URL), webpage(s) you are visiting on our Platforms, date and time of your visit, part of your internet protocol (IP) address, your actions taken on the Platforms, your interaction with the Live Chat feature including a recording of any such sessions (which may be shared with third parties), and the name of your access provider.

Data Categories	Data Collected
<p><b>Social Media Data</b> (Information collected when you use the CHANEL Platforms for informative purposes only - Information processed by external social media providers)</p>	<p>The mere use of our Platforms does not generally involve data processing activities (including data transfers) in relation to third party media platforms and /or social networks (such as Facebook and Instagram, “<b>External Platforms</b>”). However, if you accept the targeting cookie provided (if and when applicable) or if you use the share buttons that enable you to share CHANEL content with your friends through these External Platforms, the External Platforms may (subject to their own legal basis) collect and otherwise process personal data about you in order to provide you with personalized advertising.</p> <p>For more information about the scope and purposes of the data processed by the External Platform provider, including your rights and setting options to protect your privacy, please see the privacy notice of the respective External Platform provider.</p>
<p><b>Purchase Data</b> (Information collected when you purchase a CHANEL product)</p>	<p>If you purchase a CHANEL product, we will collect Data through the purchase form to process the purchase order, such as the date of transaction, customer ID, return (yes/no), transaction ID, boutique ID, channel, sales associate ID, total quantity, shipping amount, total amount local currency, total amount global currency, product ID, quantity, price, discount, sample (yes/no), taxes, net sales amount, net sales amount global currency, number of purchased products per type, segment allocation (incl. market, boutique, etc.) and keep your purchase history.</p>
<p><b>After-Sales Data</b></p>	<p>If you purchase a CHANEL product and/or seek after sale support, we will collect the following Data: Customer ID, Boutique location, creation date, last update, ticket ID, status, assignee ID, contact channel, reason, division, order no., number of previous requests, creation date, closed date, case ID, priority, case type, contact name, quantity, after-sales price, subject, description, proof of purchase (yes/no), date of purchase, boutique of purchase, product ID, communicated end, estimated end, comments for workshop, final action taken, segment allocation (incl. market, boutique, etc.), return date.</p>
<p><b>Marketing Data</b> (Information collected when you subscribe to the CHANEL newsletter or other marketing communication)</p>	<p>If you subscribe to our newsletter or other marketing communication in order to receive information on CHANEL collections, products, campaigns, shows and other events, we will collect Marketing Data through the subscription form, such as consent to receive communications, consent to share / merge data, channel preferences, area of preference (Fashion, Watches &amp; Jewelry, Fragrance &amp; Beauty), boutique of preference, sales advisor of preference; event related data.</p>
<p><b>Interests Data</b></p>	<p>Languages spoken, favorite CHANEL products, interests, information saved to your CHANEL account, reactions to marketing campaigns. Additional data may be collected for VIP clients (e.g. hobbies, food and beverage preference, boutique experience preference, etc., social influence (friend with other CHANEL clients, VIP client of other brands)</p>
<p><b>Third-Party Data</b></p>	<p>From time to time we may collect Data about you from third party partners or instruct such third party partners to provide their own Data about you to external platforms in order to (i) enrich our data sets so that we can provide you with tailored information about our products, services and events on external platforms or via such third parties, as well as (ii) to perform CHANEL brand monitoring.</p> <p>When you have given a third party permission to share with CHANEL the information they hold about you either or directly or indirectly. For example, where you have been targeted with advertising content relating to CHANEL as a result of targeting criteria we have agreed with a third party publisher or social media provider.</p>

Data Categories	Data Collected
<p><b>Anti-Counterfeit and Anti-Infringement Data</b> (Information on parties to fight counterfeiting and infringements of CHANEL's intellectual property rights)</p>	<p>In order to fight against counterfeit and infringement, CHANEL has set up processes to collect and store information on companies or individuals who commit or are likely to commit acts that violate our intellectual property rights. We collect and store the following Anti-Counterfeit and Anti-Infringement Data: identification data, postal address, email addresses, domain names, telephone numbers and other information related to counterfeit and infringing activities, together with any documents and information relating to court proceedings. This Anti-Counterfeit and Anti-Infringement Data may be collected by CHANEL or one of its agents on its behalf, from open sources, or provided to CHANEL by external parties, including government authorities. CHANEL may share this Anti-Counterfeit and Anti-Infringement Data with third parties, including government authorities and its agents and advisors, for the purpose of investigating counterfeiting and infringing activity and taking action to prevent the infringement of CHANEL's intellectual property rights.</p>
<p><b>Data for the management of CHANEL authorized/owned distribution networks</b></p>	<p>CHANEL needs to enforce its authorized/owned distribution networks, to protect the CHANEL brand and identify unauthorized resellers. To this purpose, CHANEL carries out profiling activities on customers by analyzing purchase behaviors according to objective criteria. CHANEL collects the following data for this purpose: identification data, name, purchase history (including products, volumes purchased and sizes), delivery address, location of boutique, payment method.</p> <p>In addition, CHANEL periodically monitors social media sites and other online platforms/websites, as well as offline points of sales, to detect unauthorized sellers of CHANEL products. Some Data is also collected from authorized resellers.</p> <p>In the event an unauthorized reseller is identified, a flag may appear on its customer profile, which will restrict access on certain services and/or sales for a period of 2 years.</p> <p>There is no automated decision based on profiling.</p>
<p><b>Health Data linked to our products and services (e.g. cosmetics)</b></p>	<p>In order to comply with legal and regulatory obligations, and to address customer claims, CHANEL will collect through a dedicated questionnaire limited health information (e.g. skin type, allergies, previous reactions). A specific information notice will be provided to you in such case.</p>
<p><b>Image Data</b></p> <p>(may be categorized as biometric data depending on the jurisdiction)</p>	<p>CHANEL may collect photographs and image data, for example at events or when you visit our boutiques, or where you send such image data to us. Additionally, and only in the context of the virtual try-on , Chanel Vitality Scanner and / or other experiences on our Platforms and upon your consent, your image is used to determine whether facial patterns are present, and the parameters of those facial patterns. Where you choose to save your image to your CHANEL account, we will store your image in order to provide you access to your image through your CHANEL account. No facial characteristics are measured or collected.</p>
<p><b>Request Data</b></p> <p>(Information collected when you otherwise interact with us)</p>	<p>Type of relationship with CHANEL (e.g., customer, employee or other), last name, first name, type of request (e.g., personal information rectification or deletion request), further request details necessary to process your request (e.g. identification details), and the content of your request provided to us.</p>
<p><b>Important General Notice:</b> <i>When we collect personal data through forms, we will indicate the mandatory fields via asterisks. If you fail to provide the data marked with an asterisk, CHANEL will not be able to process your Data according to this policy and this could prevent you from accessing our products and/or services. While submitting any Data, including multimedia content (photographs, videos etc.), please ensure it is accurate and do not transmit any sensitive data such as health information, political opinions, religious or philosophical beliefs, information on your sex life or sexual orientation, racial or ethnic origin, nor any content which is not expressly requested through a questionnaire or any other collection method (such as</i></p>	

Data Categories	Data Collected
	<p><i>commercial information, advertising, personal creations, ideas, or concepts), unless this is required in exceptional cases (e.g. to report allergies).</i></p> <p><b>Our Platform does not specifically focus on minors (i.e individuals under the age of 18). Nevertheless, if we were to inadvertently collect such information, the minor's legal representative can exercise the minor's rights on his/her behalf and on his/her name at any time.</b></p>

### **3. Why do we collect and process your Data and how do we justify the processing of your Data?**

We may process, electronically or manually, your Data for the following purposes. Each processing of your Data is legally based either on your consent, the necessity to carry out a contract with you, a legal obligation and/or our overriding legitimate interest depending on the purpose of the processing.

Processing Purposes:	Categories of Data potentially involved:	Legal basis:
<p><b>Platform-related Purposes</b></p> <p>Enable you to browse through our Platforms and to use your personal online account</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Log Data</li> <li>• Purchase Data</li> <li>• Social Media Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Contract</li> <li>• Legitimate interests</li> </ul>
<p><b>Request-related Purposes</b></p> <p>Enable you to obtain information on our products and services from our Customer Care Center, in our "Contact us" section for instance</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Purchase Data</li> <li>• Request Data</li> </ul>	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Consent</li> </ul>
<p><b>Purchase-related Purposes</b></p> <p>Enable you to purchase CHANEL products through our Platforms, in our CHANEL Points of sales and other points of sale. Enable us to manage your purchases, payments (including obtaining an electronic invoice) and deliveries</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Purchase Data</li> </ul>	<ul style="list-style-type: none"> <li>• Contract</li> </ul>
<p><b>Service-related Purposes (including after-sales)</b></p> <p>Enable you to benefit from our warranties and after-sales, access CHANEL services in our CHANEL Points of sales and other points of sale or on our Platforms – for instance, to book an appointment with a sales advisor, to create a CHANEL product wish list, use the virtual try-on, or to be able to identify you in-store. Enable us to manage the services CHANEL will</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Purchase Data</li> <li>• After-Sales Data</li> <li>• Image Data (may be categorized as biometric data depending on the jurisdiction)</li> <li>• Interests Data</li> </ul>	<ul style="list-style-type: none"> <li>• Contract</li> <li>• Legitimate interests</li> <li>• Consent (only for the virtual try-on)</li> </ul>

provide post purchase and provide services for events.		
<p><b>Regulatory-related Purposes</b></p> <p>Comply with our legal obligations, including inter alia cosmetics regulations, the fight against money laundering, corruption, sanctions screening, credit card fraud, the fight against counterfeit, security obligations and processing your data subject rights requests</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Log Data</li> <li>• Social Media Data</li> <li>• Purchase Data</li> <li>• Request Data</li> <li>• Anti-Counterfeit and Anti-Infringement Data</li> <li>• Data for the management of CHANEL authorized/ owned distribution networks</li> <li>• Health Data related to cosmetics</li> <li>• After-Sales Data</li> <li>• Identification Data</li> <li>• Image Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Legal obligation</li> <li>• Legitimate interests</li> </ul>
<p><b>Management of CHANEL authorized/owned distribution networks and protection of CHANEL products and brand Purpose</b></p> <p>Fight against diversion, selective distribution and brand equity protection, and detecting unauthorised resellers (to distinguish them from final consumers, authorized resellers or whitelisted personal shoppers (for Fashion articles only)).</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Social Media Data</li> <li>• Purchase Data</li> <li>• Request Data</li> <li>• Data for the management of CHANEL authorized/owned distribution networks</li> <li>• After-Sales Data</li> <li>• Identification Data</li> </ul>	<ul style="list-style-type: none"> <li>• Legitimate interests</li> </ul>
<p><b>Product Improvement-related Purposes</b></p> <p>Collect your opinion on our CHANEL products and services, in particular via surveys and questionnaires, to improve our products and services</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Log Data</li> <li>• Request Data</li> <li>• Social Media Data</li> <li>• Marketing Data</li> <li>• Third-Party Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Legitimate interests</li> </ul>
<p><b>Studies-related Purposes</b></p> <p>Establish statistics, financial and commercial studies, perform analytics in order to provide you with personalised services</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Purchase Data</li> <li>• Marketing Data</li> <li>• Request Data</li> <li>• Social Media Data</li> <li>• Third-Party Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Legitimate interests</li> </ul>
<p><b>Marketing-related Purposes</b></p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Marketing Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Legitimate interests</li> </ul>



