

## Privacy Policy

This document was last updated on November 12, 2014.

BES Natural Solutions ("us," "our," or "we") strive to offer the visitors of our web site the many advantages of Internet technology and to provide an interactive and personalized experience. In order to do this, we may, at times, use "Personally Identifiable Information" (any information that can be used to identify a specific individual, such as a name, postal address, telephone number or email address) subject to the terms of this privacy policy statement ("Policy"). Please note that this Policy applies only to information collected by BES Natural Solutions on-line and does not impact information collected or used by BES Natural Solutions, its subsidiaries, or its affiliates through other means. By using this Site, you signify your acceptance of this Policy.

### 1. Information Collection

#### What We Collect

When you browse through our site we collect:

- Basic information about your computer, browser and connection to make sure that we can give you proper information and customer service and for security purposes.
- Aggregate information on what pages consumers access or visit to improve our site.
- Number of links you click within the site.

If you choose to contact us through the Web site, buy gift certificates, make direct payments for services, or request an appointment, we may ask you for more information including:

- Your name and address which, among other things, enables us to process your payment;
- Your email address and telephone number so we can contact you;

If you choose to buy direct services or a gift certificate, we will ask you for:

- Credit card information to complete your transaction and to verify your identity.
- Recipient name and e-mail address to send the link to the gift certificate.

Before you can place an order, you will be asked to provide personally identifiable information such as your name, address, telephone number, billing information, etc. This information enables us to provide you with personal services, such as processing of your order, tracking past purchases, and registration for promotions. If you choose not to provide the information we require, then we will not be able to process your order on the web.

#### How We Use the Information We Collect

- Information you share with use when placing an order for our Naturo Body care products is shared with UPS/FEDEX/USPS only to the extent necessary to complete the order.
- Information you share with us about someone wlse, either when placing an order, sending a page to a friend, sending an-e-postcard, etc., is not shared with any third parties except to the extent necessary to complete the order of fulfill the request.
- Email addresses received through our contact forms, and from email sent directly to us, is not shared with any third parties or used for any other purpose.

If you have any questions regarding your personal information or wish to correct or change any of your personal information, please contact [privacy@besnaturalsolutions.com](mailto:privacy@besnaturalsolutions.com).

#### Choosing Options:

You can choose to stop receiving solicitations at any time simply by replying to an email's Unsubscribe function, or contacting Customer Service. Please refer to the Choice and opt-out section for more information.

Supplementing Information:

We may obtain information from or about you in other ways. For example, we may verify user information with a service provider, or users may send us information during their contacts with Customer Support.

## **2. User Information**

We store information that we collect through cookies and log files to create a profile of our users. We do not link the information we store in cookies to any personally identifiable information you submit while on our site.

Cookies:

A cookie is a piece of data stored on the user's computer tied to information about the user. We do not link the information stored in cookies to any personally identifiable information you submit while on our site. We use both session cookies and persistent cookies. For the session cookie, once users close the browser, the cookie simply terminates. A persistent cookie is a small text file stored on the user's hard drive for an extended period of time. Persistent cookies enable us to track and target the interests of our users to enhance their experience on our site.

By setting a cookie on our site, users would not have to log in a password more than once, thereby saving time while on our site. If users reject the cookie, they may still browse our site, however they will not be able to buy gift certificates or use other interactive functionality that requires cookies. Persistent cookies can be removed by following Internet browser help file directions.

Log Files:

Like most standard website servers, we use log files for error diagnostics, session management, and determining our advertising efficiency. This includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring pages, platform type, date/time stamp. IP addresses, etc. are linked to personally identifiable information.

## **3. Communications from the Site**

Transactions