<p>Keep you informed about our latest collections, products, campaigns, shows and other events by sending you our CHANEL communications (by electronic mail, by post or via your phone: calls, chat, SMS and MMS, instant messaging or social media). These communications may from time to time present non Chanel brands such as our <i>Maisons d'Art</i> (e.g. Maison Michel, Barrie, Goossens) and other acquired companies (e.g. Eres, Orlebar Brown). However, there will be no sharing of data with such companies.</p>	<ul style="list-style-type: none"> <li>• Purchase Data</li> <li>• Interest Data</li> <li>• Social Media Data</li> <li>• Third-Party Data</li> </ul>	
<p><b>Preference-related Purposes</b>          Improve our understanding of your interests and preferences so that we can provide you with customized offers and services based your preferences that would correspond better to your needs and wishes</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Log Data</li> <li>• Purchase Data</li> <li>• After-Sales Data</li> <li>• Marketing Data</li> <li>• Interest Data</li> <li>• Social Media Data</li> <li>• Third-Party Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Legitimate interests</li> </ul>
<p><b>Business Contract management</b>          Manage the relationship with our contractors or suppliers, perform the contract with such contractors or suppliers.</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Company/CV</li> </ul>	<ul style="list-style-type: none"> <li>• Contract</li> </ul>
<p><b>International Data Visibility within Chanel Organization</b>          If available in your jurisdiction, you have the choice to enable your account (personal data and transaction history) to be recognised across the Chanel Boutiques network and benefit from a personalized CHANEL experience anywhere in the world.           If you are visiting a CHANEL point of sale in any country, our Advisors will be able to offer you a personalized experience.</p>	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Contact Data</li> <li>• Purchase Data</li> <li>• After-Sales Data</li> <li>• Marketing Data</li> <li>• Interest Data</li> <li>• Data for the management of CHANEL authorized/owned distribution networks</li> <li>• Request Data</li> <li>• Image Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> </ul>
<p>We regularly review accounts to avoid duplications and improve the quality of the data, as such we may merge accounts where we believe they relate to the same individual, in order to improve the customer experience and protect the quality and security of the data on our systems. In order to help us keep the data accurate, you can update, modify, and access your data <a href="#">here</a>.</p>		

#### **4. To whom could we disclose your Data?**

**Within the CHANEL Organization.** To the extent permitted by law and taking into account the protection of your rights and freedom in respect of the processing of your Data, and the consent you have given (if any), your Data will only be accessible by a limited and defined number of recipients within the global network of CHANEL companies (“CHANEL Organization”). The full list is further detailed in Part V below. Such Data access will strictly take place on a “need to know” basis in order for the recipients to fulfill the Processing Purposes in their capacity as data controllers (except for CCTV Purposes which are handled locally). We may transfer your Data to another legal entity for the purposes of a collaboration, joint venture, corporate reorganization, change of legal form or other similar event, and/or to provide you with the best possible service. In case of a merger or sale, your Data will be permanently transferred to the successor company.

If you are an existing or prospective client of CHANEL or otherwise interact with CHANEL via the Platforms (except by way of a job application), only the CHANEL employees within the CHANEL Organization that are working within the teams that need to have your information (for example, Customer Relationship Management, Commercial Management, Legal, Compliance, IT, Client Customer Care and Digital Team) will access your Data.

The above covers as well the international data visibility **functionality** across the Chanel Boutiques network for the benefit of a personalized CHANEL experience across the world, upon your consent.

**Service providers (within and outside CHANEL):** Your Data will generally not be disclosed to recipients outside the CHANEL Organization. In some cases, however, CHANEL makes use of external service providers acting on behalf of CHANEL on the basis of contractual arrangements which will include strict data protection obligations. We will in particular provide your Data to service providers or suppliers (this may include other CHANEL companies) as part of our normal business operations for example to carry out certain IT-related tasks, conducting our business, servicing you or protecting the security and integrity of our business. These include but are not limited to IT maintenance, security and support service provider, hosting provider, payment provider, logistics provider, marketing and advertising partners, data analytics companies, event providers, digital service tools providers, mailing or emailing services or customer care center.

**Other Third Parties outside Chanel Organization.** We may, in limited cases, transfer your Data to governmental agencies and regulators (e.g. tax authorities), courts, and government authorities, all in accordance with applicable law and to external advisors (e.g., lawyers, accountants, auditors etc.), all acting as controllers. In this context, CHANEL may also have to transfer your Data to third parties when it receives a request by an authority empowered by law to do so, pursuant to applicable laws and regulations. Anti-Counterfeit and Anti-Infringement Data and Diversion Data may be shared with third parties, including government authorities and companies legally authorized to use the CHANEL trademarks for the purpose of investigating infringing activity and taking action to prevent the infringement of Chanel's intellectual property rights.

**Other Digital Partners.** There may be digital partners which may process your Data for their own purposes, to the extent permitted by this policy. The processing by these entities is governed by their own privacy policies.

For instance, to share social media content, our Platforms may use share buttons. Our Platforms may include third-party links, icons or applications that allow you to share content with others, or to publish your visit or opinion of Platform content with others such as “Share” and “Like” buttons on social networks such as Facebook, Twitter, Instagram, Pinterest, etc. The provider of such application buttons may identify you via this button, if you use the button, and even if you have not used this button but are signed in to the social network when you visit the Platform (open session during your browsing). Share buttons will allow you to connect the contents consulted to your user account. The processing by these entities is governed by their own privacy policies.

When Facebook is the digital partner (for example when using App Event by Facebook, WhatsApp, Instagram) Facebook Ireland is a joint controller of the processing and the information about the processing can be found in Facebook Ireland's Data Policy at <https://www.facebook.com/about/privacy>. Chanel and Facebook Ireland have entered into a joint controller agreement to determine the respective responsibilities for compliance with the obligations under the GDPR with regard to the joint processing.

If you choose to save your image to your CHANEL account, we will store your image for three years from the date of the image being captured. You will always have the opportunity to delete each image from your account later.

If you choose not to save your image to your CHANEL account, the image is not shared or stored on any server, system, or location outside of the device you use to access the virtual try on experience, and your image is deleted automatically when you close the virtual try-on page.

**5. International Data Flows**

Data recipients as set out in Section 4 above may involve a transfer of your Data to territories that do not provide the same level of data protection. Applicable legal and regulatory requirements are taken into consideration before any cross border transfer of your Data.

- Data transfers within CHANEL Organization will ultimately be covered by CHANEL's Intragroup Data Transfer Agreement.
- Any Data transfers outside your jurisdiction that do not provide an adequate level of data protection will be secured through appropriate contractual guarantees which will also be in compliance with applicable laws and regulations, such as EU Standard Contractual Clauses.
- The transfer of Data may also be based on your consent, to benefit from a unique CHANEL experience across the world.

You may receive relevant portions of the aforementioned documents upon request as required by applicable law.

**6. For how long do we keep your Data?**

Alongside the commitment to offering the highest standards of services and products, we consider that our products should entitle you to personalized client treatment and incomparable after-sales services that may last for a lifetime for some products. For this purpose, and to ensure such services, we may need to keep your personal data for as long as it is needed for the provision of such services.

Categories of Personal Data / Processing Purpose	Global Retention Periods
Prospect personal data for marketing purposes	3 years from last contact with prospect.
Customer Personal Data for the purpose of managing the client relationship	10 years after the end of the commercial relationship.
Customer Personal Data for marketing purposes	10 years from the end of the commercial relationship.
Representatives of business contractors or suppliers	For the duration of the contract and then retained in an archived database with limited access for 5 years following the termination of the contract.

We may keep your data for as long as it is necessary to comply with applicable legislation regarding product guarantee and safety and in order to follow up with you on the results of the product and offer you continuous advice. Your Data will be further retained as long as required by applicable local law or to the extent we have a legitimate and lawful purpose to do so. Please note that the storage period provided by legislation may vary per jurisdiction, and separate information notices for specific data processing (e.g. cosmétovigilance) may provide different data retention periods.

Your image in the context of the virtual try-on (or other similar experiences) on our Platforms is not stored, it is collected only to provide you with the service. Where you choose to save your image to your CHANEL account, it will be stored for the duration of your account registration, although you will always have the opportunity to delete your image from your CHANEL account at any time. Where you choose not to save your image to your CHANEL account, your image is deleted automatically when you close the virtual try-on page.

## **7. What are your rights?**

You may have the following rights to the extent and as provided by the law applicable to you which you can exercise through the contact details provided in Section 8 below:

- A right of access and information: you have the right to be informed in a concise, transparent, intelligible and easily accessible form of the Data we hold and the way in which your Data is processed. You also have the right to obtain (i) confirmation as to whether or not Data concerning you is being processed, and, where that is the case (ii) to access such Data and obtain a copy thereof.
- A right to rectification: you have the right to obtain the rectification of your Data. You also have the right to have incomplete Data completed.
- A right to erasure: in some cases, you have the right to obtain the erasure of your Data. However, this is not an absolute right and CHANEL may have legal or legitimate grounds for keeping such Data.

In addition, further rights will apply in accordance with GDPR, and may also be applicable in your jurisdiction (see **Part IV. - Local-specific provisions**):

- A right to restriction of processing: in some cases, you have the right to obtain restriction of the processing of your Data.
- A right to data portability: you have the right to receive your Data which you have provided to CHANEL, in a structured, commonly used and machine-readable format, and you have the right to transmit such Data to another controller without hindrance from CHANEL. This right only applies when the processing of your Data is based on your consent or on a contract and such processing is carried out by automated means.
- A right to object to processing: you have the right to object to processing of your Data when such processing is based on the legitimate interest of CHANEL. CHANEL may, however, invoke compelling legitimate grounds for continued processing. You also have the right to object at any time to the processing of your Data for marketing purposes. To unsubscribe from our marketing communications you may also use the above channels or simply by clicking on the “unsubscribe” link at the bottom of each communication.

If you have consented to any personal data processing activities, you can withdraw this consent at any time for future processing. Such withdrawal will not affect the lawfulness of the processing prior to consent being withdrawn.

You also have the right to lodge a complaint with a competent supervisory authority.

## **8. How to Contact CHANEL for Privacy Queries:**

For any questions or comments relating to this Privacy Policy or the manner in which CHANEL collects and uses your Data, you may also contact our Global Data Protection Office at the following address:

### **Global Data Protection Office**

CHANEL Limited  
Time & Life  
1 Bruton street, London W1J6TL  
Attn: Head of Data Privacy

**By email: [privacy@chanel.com](mailto:privacy@chanel.com)**

To exercise your rights, please communicate your name, surname, e-mail and any other information necessary to confirm your identity in order for us to process the request (such as your postal address) and submit your request via any of the following means:

- by email: [privacy@chanel.com](mailto:privacy@chanel.com);
- by mail:  
CHANEL Limited  
Time & Life  
1 Bruton street, London W1J6TL  
  
Attn: Head of Data Privacy
- by webform accessible here
- by addressing it to our CHANEL Points of sales or other points of sale
- by contacting our CHANEL Customer Care Service (via the form "Contact Us").

## **Part II. - Provisions specifically applicable to CHANEL Platforms**

### **1. What cookies do we use and how can you object to such use?**

Cookies are pieces of information that any website or other Platforms may transfer to your browser that are then stored in your computer system. For example, the deposit of cookies enhances your online experience by allowing us to save your preferences.

When you use the Platforms, we, or third parties working with Chanel, send one or more cookies – small text files containing a string of alphanumeric characters – to your device. We use both session cookies and persistent cookies. A session cookie disappears after you close your browser. Upon your consent, a persistent cookie remains after you close your browser and may be used by your browser on subsequent visits of our Platforms. Please note that if you choose not to accept certain cookies, you may not be able to utilize the features of the services provided via the Platforms to their fullest potential. We use third party cookies in connection with the services provided via the Platforms as well. For instance, we use Google Analytics to collect and process certain analytics data. We do not process or respond to web browsers' "do not track" signals or other similar transmissions that indicate a request to disable online tracking of users who visit our Platforms or use the services provided via our Platforms. The Cookies set by third parties other than Chanel may be subject to the Privacy policies of those other companies.

We use cookies and collected information for the following purposes:

- (i) **Strictly Necessary Cookies (Always Active):** 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.
- (ii) **Performance Cookies:** These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our Platforms. They help us to know which pages are the most and least popular and see how visitors move around the Platforms. All information these cookies collect is aggregated and therefore anonymous.
- (iii) **Functional Cookies:** These cookies enable the Platforms to provide enhanced functionality and personalization and services, such as remembering your Data so that you will not have to re-enter it during your next visit to the Platforms or before using the services it provides. They may be set by us or by third party providers whose services we have added to our pages.

- (iv) **Targeting Cookies:** These cookies may be set through our Platforms by us or our advertising partners. They may be used by us or those companies to build a profile of your interests and show you adverts tailored to you, including on other third party sites .

We may also collect your shortened IP address on a non-readable basis, which does not allow us to directly identify you. We will also collect automatically other information concerning your device such as model, language software version etc.

Cookies remained installed for a period of 12 months upon your consent.

Depending on the local version of the Platform you are using, this link may provide you with additional information about the cookies used by CHANEL as well as specific consent settings if you do not wish CHANEL to use all or part of the above-mentioned third party cookies.

Please be aware that restricting cookies may impact your user experience and may prevent you from using parts of our Platforms or services.

## **2. What is the data processing carried out for digital advertising?**

### *a) What Data do we collect and why?*

<b>Processing Purposes:</b>	<b>Categories of Data potentially involved:</b>	<b>Legal basis:</b>
Offer you or other clients a marketing personalized experience adapted to your or their needs and interests (e.g. provide clients personalized offers based on your Purchase Data). This involves profiling activities, but no automated decision based on profiling is taken.	<ul style="list-style-type: none"> <li>• Basic Data</li> <li>• Purchase Data</li> <li>• Marketing Data</li> <li>• Interest Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> </ul>

### *b) To whom could we disclose your Data?*

Your Data is shared within the CHANEL Organization and services providers as detailed in Part I Section 4 above.

To provide you with the best digital marketing experience, and in particular for marketing targeting purpose, upon your consent, your Data is transmitted to digital partners. Such partners will process your Data according to their privacy policy. You can withdraw your consent at any time, or object for the use of your Data by such partners, either directly by contacting the partners or by contacting us at [privacy@chanel.com](mailto:privacy@chanel.com).

The other Sections of Part I (e.g. data retention, your rights, etc) will still apply to this data processing.

## **3. What is the data processing carried out when you apply for a job on our Platforms?**

We welcome and value applications from talented candidates.

### *c) What Data do we collect and how?*

<b>Data Categories</b>	<b>Data Collected</b>
<b>Applicant Data</b> (Information collected)	If you apply for a job at CHANEL or its affiliates via the Platforms, we collect the following Data relating to your application: <ul style="list-style-type: none"> <li>• title / gender,</li> </ul>

when you apply for a job at CHANEL or its affiliates)	<ul style="list-style-type: none"> <li>• name (first name and surname),</li> <li>• nationality,</li> <li>• Territory and city of residence,</li> <li>• postal address,</li> <li>• email address,</li> <li>• phone number,</li> <li>• educational level,</li> <li>• school/university,</li> <li>• spoken languages,</li> <li>• work experience,</li> <li>• certificates,</li> <li>• further CV information,</li> <li>• your preferred entry date, and</li> <li>• further Data you may submit.</li> </ul>
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**d) Why do we collect and process your Data and how do we justify the processing of your Data?**

Processing Purposes:	Categories of Data potentially involved:	Legal basis:
<p><b>Application-related Purposes</b></p> <p>Process your application, including checking open positions via internal and external experts in the case of job applicants as well as maintain an applicant pool in order to be able to match future positions with potential candidates</p>	<ul style="list-style-type: none"> <li>• Applicant Data</li> </ul>	<ul style="list-style-type: none"> <li>• Consent</li> <li>• Contract</li> <li>• Legitimate interests</li> </ul>

**e) To whom could we disclose your Data?**

If you apply for a job through the Platforms, the CHANEL human resources department will process your application (within the CHANEL Organization) and may forward your application to external recruitment firms as necessary.

**f) For how long do we keep your Data?**

Subject to your consent, we may keep your Data on file for up to 2 years following your last visit to our candidate space and contact you if another appropriate opportunity arises if your previous application on the “Careers” section of our Platforms is not successful. In case you choose not to be contacted for future opportunities, your Data will be kept for up to 6 months after the end of the respective application process, unless shorter or longer retention is permitted or required by applicable local law. Notwithstanding the foregoing, in certain jurisdictions, we may keep your Data on file for a longer time period, subject to applicable law, as detailed in the specific provisions in Part IV below.

**g) How to Contact CHANEL for Privacy Queries**

For any Applicant Data for your application to our “Careers” section, you may view and manage your Applicant Data directly within the CHANEL Career Site, or in any event you may contact CHANEL at [privacy@chanel.com](mailto:privacy@chanel.com) or as otherwise detailed in [Part I Section 8](#) above.

**Part III. - Provisions specifically applicable to CHANEL Points of sales**

**1. CCTV**

a) *What Data do we collect and how?*

Data Categories	Data Collected
<p><b>CCTV Data</b></p> <p><b>to view and record individuals at our sites, 24 hours per day, 7 days per week</b></p> <p>Where CCTV is in use at our sites, and where legally required, we will ensure that signs are displayed at the entrance of the surveillance zone to alert employees, guests and contractors their image may be recorded.</p>	<p>Image</p>

b) *Why do we collect and process your Data and how do we justify the processing of your Data?*

Processing Purposes:	Categories of Data potentially involved:	Legal basis:
<p><b>CCTV-related Purposes</b></p> <p>Protect individuals as well as our property and assets, prevent, repress and prosecute crimes and offenses.</p> <ul style="list-style-type: none"> <li>- to prevent or detect crime and protect buildings and assets from damage, disruption, theft, vandalism and other crime;</li> <li>- for the personal safety of employees, guests and contractors and other members of public and to act as a deterrent against crime;</li> <li>- to support any internal investigations in relation to the above</li> </ul>	<ul style="list-style-type: none"> <li>• CCTV Data</li> </ul>	<ul style="list-style-type: none"> <li>• Legitimate interests</li> </ul>

c) *To whom could we disclose your Data?*

To achieve the aforementioned purpose, CHANEL will share your personal data with the Security Department and Legal Department of the CHANEL entity acting as a data controller, and its security services provider



(within a secured restricted area or control room), and will give access to the private security companies providing installation and maintenance support services to the data controller,

Any employees using CCTV will be given training to ensure that they understand and observe the legal requirements relating to the processing of any CCTV Data gathered.

#### *d) For how long do we keep your Data?*

The images shall be kept for a maximum term of one (1) month after they were captured, unless they must be kept to evidence the perpetration of acts against the safety of persons, assets or facilities, in the latter case they are extracted from the systems and kept for the duration of the proceedings.

We will ensure that CCTV Data gathered from systems is stored in a way that maintains its integrity and security. This may include encrypting the CCTV Data, where it is possible to do so.

## **2. Other activities**

Other activities might be conducted in the points of sales you are visiting (e.g. facial recognition, measurement and analysis of Client's movements within the Boutiques, COVID-19 protection), additional and specific notices will be available in such points of sales.

## **Part IV. - Local-specific provisions**

The above mentioned General Provisions applicable to your Data may be subject to local specific rules. To know more about any specific rules applicable to you, please select the related jurisdiction below.

### **1. Australia**

If you visit us on CHANEL Platforms or in our points of sales within or from Australia, each processing of your Data is based on your consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation /or our overriding legitimate interest.

### **2. Brazil**

This document is a full Privacy Notice.

In relation to Section 1:

#### **Controller Information**

For the purposes of this Privacy Policy, the Controller of personal data is the company Europrestígio Distribuição e Comércio de Artigos de Luxo Ltda. (Chanel), registered in the CNPJ under nº 11.662.449/0001-31, with address at Av Brigadeiro Faria Lima, 1663 - 6º Floor, CEP 01452-001, São Paulo/SP +5511 2620-0100.

Regarding Section 8:

Article 18 of the General Data Protection Law (Law 13.709/2018), grants you the following rights:

- I. Confirmation of the existence of personal data processing;
- II. Access to personal data;
- III. Correction of incomplete, inaccurate or outdated data;

IV. Anonymisation, blocking or deletion of unnecessary, excessive or processed data that do not comply with this Law;

V. Portability of data to another service or product provider, upon express request, in accordance with the regulations of the National Data Protection Authority;

VI. Withdrawal of consent and consequent disposal of the personal data processed, except in the cases provided for in art. 16 of the General Data Protection Law;

VII. Information of public and private entities with which the controller has made shared use of data;

VIII. Information on the possibility of not providing consent and on the consequences of refusal;

IX - Revocation of consent, pursuant to § 5 of art. 8 of the General Data Protection Law

In the event that the right exercised is that of elimination or anonymization of personal data, the implementation will depend on 2 (two) stages: in the first, the request will be received and analyzed within the period described below (relative to Section 8). In the second step, if the request is approved, CHANEL will delete or anonymize your personal data within fifteen (15) days after the first step has elapsed. A request for deletion or anonymization may be rejected if there is a legal basis available under applicable law for maintaining such data.

Other applicable Section 8 information:

- [mailto:](mailto:privacy@chanel.com) The CHANEL Personal Data Handler, responsible for clarifying questions and attending to data subjects in Brazil is the CHANEL PRIVACY team, e-mail: [privacy@chanel.com](mailto:privacy@chanel.com)
- Please provide us with a copy of an official identification document if you wish to exercise any of your rights mentioned in Section 8.
- CHANEL will make every effort to respond to your request immediately and, if this is not possible, within 15 days of receipt of the request, which period may be extended as provided for by law or regulations.
- Means of Communication: If the need or opportunity arises, CHANEL may contact you by any means of communication available and not prohibited by law, such as, but not limited to, e-mail, SMS, MSM, or WhatsApp messages. CHANEL reserves the right to contact you, even without direct authorization, when the rights of CHANEL, third parties or yours are more important, such as to forward information about the progress of your orders or to report any occurrences.
- Database Management: CHANEL will manage its databases within the limits of the applicable legislation and may unify or divide them according to the needs of its business, preserving, in all cases, transparency with its customers.

### **3. China/Mainland China**

If you visit the website [chanel.cn](http://chanel.cn) operated by Chanel (China) Co. LTD, the following applies:

By using our website you consent to the processing activities described herein.

In addition to the matters provided in Part I. 2. "What Data do we collect and how?" of the Global Privacy Policy, Data that we process is as follows for purposes as stated above:

- information about your gender as a part of your Basic Data, and
- medical records as part of Health Data linked to our products and services (e.g. cosmetics)

For Mainland China, External Platforms referred to in Social Media Data also include WeChat, TMall, etc.

#### **Information Security**

CHANEL takes all the necessary measures to ensure confidentiality of your personal data. CHANEL has implemented a robust data protection compliance program, which includes the adoption of the high-standard data protection principles of the GDPR at a global level and includes the:

- creation of a Data Protection Office and a network of local data protection contacts;
- adoption of internal policies and procedures to ensure compliance with applicable data protection laws and regulations;
- implementation of appropriate legal, technical and organizational measures to implement the data protection principles.

However, there is no guarantee for absolute security or error-free for information transfer on the internet and that the stored information or data has no loopholes.

#### **Protection on Children's Rights**

Websites are mainly for adults. Children cannot create their own user accounts without the consent of their parents or guardians.

In the case of collecting children's Personal Information with parental consent, we will only use or publicly disclose such information in the circumstances as permitted by laws, with the explicit consent of parents or guardians or with the need to protect children.

Although local laws and customs define children differently, we treat anyone under the age of 14 as a child.

If we find that we have collected children's Personal Information without prior verifiable parental consent, the data will be deleted as soon as possible.

#### **4. France**

You have the right to define guidelines for the storage, erasure and communication of your Data after your death.

You also have the right to register with Bloctel, the French opt-out list for marketing phone calls.

#### **5. Hong Kong S.A.R**

If you visit us on CHANEL Platforms or in our points of sales within or from Hong Kong S.A.R, each processing of your Data is based on your consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation /or our overriding legitimate interest.

#### **6. India**

For any discrepancies and grievances, please refer to contact details given in Section 8 of Part I above.

Security Practices: Chanel India adopts reasonable security practices and procedures as mandated under applicable Indian laws and the companies belonging to Chanel Organization adopt similar security practices and procedures for the protection of Personal Data and to prevent unauthorized use or disclosure of Personal Data.

#### **7. Japan**

##### **i. Provision to Third Parties**

CHANEL may provide your Data to third parties such as data analysis companies and advertising companies including social networking service providers for the purpose of conducting research, analysis, and targeted advertising distribution, etc. Such third parties may use your Data provided by CHANEL, such as e-mail addresses, in conjunction with the Data relating to you held by such third parties for CHANEL's research, analysis, and delivery of advertisements, etc.

##### **ii. Joint Use**

CHANEL jointly uses your Data with third parties as follows.

#### **Joint users**

CHANEL will jointly use your Data with CHANEL Organization including CHANEL entities outside Japan, authorized department stores with which you registered your Data ("Registered Department Stores"), and other authorized dealers of CHANEL products in Japan including Registered Department Stores.

#### **Categories of your Data we jointly use with joint users**

- Name
- Address
- Phone number (home/mobile)
- Gender
- Age
- Date of birth
- Email address
- Any other information which you provide to us in relation to our products and services

#### **Purpose of use**

- a. CHANEL Organization:  
Please see Section 3 of Part. I., Section 1 and Section 2 b) of Part II and Section 1 b of Part. III.
- b. Registered Department Store:  
Your Data may be used for the purposes set out in Section 3 of Part I, especially for purchase -related, service-related, marketing-related and preference-related purposes.
- c. Dealers other than Registered Department Store:  
Your Data may be used for offering CHANEL products to you upon your request (including an implied request for offering CHANEL products by such as presenting your membership card) when you visit the dealers.

#### **Responsible entity for management of your Data**

CHANEL G.K.  
Representative: Guillermo Gutierrez  
Address: 3-5-3, Ginza, Chuo-ku, Tokyo 104-006, Japan

#### **iii. Provision to Foreign Third Parties**

As described in Part I, Section 5, CHANEL may provide your Data to third parties located in countries with data protection legislation different from that of your country of residence. If you would like to know more about the safeguards CHANEL has put in place in accordance with Japanese Act on the Protection of Personal Information in connection with the provision of your Data to such third parties, please contact us using the contact information in section vi below.

#### **iv. Security Control Measures for Your Data**

CHANEL shall take necessary and appropriate measures to prevent leakage, loss, or damage and to otherwise manage the security of your Data. For the details of the security control measures taken by CHANEL, please contact us using the contact information in vi below.

#### **v. Disclosure, Correction, Suspension of Use, etc. of Your Data**

For disclosure (including disclosure of records of provision to third parties), correction, addition, deletion, suspension of use, elimination, suspension of provision to third parties, etc. of your data in accordance with Japanese Act on the Protection of Personal Information, please contact us using the contact information in vi

below. Please note, however, that depending on the sales floor where you registered, we may ask you to contact the department store where the sales floor is located.

**vi. Contact Information**

If you have any questions or concerns about the handling of your Data by CHANEL, please contact us using [this contact form](#).

## **8. Korea**

This Section is applicable to the processing of personal data of customers and job applicants by Chanel Korea YH. Terms used in this Section shall have the same meaning as those provided in CHANEL Global Privacy Policy above unless otherwise defined. "CHANEL" or "we" referred to in this Section shall mean Chanel Korea YH.

**i. What Data do we collect and how?**

In addition to the matters provided in Part I. 2. "What Data do we collect and how?" of the Global Privacy Policy, Data that we process and the retention period thereof are as follows:

- Customer Registration:
  - Mandatory Items: Name; date of birth; mobile phone number; email address; gender; purchase history; payment details; date of registration; customer identification number; address; postal code; area of residence; nationality; age group; the store at which registration is done; details of customer inquiries and complaints (retention period: ten years after the latest transaction with the customer)
  - Optional Items (in case of purchase or use of related services): Anniversaries; home phone number; preferred method of contact; occupation; individual traits; personal style and interests; photos; body measurements; items of preference; hobby (retention period: ten years after the latest transaction with the customer)
- Customer Care Center:
  - Mandatory Items: Name; mobile phone number; email address, details of customer inquiries and response thereto; type of browser; type of OS; IP address; and cookies
- CHANEL.com:
  - a) Members:
    - Mandatory Items: Name; date of birth; mobile phone number, email address; password; gender; purchase history; payment details; customer identification number; address; store at which registration is made; details of customer inquiry and complaints; type of browser; type of OS; date of login; IP address; cookies (retention period: 3 months upon membership unsubscription)
    - Optional Items: Name; date of birth; mobile phone number; email address; purchase history; payment details; date of registration; customer identification number; gender; address; postal code; area of residence; nationality; age group; anniversaries; home phone number; preferred method of contact; occupation; individual's traits; style and interests; photo; body measurements; items of preference; hobby; details of customer inquiry and complaints; type of browser; type of OS; date of login; IP address; cookies; and personal data contained in product reviews (retention period: 3 months upon membership unsubscription)
  - b) Non-Member Customers:
    - Mandatory Items: Name; mobile phone number; email address; purchase history; payment details; address; whether customer is 14 years or older; type of browser; type of OS; IP address; and cookies
  - c) Customer Inquiries through CHANEL.com:

- Mandatory Items: Name; mobile phone number; email address, details of customer inquiries and response thereto CHANEL CODE Mobile App:
- CHANEL CODE Mobile App
  - a) Registration
    - Mandatory Items: Name, date of birth, mobile phone number, email address, password, gender, purchase history, payment information, date of registration, customer identification number, address, the store at which registration was made, details of customer inquiry and complaints, membership tier, type of OS, log-in date, IP address, cookies (retention period: 3 months upon membership unsubscription)
    - Optional Items: Name, date of birth, mobile phone number, email address, password, purchase history, payment information, date of registration, customer identification data, store at which registration was made, gender, address, postal code, location of residence, nationality, age group; anniversaries; home phone number; preferred method of contact; occupation; individual's traits; style and interests; photo; body measurements; items of preference; hobby (retention period: three (3) months from deregistration)
  - b) Location-based Push Messaging (upon consent of access to location data)
    - Mandatory Items: Location data (retention period: immediately deleted without storage)
- CHANEL.com (newsletter): Name and email address
  - Mandatory Items: Name, mobile phone number, email address, address, ID or Customer number from the respective e-retailer, purchase details (retention period: three months from deregistration)
  - Optional Items: Date of birth, gender
- BA Express (telemarketing service):
  - Name, mobile phone number, voice recordings from calls, delivery address, payment details (retention period: 3 months from the contract date)
- CASS (Chanel After-sales Service; repair service):
  - Name, mobile phone number, e-mail address (optional), repair details, repair time and date, date and territory of purchase (retention period: 3 months upon membership unsubscription)
  - We do not collect any personal information from or allow customer registration for those under the age of 14 to comply with the Personal Information Protection Act (the "PIPA")
- Job applicants
  - Mandatory Items: Personal identification information (name, gender, date of birth, address, postal code, nationality, telephone number, email address and password), Matters concerning veterans compensation (whether the job applicant is entitled to veterans compensation, classification, veterans compensation number, relation with a person entitled to veterans compensation, competent authority for veterans compensation), Educational background (name of school, highest level of schooling, major, location (territory) of school, year of graduation), Career information (years of experience, responsible duties, employment type, name of previous company, department name, location (territory) of previous company, date of commencement of previous employment, date of retirement), Other information (mother tongue, foreign language, foreign language ability level)
  - Mandatory Sensitive Data: Disability, classification of disability and degree of such disability
  - Optional Items: Possible date of commencement of employment, photo and portfolio

## **ii. For how long do we keep your Data?**

Further to the retention period defined in Part I. 6. "For how long do we keep your Data?" in the Global Privacy Policy, Chanel Korea is subject to the following retention periods.

- Customer Inquiries through chanel.com or Customer Care Center: 3 years

Regardless of the designated retention period, certain Data may still be retained if required by applicable laws. Some major periods of retention are as follows:

- Commercial books and records (e.g., accounting books and balance sheets); material documents regarding business (including any agreements)
  - Legal ground: Commercial Code
  - Retention period: ten (10) years
- Books, evidentiary documents, tax invoices or receipts regarding transactions
  - Legal ground: Framework Act on National Taxes, Corporate Tax Act, Value-Added Tax Act
  - Retention period: five (5) years
- Records on agreement or withdrawal of subscription; records on payment and supply of goods
  - Legal ground: Act on the Consumer Protection in Electronic Commerce, Etc. ("E-Commerce Consumer Protection Act")
  - Retention period: five (5) years
- Records on consumer complaints or dispute resolution
  - Legal ground: E-Commerce Consumer Protection Act
  - Retention period: three (3) years
- Records on website visits (in the case of CHANEL online boutique)
  - Legal ground: Protection of Communications Secrets Act
  - Retention period: three (3) months

In addition to the foregoing, we implement deactivation system of personal information pursuant to the Personal Information Protection Act of Korea. With respect to customers registered as CHANEL members through online channels such as CHANEL.com and Chanel Code app, customers who have not used the relevant service for at least one (1) year will be converted to dormant customers.

- Online customers may freely choose a period of service validity for either one (1) year or until withdrawal from membership; and if they do not specify their choice, the one-year period will be automatically selected.
- The period of validity is counted from the date on which online customers use the service; and if the customer does not use the service over the period selected pursuant to the preceding paragraph, Data of such customers will be stored and managed separately from that of other customers.
- At least thirty (30) days prior to converting to dormancy, CHANEL will notify applicable customers of related Data by email or other communication channels.
- Once separated and stored, Data of the dormant customers will be retained for a certain period of time pursuant to applicable laws and destroyed after such period. Data of the dormant customers which have not been destroyed will be provided again at the customers' request when they resume using the service.

## **III. What are the grounds for processing your Data?**

In deviation of the matters provided in Part I. 3. of Global Privacy Policy, we lawfully process Data in accordance with the Korean law, specifically the Personal Information Protection Act, by obtaining express prior consent from data subjects in relation to the processing of Data.

## **IV. To whom do we delegate the processing of Data?**

With respect to the matters provided in Part I. 4. "To whom could we disclose your Data" of the Global Privacy Policy, the processing of Data is specifically delegated as follows:

In case of customers:

- Ilyang Logis Ltd.: Delivery of products
- First Data Korea Ltd.: Electronic payment and escrow services
- Nice Information Service Co., Ltd.: Authentication using mobile phone or i-pin
- Kakao Corp.: Purchase and payment, authentication of consumers upon financial transaction and provision of financial services, and collection of payments
- Lunasoft Corp.: Transmission of alimtalk (kakaotalk messages) on delivery status
- MBI Solution Corp.: Provision of support for live chat services on CHANEL.com
- UpostDM Co., Ltd.: Mailing of brochures and leaflets
- Tara TPS Co., Ltd.: Production of DM and variable data products
- The Bridge Communications, Inc.: Production of variable data, transmission of mobile coupons, SMS/MMS and eDMs, and combination and transmission of data collected
- Radica Systems Limited: Production of variable data, transmission of mobile coupons, transmission of SMS/MMS and eDMs, and combination and transmission of data collected
- AININETWORKS Co., Ltd.: Production of variable data, transmission of SMS, MMS and eDM, and maintenance of application and DB
- EMFOPLUS: Transmission of text messages such as SMS/MMS
- Asiance Korea: Production of variable data, transmission of SMS, MMS and eDM, production of website, and maintenance of application and DB
- Helena Flower: Production and delivery of flower gift
- Grove: Production and delivery of flower gift
- Kkotnang: Production and delivery of flower gift
- TuttiFruitti: Production and delivery of fruit basket
- Noblesse Media International Inc.: Transmission of DM
- SureM Co. Ltd.: Transmission of SMS, MMS and eDM
- I-ON Communications Co., Ltd.: Electronic system for signing power-of-attorneys when payments are made using another person's credit card
- Shinsegae I&C Inc.: Chanel Seoul flagship store POS operating service, Order Management System operating service
- SCG Solutions Co., Ltd.: Provision of maintenance and assistance on the system for sending messages to customers
- Diamond Ogilvy LLC.: Transmission of eDM and DM, registration and receipt of sampling, design of membership gifting page design
- Anchors Co. Ltd.: Development and maintenance of new system
- Naver Financial Co. Ltd.: Provision of electronic payment method (Naver Pay easy payment) and

In case of job applicants:

- Korn/Ferry International (Korea) Limited: Analysis of ability and character for recruitment
- Cisive Hong Kong, Limited: Research for recruitment

Meanwhile, the processing of customer Data is delegated overseas as follows:



- CHANEL SAS ((33) 1 58 37 40 00, France)
  - Purpose of transfer: Storage in and management of DB; maintenance of application and DB; production of variable data; and transmission of SMS/MMS and email
  - Types of information transferred: Name; date of birth; mobile phone number; email address; password; gender; purchase history; payment details; date of registration (application); customer identification number; address; the store at which application/registration is made; and personal data contained in product reviews
  - Period of retention: For three (3) months after deregistration
  - Date/time and method of transfer: Electronic transfer immediately upon collection of Data
- CHANEL LIMITED ((852) 8105 0898, Hong Kong)
  - Purpose of transfer: Operation and management of DB that stores customer Data; storage in and management of DB; maintenance of application and DB; production of variable data; and transmission of SMS/MMS and email, customer satisfaction survey, customer analysis
  - Types of information transferred: Name; date of birth; mobile phone number; email address; password; gender; purchase history; payment details; date of registration (application); customer identification number; address; the store at which application/registration is made; and personal data contained in product reviews
  - Period of retention: For three (3) months after deregistration
  - Date/time and method of transfer: Electronic transfer immediately upon collection of data
- Salesforce.com, Inc. ((1) 800 667 6389, United States; (81) 866 973 1701, Japan)
  - Purpose of transfer: Production of variable data; transmission of SMS/MMS and email; maintenance of applications and DB; and storage in and management of DB
  - Types of information transferred: Name; date of birth; mobile phone number; email address; password; gender; purchase history; payment details; date of registration (application); customer identification number; address; the store at which application/registration is filed; and personal data contained in product reviews
  - Period of retention: For three (3) months after deregistration or upon termination of service contract
  - Date/time and method of transfer: Electronic transfer immediately upon collection of Data
- Hybris ((33) 668796551, Singapore)
  - Purpose of transfer: Establishment of online mall system
  - Types of information transferred: Name; date of birth; mobile phone number; email address; password; gender; purchase history; customer identification number; address; and personal data contained in product reviews
  - Period of retention: For three (3) months after deregistration or upon termination of service contract
  - Date/time and method of transfer: Electronic transfer immediately upon collection of Data
- Amazon Web Service ((33) 7 77 16 47 74, Singapore)
  - Purpose of transfer: Hosting of online mall system
  - Types of information transferred: Type of browser, type of OS, date of login, IP address, and cookies
  - Period of retention: For three (3) months after deregistration or upon termination of service contract
  - Date/time and method of transfer: Electronic transfer immediately upon collection of Data

In addition, the processing of job applicants' Data is delegated overseas as follows:

- (Microsoft Azure) Singapore ISC Pte Ltd (Singapore): Cloud hosting for Workday
- Futurestep (Hong Kong) Limited (Hong Kong): Analysis of ability and character for recruitment
- Junior Talent (France): Analysis of ability and character for recruitment

**V. Who do we share your Data with?**

With respect to matters provided in Part I. 4. "To whom could we disclose your Data?" of the Global Privacy Policy, upon customer's express consent, CHANEL shares the Data with its affiliates worldwide, which entities are listed in Part V of the Global Privacy Policy. CHANEL group is committed to using and storing Data in compliance with domestic and international regulations and CHANEL's internal rules, and to taking all available physical and technical measures to protect Data. Set forth below are the purpose of data provision, types of data and retention period of CHANEL affiliates:

**Customers**

- Purpose of provision: for personalized services, management of purchases and services, product and service improvement, and data analytics
- Types of information provided: Name; date of birth; mobile phone number; email address; password; gender; purchase history; payment details; date of registration (application); customer identification number; the store at which application/registration is made; customer inquiries and response; and personal data contained in product reviews
- Period of retention: 10 years (20 years for High End or Haute Couture customers) from last contact or transaction (provided, however, Data will be deleted without delay upon customer's request to deregister)
- Date/time and method of transfer: Electronic transfer immediately upon collection of Data

**VI. How do we destroy your Data?**

The procedures and methods of destroying Data are as follows:

- Destruction procedures
  - CHANEL identifies Data regarding which reasons for destruction arise, such as expiry of the period of retention, and destroys such Data upon approval of CHANEL's chief privacy officer.
- Destruction methods
  - CHANEL irreversibly destroys Data recorded and stored in electronic files to prevent their recovery, and shreds or incinerate any Data recorded and stored by paper-based means.

**VII. What safety measures are taken to protect Data?**

The measures that we take to protect Data are as follows:

- Managerial Measures to Protect Data
  - CHANEL designates a chief privacy officer to safely process Data and formulates and implements internal management plans.
  - CHANEL formulates and implements plans to train employees and trustees who directly process Data.
  - CHANEL conducts self-audit regularly based on its internal management plans.
- Technical Measures to Protect Data
  - CHANEL controls access to Data and restricts and manages access privileges.
  - CHANEL records the details of controlling access to Data and retains such records for a certain period.

- CHANEL establishes and operates a system designed to prevent invasion so that unauthorized access to Data is prevented. CHANEL also applies secure means of access such as virtual private networks for access from outside.
  - CHANEL establishes and applies password rules so that officers and employees can set and implement secure passwords.
  - CHANEL takes encryption measures required by applicable laws in transmitting/receiving and storing Data as well as sensitive Data and personally identifiable Data.
  - CHANEL installs and regularly updates programs designed to modify and supplement security vulnerabilities of operating systems and other software.
  - CHANEL safely stores the records of accessing the Data processing system for a certain period.
- o Physical Measures to Protect Data
    - CHANEL takes measures to prevent physical access through access restriction and locks to safely store Data.

#### **VIII. Contact for Data Privacy**

CHANEL has designated the team for data privacy below to supervise the affairs related to personal data processing and handle complaints of, and relieve damages suffered by, data subjects in connection with personal data processing.

**Person and team in charge for data privacy: TDS Department, CPO (Chief Privacy Officer), Jenna Yim**

**Telephone: (02) 3708 2700**

**Email: [privacy.korea@chanel.com](mailto:privacy.korea@chanel.com)**

To report other infringements of personal data or request consultation, please contact the institutions below:

- o Personal Data Infringement Call Center (operated by the Korea Internet & Security Agency (“KISA”))
  - Website: <http://privacy.kisa.or.kr>
  - Telephone: 118
- o Personal Information Dispute Mediation Committee
  - Website: <https://www.kopico.go.kr>
  - Telephone: 1833-6972
- o National Police Agency Cyber Safety Bureau
  - Website: <http://cyberbureau.police.go.kr>
  - Telephone: 182
- o Supreme Prosecutor’s Office Cyber Safety Bureau
  - Website: <https://cybercid.spo.go.kr/>
  - Telephone: 1301

#### **IX. Processing of Personal Location Information**

- o Purpose of Processing Personal Location Information and Retention Period
  - CHANEL retains your location information to provide CHANEL’s location-based services and to comply with relevant laws and regulations, and for the purposes to which the personal location data subjects consented.
  - CHANEL uses such personal location information only for the periods as necessary to achieve the purposes described above. Where it is required to retain certain location information under relevant laws and regulations, CHANEL retains the information for the periods prescribed under the law, and never uses such information for any purposes other than the purposes described above.

- Basis for Retaining Records Verifying Collection, Use, and Provision of Personal Location Information and Retention Period
  - Pursuant to Article 16(2) of the Act on the Protection and Use of Location Information, CHANEL automatically records data verifying collection, use, and provision of your location information on the location information system, and retains such records for at least six months.
  - However, where a personal location data subject withdraws his/her consent for use or provision of his/her personal location information, the records verifying the collection, use, and provision of the relevant personal location information shall be destroyed.
- Destruction Procedures and Methods for Personal Location Information
  - CHANEL irreversibly destroys Data recorded and stored in electronic files to prevent their recovery, and shreds or incinerate any Data recorded and stored by paper-based means.
- Matters Regarding Third Party Provision of Personal Location Information and Notification Thereof
  - Where CHANEL provides personal location information of personal location data subjects to a third party designated by the personal location data subjects, it shall immediately notify the personal location data subjects of the recipient, the date and time, and purpose of the provision every time it provides personal location information of personal location data subjects to the third party, or collect such information on a certain number of such provisions and then notify the personal location data subjects with the data subjects' consent.
- Rights and Obligations of Persons with the Obligation to Protect Children of Eight Years or Under, Etc., and Method of Exercising the Rights and Obligations
  - In case a person with the obligation to protect any of the following users ("Children of Eight Years or Under, Etc.") consents to collection, use, or provision of personal location information of Children of Eight Years or Under, Etc. for protection of the life or body of Children of Eight Years or Under, Etc., CHANEL considers that the user consent has been obtained.
    - A child of eight years or under;
    - A person subject to adult guardianship; or
    - A person with a mental disability as prescribed under Article 2(2)2 of the Act on Welfare of Persons with Disabilities who qualifies as a person with a severe disability under Article 2 (2) of the Act On The Employment Promotion and Vocational Rehabilitation of Persons With Disabilities (limited to those persons who are registered as persons with disabilities pursuant to Article 32 of the Act on Welfare of Persons with Disabilities).
  - Upon providing the consent to collection, use, or provision of personal location information for protection of the life or body of any Children of Eight Years or Under, Etc., the person may fully exercise the rights of the relevant data subject of the personal location information concerned.
- Protection of Personal Location Information and Handling of Complaints
  - Following department is in charge of protecting personal location information and processing complaints related thereto.
    - Department: TDS team, Chief Privacy Officer, Ji-Hyun Lim
    - Telephone: (02) 3708 2700
    - E-mail: [privacy.korea@chanel.com](mailto:privacy.korea@chanel.com)

## **9. Macau S.A.R**

If you visit us on CHANEL Platforms or in our points of sales within or from Macau S.A.R, each processing of your Data is based on your consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation /or our overriding legitimate interest.

Notwithstanding Section 6 of Part I above, your Data in relation to marketing, sales and customer registration may be kept by us for 5 years from the date of your last transaction with us.

## **10. Malaysia**

If you visit us on CHANEL Platforms or in our points of sales within or from Malaysia, each processing of your Data is based on your consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation /or our overriding legitimate interest.

You have the right to withdraw your consent to the processing of your data. You also have the right to prevent processing for a specified purpose in a specified manner if the same may cause damage or distress or prevent processing for the purposes of direct marketing.

In the event of conflict between the English and Malay version of this Privacy Policy, the English version shall prevail.

## **11. Mexico**

We will give a response of any complete request in a maximum term of 20 business days or any other longer term authorized by the Law. Our response will indicate if your request of access, rectification, suppression or rejection is granted, and if it is the case, we will make effective such determination within 15 business days. Such terms may be extended as provided by the Law.

You have the right to limit the use or disclosure of your Data for the purposes that are not necessary to our legal relationship by contacting us via the channels provided in [Part I Section 8](#).

Modifications to the privacy notice may be communicated via e-mail or through a general announcement in our website.

## **12. New Zealand**

If you visit us on CHANEL Platforms or in our points of sales within or from New Zealand, each processing of your Data is based on your consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation /or our overriding legitimate interest.

In addition to the rights stated under Section 7 of Part I above, where you request rectification of any Data we hold about you, you have the right to request that a statement is attached to the original information saying what correction was sought but not made.

## **13. Peru**

Your data are duly stored in a database owned Compañía Universal de Perfumería Francesa (CUPFSA) S. de R.L which address is calle Primera, Edificio No. 55; France Field; Colon Free Zone; Colon.

## **14. Russia**

**If you visit or use our Platforms while being in Russia, or if while being in Russia you purchase CHANEL products via our Platforms, or if while being in Russia you apply for a job position at CHANEL, the following applies: Unless otherwise indicated, your Data is processed by CHANEL LLC, located at 2 Tsvetnoy boulevard, Moscow, 127051, Russian Federation.**

Our processing of your Data is based on your consent provided via our website, apps or other digital platforms, contract (i.e., Terms of Sale), our legitimate interest or otherwise, unless Russian personal data law allows us to process your Data based on other applicable legal justifications. Any transfers of your Data to third parties to, within and outside Russia will be based on your consent and on the relevant data transfer agreements or clauses ensuring that the receiving party maintains confidentiality and security of your data and is bound by the purposes of data processing specified in this Policy, unless Russian personal data law allows us to transfer your Data to

third parties based on other applicable legal justifications. We take necessary organizational and technical measures to ensure security of your Data. These measures include the appointment of an officer responsible for organizing the processing of personal data, adoption of internal regulations on the processing of Data, implementation of internal controls and/or audits of the compliance of Data processing with applicable legislation, assessment of damage that may be incurred by data subjects in the event of a violation of Data processing and security requirements provided by applicable legislation, and the correlation of such damage with data security measures taken by us.

When we collect Data of Russian citizens in Russia, we record, systematize, accumulate, store, correct (update, alter), and retrieve such Data using databases located on the territory of the Russian Federation.

You have the right to receive information regarding the processing of your Data. You have the right to demand that CHANEL updates your Data, block or destroy it if the Data is incomplete, outdated, inaccurate, illegally obtained or not necessary for the stated purpose of processing, as well as take measures provided by law to protect your rights.

CHANEL does not collect or process Data concerning race, nationality, political opinion, religious or philosophical beliefs, health status, intimate life, criminal records and biometric personal data.

Under no circumstances would CHANEL distribute your Data to an unlimited group of persons.

CHANEL takes all the necessary measures to ensure confidentiality of your Data. CHANEL has implemented a robust data protection compliance program, which includes the adoption of the high-standard data protection principles of the GDPR at a global level and includes the:

- creation of a Data Protection Office and a network of local data protection contacts;
- adoption of internal policies and procedures to ensure compliance with applicable data protection laws and regulations;
- implementation of appropriate legal, technical and organizational measures to implement the data protection principles.

## **15. Singapore**

If you visit us on CHANEL Platforms or in our points of sales within or from Singapore, each processing of your Data is based on your consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation /or our overriding legitimate interest.

For the purpose of Section 7 of Part I above, CHANEL will only provide you with information about the ways in which your Data has been or may have been used or disclosed by CHANEL within a year before the date that you requested for the information

## **16. South Africa**

You have the right to access your Data and to request us to rectify the information collected should it be incomplete or contain any errors and you have the right to object to the processing of your personal information in terms of section 11(3) of Protection of Personal Information Act (POPI).

Complaints: You have the right to lodge a complaint with the Information Regulator at email: infoirsa@justice.gov.za.

## **17. Taiwan Region**

If you visit us on CHANEL Platforms or in our points of sales within or from Taiwan Region, each processing of your Data is based on your consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation /or our overriding legitimate interest.

## **18. Thailand**

If you are under the age of 20, you may only use and register for an account through the representation of your parent or legal guardian, and your parent or legal guardian hereby represents you and accepts this Privacy Policy.

If you visit us on CHANEL Platforms or in our points of sales within or from Thailand, each processing of your Data is based on your consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation /or our overriding legitimate interest.

In case of any foreign entity within the CHANEL Group being deemed a Data Controller or Data Processor, the Local Representative for that foreign entity is CHANEL (Thailand) Limited, with address at 8th Floor, The Offices at Central World, 999/9 Rama I Road, Patumwan; Bangkok, 10330 – Thailand. You may contact the Local Representative as provided in Section 8 of Part I.

Withdrawal of your consent under Section 7 of Part I could prevent you from accessing our products and/or services.

In the event you request rectification of your Data according to Section 7 of Part I above, we will record your request as part of our records.

## **19. Turkey**

**If you visit our website while being in Turkey, or if you are resident in Turkey and purchasing CHANEL products via our website/app to be shipped to Turkey, or if you are resident in Turkey and applying for a job position at CHANEL in Turkey, the following applies:**

**Legal bases for the processing your personal data.** Chanel relies on the following legal bases while processing your personal data in accordance with Article 5 of the Law No. 6698 on Protection of Personal Data:

- processing is explicitly laid down or dictated by laws,
- processing of your personal data is necessary provided that it is directly related to the conclusion or fulfilment of the contract between us,
- processing is mandatory for us to be able to comply with our legal obligations,
- the relevant data is made available to the public by yourself,
- processing is mandatory for our legitimate interests, provided that it does not violate your fundamental rights and freedoms
- your explicit consent (Please note that we rely on this legal basis only when we require your consent for the processing and we rely on this legal basis unless we rely on one of the other legal grounds above)

Your sensitive personal data consisting of health data, facial recognition, if any, will be processed based on your explicit consent. Your personal data will be transferred outside Turkey based on your explicit consent.

**Your rights.** According to Article 11 of the Data Protection Law, you have the following rights with respect to your personal data:

- the right to learn whether we process your personal data,
- the right to request information with regard to such processing, if we process your personal data,
- the right to learn the purposes of the processing and whether they are used for such purpose or not;
- the right to know the third parties within or outside the territory, to whom we transfer your personal data,
- the right to request correction of incomplete or inaccurate personal data,
- the right to request deletion or destruction of your personal data under the conditions set forth in Article 7 of the Data Protection Law,
- the right to request that we notify the third parties, to whom we transferred your personal data, about the correction, deletion and/or destruction of your personal data per your request within the scope of the foregoing two items,
- the right to object to the negative results about you that are due to the analysis of your personal data processed solely by automated means,

- the right to claim indemnification for damages incurred due to illegal processing of your personal data.

You may exercise your rights listed above by sending an e-mail to the following address: [privacy@chanel.com](mailto:privacy@chanel.com). The requests found in your application will be resolved as soon as possible according to the nature of your request and within thirty days at the latest free of charge. However, if your request incurs additional cost to our company, then you may be charged over the tariff fee determined by the Turkish Personal Data Protection Board.

**Amendments.** The following sections of the Chanel Global Privacy Policy do not apply to individuals in Turkey:

Following sentence under the "Important General Notice" section of the Chanel Global Privacy Policy: *If you fail to provide the data marked with an asterisk, CHANEL will not be able to process your Data according to this policy and this could prevent you from accessing our products and/or services.*

Following sentence under the "What is the data processing carried out when you apply for a job on our Platforms?" section of the Chanel Global Privacy Policy: *further Data you may submit*

**International Data Flows.** Any transfers of your personal data to third parties outside Turkey will be based on your explicit consent.

**Language.** This Chanel Global Privacy Policy is written in English language and Turkish language. In the event of any inconsistency or different interpretation between the English text and Turkish text, the relevant Turkish text shall prevail.

## **20. Ukraine**

**If you visit and/or use our Platforms while being in Ukraine, or if you are a Ukrainian citizen purchasing CHANEL products via our Platforms to be shipped to Ukraine or via our points of sales in Ukraine, or if you are a Ukrainian citizen applying for a job position at CHANEL in Ukraine, the following applies:**

**Your Legal Rights.** Under Article 8 of the Law of Ukraine "On Protection of Personal Data", you have the following rights with respect to your Data:

- the right to know about the sources of collection, location of your Data, purpose of its processing, location and/or place of residence (temporary residence) of the data controller or data processor, or to issue a respective proxy on obtaining such information to the authorized persons, except for cases established by law;
- the right to receive information on conditions of access to Data, including information regarding third parties your Data is transferred to;
- the right to access to your Data;
- the right to receive a response with regard to whether your Data is processed as well as to receive information on the content of your Data within the period that is no longer than 30 days since the moment the relevant request was received, unless otherwise prescribed by law;
- the right to submit a motivated request to data controller with an objection against processing of your Data;
- the right to submit a motivated request to rectify or erase your Data by any data controller and data processor, if such Data is processed illegally or it is inaccurate;
- the right to have your Data protected from illegal processing and accidental loss, destruction, damage due to a deliberate concealing, failure to provide such Data or provision of such Data with delay, as well as to be protected from provision of information which is inaccurate or disgraceful for the honor, dignity and business reputation of an individual;
- the right to file complaints regarding processing of your Data to the Commissioner for Human Rights of the Verkhovna Rada of Ukraine or courts;
- the right to use legal remedies in case of violation of legislation on protection of personal data;
- the right to make reservations with respect to limitation of the right to process your Data while providing your consent;



- the right to withdraw consent to the processing of your Data;
- the right to know the automatic mechanism of processing of personal data;
- the right to be protected from automated decision that has legal consequences for you.

**International Data Flows.** Your Data may be transferred to the jurisdictions which are not recognized by the Cabinet of Ministers of Ukraine as such that provide an adequate level of personal data protection, including the jurisdictions that are not the members to the European Economic Area or not the signatories to the Convention for the protection of individuals with regard to automatic processing of personal data. Any such transfers of your Data will be based on your explicit consent.

**Language.** In the event of conflict between the English and Ukrainian version of this Privacy Policy, the English version shall prevail.

## **21. USA**

If you visit and use our website or Boutiques or otherwise interact with CHANEL’s U.S. operations while in the United States of America, or if you are purchasing CHANEL products via our website / app to be shipped to the United States of America, please read this additional specific provision:

This Amendment otherwise supplements the CHANEL Privacy Policy and includes references to it in various sections.

Under this Amendment, Personal Information is information that identifies, relates to, describes, or could reasonably be linked directly or indirectly to you or your household collected by CHANEL from or about:

- Individuals who visit:
  - CHANEL’s U.S. Boutiques or U.S. freestanding retail counters/corners (i.e. concessions or leased departments) operated by Chanel, Inc.
  - Attend events hosted by CHANEL in the U.S.
- Individuals who access the following Platforms :
  - CHANEL applications (or “apps”) available in the U.S.
  - The CHANEL website accessible at [www.chanel.com/en\\_US](http://www.chanel.com/en_US) (or by going to [www.chanel.com](http://www.chanel.com) and selecting “United States”)
  - Emails from CHANEL, or emails sent on our behalf through our third party service providers
  - Any other CHANEL websites or web pages accessible through the U.S. portion of the CHANEL website or CHANEL mobile apps available in the U.S.
  - Promotional websites CHANEL hosts or sponsors directed at consumers in the U.S., such as minisites, including without limitation, <https://atelier.chanel.com/>, or pages on third party social networking services or apps from which CHANEL collects information

CHANEL may have collected all or some of the categories of personal information specified below in last 12 months, when you interact with CHANEL Platforms, or visit our U.S. boutiques or events as described above.

### **WHAT PERSONAL INFORMATION DO WE COLLECT AND HOW?**

CHANEL may collect the following categories of Personal Information:

<b>Category</b>	<b>Examples</b>	<b>Categories of Third Parties to whom this Information is Disclosed</b>
Personal Identifiers	First and last name, alias or previous name, address, telephone number, facsimile number, unique personal identifier, signature	Other entities in the Chanel Organization; service providers; external advisors (e.g., lawyers, accountants, auditors etc.),
Demographic Information	Date of birth, gender, physical characteristics or description, language	Other entities in the Chanel Organization and service providers

	skills, number of children, household income data	
Financial Information	Credit or debit card information, bank account number, other financial information	Other entities in the Chanel Organization; service providers; external advisors
Government Identifiers	Driver's or operator's license number, passport number	Other entities in the Chanel Organization; service providers; external advisors
Legally Protected Classification Characteristics	Age, citizenship, nationality, marital status, race, gender or gender identity	Other entities in the Chanel Organization; service providers; external advisors
Purchase History Information	Customer purchase history or tendencies; products purchased, obtained, or considered; returns; records of personal property	Other entities in the Chanel Organization and service providers
Internet, Application, and Network Activity	Call logs; text messages or emails (content); browsing history; search history; clickstream/online website tracking information; data related to user activity, e.g., browser visits; cookies or other similar technologies, which is typically collected automatically	Other entities in the Chanel Organization and service providers
Device and Online Identifiers and Related Information	Online identifier; Internet Protocol address; email address; account user name; cellular, mobile, or wireless number; social media profile; unique device identifier and serial number; device information	Other entities in the Chanel Organization and service providers
Location Data	Physical location or movements, geo-location data	Other entities in the Chanel Organization and service providers
Sensory Data	Audio, electronic, visual, thermal, olfactory, or similar information	Other entities in the Chanel Organization; service providers; external advisors
Professional or Employment-Related Information	Occupation, title, employer, employment history, education	Other entities in the Chanel Organization; service providers; external advisors
Inferences Drawn from Personal Information	Profile reflecting a person's preferences, characteristics, behavior, and attitudes	Other entities in the Chanel Organization; service providers
Image Data (may be categorized as biometric data depending on the jurisdiction)	Upon your consent, your image is used to determine whether facial patterns are present and the parameters of those facial patterns, only in the context of the virtual try-on and other customer experiences on our Platforms. No facial characteristics are measured or collected.	Your image in the context of the virtual try-on and other experiences on our Platforms is not shared.  If you choose to save your image to your CHANEL account, we will not store your image for more than three years from the date the image was created. You will always have the opportunity to delete each photo from your account.

		<p>If you choose not to save your image to your CHANEL account, it will not be stored on any server, system, or location outside of the device you use to access the experience, it is collected only to provide you with the service and is then deleted automatically when you close the virtual try-on page.</p>
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See Section 2 of the CHANEL Privacy Policy for additional information about the types of Personal Information we collect and how. See Section 3 of the Chanel Privacy Policy for additional information about how CHANEL uses and collects Personal Information. See Section 4 of the CHANEL Privacy Policy for additional information about the third parties to which we disclose Personal Information. While CHANEL does not knowingly "sell" personal information nor knowingly engage in any offline or non-cookie-based "sales", as the term "sell" is commonly understood, CHANEL does share certain categories of data specified above, including Internet, Application, and Network Activity data, collected through website cookies in a way that may be considered a "sale" under the applicable data privacy laws. If you still wish to opt-out of sale or sharing of your personal information, you may do so by selecting the CHANEL "Do Not Sell or Share My Personal Information" link on the homepage, in addition to the other method described below.

CHANEL collects Personal Information from the following categories of sources:

- From you or a member of your household
- From other individuals acting on your behalf, such as personal shoppers or assistants
- From devices associated with you or a member of your household, including through cookies, web beacons or similar technologies when you visit our websites or online applications or open our emails
- Through technology we use in our boutiques
- From other companies affiliated with CHANEL
- From our retail partners that sell our products
- From third-party information brokers

#### **HOW DO WE SHARE YOUR PERSONAL INFORMATION?**

CHANEL shares Personal Information with Categories of Third Parties described in Section 4 of the CHANEL Privacy Policy for the purposes listed there. The categories of Personal Information shared for those purposes are those listed above in the "What Personal Information Do We Collect and How" section and section 2 of the CHANEL Privacy Policy.

Residents of certain states within the U.S., including California, Colorado, Connecticut, Virginia and Utah have the right to opt out of the "sale" of their personal information. In addition, residents of the state of California have the right to opt out of the "sharing" of their personal information for cross-contextual behavior advertising / targeted advertising purposes. While CHANEL does not knowingly "sell" or "share" Personal Information as such terms are commonly understood, the meaning of "sale" under applicable data privacy laws is broad and may include certain routine business practices, including some that involve CHANEL's use of website cookies and similar technologies for analytics and targeted advertising purposes.

You may opt out of "sale" or "sharing" of your Personal Information through CHANEL's use of targeting cookies by disabling cookies through your web browser or opt out of certain types of cookie-based sharing by visiting our Privacy Preference Center, which you can also access on our homepage cookie banner. You may also opt out of the "sale" or "sharing" of your Personal Information, by clicking the "Do Not Sell or Share My Personal Information" link at the bottom of the CHANEL home page. In addition, if you are using a browser that supports the Global Privacy Control ("GPC"), and have enabled the GPC, when you visit the CHANEL Site, we will interpret that as a request to opt-out of cookie based sharing, such that third-party targeting cookies will be deactivated on our Site when you use that browser. To learn how you can opt out of the "sale" or "sharing" of your Personal Information through our use of targeting cookies please click here . While we respond to the GPC, we do not respond to do not track or other browser-based signals.

#### **THIRD-PARTY DATA COLLECTION**

Online advertising networks and similar companies that collect information through cookies, web beacons, and similar tools over time and across different websites, including upon or following your visit to our Platforms, operate on our Platforms and collect or receive information from the Platforms, and from third party websites or offline sources, and use the information they collect to provide ad measurement services and to tailor ads to users' interests on our Platforms, on third party websites, or via email. For example, third parties, including, but not limited to Google and Facebook, may use cookies, web beacons and other storage technologies to collect or receive information from our Platforms and elsewhere on the Internet to provide measurement services and target advertisements.

## **DATA RETENTION**

With respect to Personal Information collected from U.S. residents, CHANEL will keep your personal information for as long as is needed to carry out the purposes stated in the Privacy Policy, or as otherwise required by law, subject to our then current internal retention periods from time to time. With respect to applicant Data, this information will be retained for 6 years following your last visit to our candidate space.

With respect to Image Data (which may be categorized as biometric data depending on the jurisdiction), if you choose to save your image to your CHANEL account, we will not store your image for more than three years from the date the image was created. You will always have the opportunity to delete each photo from your account.

If you choose not to save your image to your CHANEL account, it will not be stored on any server, system, or location outside of the device you use to access the experience, it is collected only to provide you with the service and is then deleted automatically when you close the virtual try-on page.

## **YOUR CHOICES AND RIGHTS**

Please refer to section 7 of the CHANEL Privacy Policy. We also include the following as relevant to CHANEL's practices and rights that may apply under some U.S. state or federal laws.

**Cookies.** Most web browsers automatically accept cookies, but you usually can change your browser to prevent the browser from accepting cookies. If you reject cookies, you may still use the Site, but your ability to use some areas and features/functions of the Site may be limited. For more information about how to disable cookies on the Site, please visit the CHANEL Privacy Preference Center.

**Targeted Advertising.** For more information about targeted advertising generally and information regarding how to "opt-out" from targeted advertising provided by certain participating companies, visit: [http://www.networkadvertising.org/managing/opt\\_out.asp](http://www.networkadvertising.org/managing/opt_out.asp) or <http://www.aboutads.info/choices/>. As further discussed above you may opt-out of CHANEL's use of cookies and similar technologies for targeted advertising purposes on your browser, by visiting the CHANEL Privacy Preference Center and unselecting "Targeting Cookies" or clicking the "Do Not Sell or Share My Personal Information" link on the CHANEL homepage. In addition, CHANEL responds to the GPC, an opt-out signal that you send from your browser. If you send a GPC signal from your browser this will have the same effect as unselecting cookies and similar technologies that CHANEL uses for targeted advertising purposes.

**Marketing Communications.** You may choose to stop receiving our newsletter or marketing emails by following the unsubscribe instructions included in these emails or contacting us at [customercare@chanelusa.com](mailto:customercare@chanelusa.com)

**Your Legal Rights.** Some consumers (including job applicants located in California) may have additional rights with respect to their Personal Information under applicable law, such as:

- **Right to access Personal Information.** You may be entitled to receive the specific pieces of your Personal Information we hold.
- **Right to data portability.** You may be entitled to receive a copy of your electronic Personal Information in a readily-usable format.
- **Right to disclosure.** You may be entitled to receive information regarding the categories of Personal Information we collected, the sources from which we collected Personal Information, the purposes

for which we collected and shared Personal Information, the categories of Personal Information that we sold or shared and the categories of third parties to whom the Personal Information was sold or shared, and the categories of Personal Information that we disclosed for a business purpose in the 12 months preceding your request.

- **Right to Correct Personal Information.** You have the right to request in certain circumstances that we correct any personal information that we, our vendors or service providers on our behalf, have collected directly from you.
- **Right to deletion.** You may be entitled to request that we delete the Personal Information that we have collected from you. We will use commercially reasonable efforts to honor your request, in compliance with applicable laws. Please note, however, that we may need or be required to keep certain information, such as for our legitimate business purposes or to comply with applicable law.
- **Right to opt-out of sales or sharing of Personal Information to third parties.** You have the right to opt out of sales of your Personal Information, as defined under applicable state privacy laws. In addition, California residents have the right to opt of the sharing of Personal Information for cross-contextual behavior advertising / targeted advertising purposes. The definitions of "sale" under applicable state privacy law is very broad and may include certain activities that CHANEL routinely engages in, including the use of website cookies and similar tracking technologies for analytics and advertising purposes. To learn how you can opt out of the "sale" or "sharing" of your personal information through our use of targeting cookies please click here.
- **Right to use an Authorized Agent.** You can designate an authorized agent to submit requests on your behalf. However, to protect your Personal Information and in accordance with applicable state privacy laws, CHANEL will require written proof of the agent's permission to do so and we will need to verify your identity directly.
- **Right to Appeal.** You have a right to appeal decisions concerning your ability to exercise your consumer rights.

Please note that these rights may be limited under applicable laws. For example, we may need to retain certain Personal Information for business purposes, to complete transactions you have requested, to comply with our legal obligations, or for other purposes as required or permitted by applicable law.

If you wish to exercise your rights under applicable law, please contact us at via [customercare@chanelusa.com](mailto:customercare@chanelusa.com), by webform accessible here, or toll-free by phone at 1.800.550.0005.

Please note that we may require additional information from you in order to verify your identity and process your request. CHANEL will not discriminate against you because you exercise any of the consumer rights described in this section. You may also submit a request via an authorized agent using the email address or phone number above.

**Your California Privacy Rights.** Under California's "Shine the Light" law, California residents who provide Personal Information to us in obtaining products or services for personal, family or household use are entitled to request and obtain from us once a calendar year information about the customer information that we disclosed, if any, to other businesses for their own marketing purposes in the immediately prior calendar year. This request may be sent electronically by email to [customercare@chanelusa.com](mailto:customercare@chanelusa.com) or by phone at 1.800.550.0005. We will respond to these requests within 30 days. Written requests may be sent to CHANEL, INC., 9 West 57th Street, 2<sup>nd</sup> Floor, New York, New York 10019, Attn: Customer Care. Requests for this information that come to us through other channels may result in a delayed response. Please be aware that not all information sharing is covered by the "Shine the Light" requirements and only information on covered sharing will be included in our response.

### **CHILDREN UNDER THE AGE OF 13**

The Sites are not directed to children and we do not intentionally collect or maintain any Personal Information from children under the age of 13 years. If you believe that we might have any Personal Information from or

about anyone under the age of 13, please contact us at [customercare@chanelusa.com](mailto:customercare@chanelusa.com) or toll-free by phone at 1.800.550.0005.

## **NOTIFICATION OF CHANGES**

We reserve the right, in our sole discretion, to modify, alter or otherwise update this policy at any time. We will notify you of material changes to this Privacy Policy by posting the revised policy with the date it was revised on this page or as otherwise required by law. Your continued use (including access, browsing and/or use of any interactive feature) of our Sites and visits to our physical locations or events constitutes your agreement to this Privacy Policy and any updates.

## **CONTACT US**

If you have any questions or concerns regarding our Privacy Policy, including how to access our Privacy Policy in a more accessible format, or any questions about the security at our Site, please contact us by email at [customercare@chanelusa.com](mailto:customercare@chanelusa.com), by webform accessible here, or toll-free by phone at 1.800.550.0005.

## **22. Vietnam**

If you visit us on CHANEL Platforms or in our points of sales within or from Vietnam, each processing of your Data is based on your CHANEL Privacy Policy consent or in compliance with applicable laws and regulations, not on the basis of necessity to carry out a contract with you, a legal obligation and/or our overriding legitimate interest.

We may not obtain your consent to process your Data in the following circumstances:

- The Data is processed to protect the life and health of you or others in an emergency;
- The disclosure of your Data in accordance with the law;
- Your Data is processed by competent regulatory authorities in the event of a state of emergency regarding national defense, security, social order and safety, major disasters, or dangerous epidemics; when there is a threat to security and national defense; to prevent and fight riots and terrorism, crimes and law violations according to the provisions of law;
- Your Data is processed for the performance of your obligations under contracts with us or with other relevant stakeholders;
- Your Data is processed to serve operations by regulatory authorities as prescribed by relevant laws.

In addition to the rights set out in Section 7 of Part III above, you have the following rights according to the local law:

- Right to give consent: You have the right to give consent to the processing of your Data, except when the data is processed based on other lawful bases.
- Right to withdraw consent: You have the right to withdraw your consent, unless otherwise provided for by law.
- Right to restrict the processing: You have the right to restrict the processing of your Data, unless otherwise provided for by law.
- Right to request the provision of personal data: You have the right to request Chanel to provide you with your Data, unless otherwise provided for by law.
- Right to object to the processing: You have the right to object to Chanel's processing of your Data in order to prevent or restrict the disclosure of your Data or the use of your Data for advertising and marketing purposes, unless otherwise provided for by law.
- Right to file complaints, denunciations and lawsuits: You have the right to file complaints, denunciations and lawsuits against the processing of your Data as prescribed by law.
- Right to claim damage: You have the right to claim damage as prescribed by law when there are violations against regulations on protection of your Data, unless otherwise agreed with us or unless otherwise prescribed by law.
- Right to self-protection: You have the right to self-protection according to regulations in the Civil Code, other relevant laws and the Personal Data Protection Decree, or request competent agencies and organizations to implement civil right protection methods according to regulations in Article 11 of the Civil Code.

For the purpose of [Section 2 of Part I](#) above, if CHANEL Platforms are accessed and/or used by a minor, by providing his/her consent to this Privacy Policy, the minor confirms that his/her parent and/or legal guardian has agreed to allow him/her to access the Platforms and authorize CHANEL to collect, process and use his/her personal information in accordance with this Privacy Policy, and the parent and/or legal guardian has also by themselves given consent to this Privacy Policy.

The risk of network security incidents affecting your Data processed and stored by Chanel (e.g., cyberattacks that lead to the breach of your Data) is available. To mitigate such a risk, Chanel regular reviews and supervises the security of firewall, access control, major routes of information, important servers, important equipment and important terminal equipment to detect/ identify factors that affect their security, internally reports and warns on threats of network security incidents, analyzes key factors that affect the status of network security, and proposes change of technical measures. Chanel has also established a mechanism to timely respond to network information security incidents, i.e., to detect, analyze, determine, warn, monitor, investigate, contain and troubleshoot the incidents, to recover data and restore normal operation of information systems, and to timely report the incidents to competent authorities.

Your facial patterns processed for the virtual try-on and other experiences on our Platforms, and your facial and movement characteristics processed at our points of sales can be considered as a type of sensitive personal data under the local law. Chanel has adopted adequate measures to protect such data.

In the event of conflict between the English and Vietnamese version of this Privacy Policy, the English version shall prevail.

## **Part V - CHANEL Organization**

See below the list of CHANEL companies:

<b><u>Company name</u></b>	<b><u>Address</u></b>
CHANEL S.R.L.	Leandro Alem Avenue, 928, 7th Floor, Office 728, Argentina
CHANEL (Australia) Pty. Limited	Level 31, 100 Mount Street, North Sydney NSW 2060, Australia
Chanel GmbH	Wipplingerstrasse 1, Vienna 1010, Austria
Chanel SRL	Boulevard de Waterloo 64, B-1000 Brussels, Belgium
Europrestígio Distribuição e Comércio de Artigos de Luxo Ltda.	Brigadeiro Faria Lima Avenue, 1663, 6° Andar, Jardim Paulistano; CEP 01452-001 São Palo, 01452-001, Brazil
CHANEL Canada ULC	55 Boulevard Marie-Victorin, Candiac, Quebec J5R 1B6, Canada
CHANEL (China) Co. LTD	50F, HKRI Centre One, No.288 Shimen Yi Road, Jing'an District 200041 Shanghai, Mainland China
Chanel s.r.o.	V celnici 1031/4, Nové Město, 110 00 Prague 1, Czech Republic
Chanel Denmark ApS	Kristen Bernikows Gade 6, 3rd Floor, 1105 Copenhagen, Denmark
Chanel S.A.S.	135 Avenue Charles de Gaulle, 92200 Neuilly-Sur-Seine, France
Chanel GmbH	Ericusspitze 2-4, Hamburg 20457, Germany
CHANEL Hong Kong Limited	61/F, One Island East, Taikoo Place, 18 Westlands Road, Quarry Bay, Hong Kong

<b>Company name</b>	<b>Address</b>
CHANEL Limited	14/F The Hong Kong Club Building, 3A Chater Road Central, Hong Kong
Chanel (India) Private Limited	505, 5th Floor, World Mark 3 Aerocity, IGI Airport, Hospitality District, New Delhi 110037, India
Chanel S.r.l.	Via San Protaso 5, Milan 20121, Italy
CHANEL G.K.	3-5-3, Ginza, Chuo-ku, Tokyo 104-0061, Japan
CHANEL Korea YH	11F (Pacific Tower), 41 Sejong-daero 9-gil, Jung-gu, Seoul 04513, Korea
CHANEL SARL	Boulevard Grande Duchesse Charlotte, 1331 Luxembourg
CHANEL Limitada	17/F Unit E-H, Finance and IT Center of Macau, Avenida Doutor Mario Soares No 320, Macau
CHANEL (Kuala Lumpur) Sdn Bhd	33rd Floor, UBN Tower, 10 Jalan P. Ramlee, 50250 Kuala Lumpur, Malaysia
CHANEL, S.A. de C.V.	Siporex No. 2 Interior 7 y 8, Fracc. Alce Blanco, Naucalpan de Juárez, 53370 Mexico
Parfumerie Versailles, S. de R.L. de C.V.	Paseo Las Palmas, número 340, piso 4, Lomas de Chapultepec, III Sección, Mexico
Chanel SAM	Place du Casino, One Monte-Carlo, Monte Carlo MC-98000, Monaco
Chanel International B.V.	Gustav Mahlerlaan 1001, 1082 Amsterdam, Netherlands
CHANEL New Zealand ULC	35 Galway Street, Auckland Central, Auckland 1010, New Zealand
Chanel Norway AS	Øvre Slottsgate 27, 7th Floor, 0157 Oslo, Norway
CHANEL S. de R.L.	PH ARIFA, 10th Floor, West Boulevard, Santa Maria Business, Panama City, Panama
Compañía Universal de Perfumería Francesa (CUPFSA) S. de R.L.	Calle Primera, Edificio No. 55, France Field, Colon Free Zone, Colon, Panama
Europarfumeria, S.A.	Edificio PH Canaima, 3 Piso, Avenida Samuel Lewis, Panama City, Panama
CHANEL SP. Z O.O.	Mokotowska 57, 00542 Warszawa, Poland
Chanel Unipessoal Limitada	Av. Da República, no.7, 7th Floor left, 1050-191 Lisbon, Portugal
OOO Chanel	Room 9, Premises No.1, 7th Floor, Block A, 2 Tsvetnoy Boulevard, 127051 Moscow, Russia
Chanel Pte Ltd / Chanel Asia Pacific Pte Ltd	501 Orchard Road, #14-01 Wheelock Place, 238880 Singapore
Chanel S.L.U.	Calle de José Ortega y Gasset, 22-24, 6 planta, 28006 Madrid, Spain
Chanel Sweden AB	Birger Jarlsgatan 7, 111 45 Stockholm, Sweden
Chanel SARL	24, Quai du Général Guisan, CH-1204 Geneva, Switzerland
CHANEL INC.	39/F. No.100 Songren Road, Xinyi District, Taipei City 11073, Taiwan



<b>Company name</b>	<b>Address</b>
Chanel (Thailand) Limited	34th Floor, The Offices at Central World, 999/9 Rama I Road Pathumwan, Bangkok 10330, Thailand
Chanel Moda ve Lüks Tüketim Ürünleri Limited Sirketi	Vişnezade Mah. Şehit Mehmet Sok. No:9, Maçka Residences, 34357 Beşiktaş Istanbul, Turkey
CHANEL Gayrimenkul ve Tekstil Limited Sirketi	Vişnezade Mah. Şehit Mehmet Sok. No:9, Maçka Residences, 34357 Beşiktaş Istanbul, Turkey
Chanel LLC	6 Baseina Street, Kyiv 01004, Ukraine
Chanel Limited FZE	Building W4-A, 3rd Floor, Dubai Airport Free Zone, PO Box 54345 Dubai, United Arab Emirates
CHANEL L.L.C.	Boulevard Plaza Tower One, Level 14, Office 1401-04 Dubai, Unite Arab Emirates
CHANEL Limited	5 Barlow Place, London W1J 6DG, United Kingdom
Croydon Logistics Limited	5 Queensway, Croydon CR9 4DL, United Kingdom
Chanel, Inc.	9 West 57th Street, 2nd Floor, New York, NY 10019, United States
CHANEL Vietnam Company Limited	Unit 5, Floor 23, Saigon Centre, 67 Le Loi Ben Nghe Ward, District 1 Ho Chi Minh City, Vietnam

This Privacy Policy was last updated on 11 July 2023. We will inform you with regard to any substantial changes which may be made to this Privacy Policy.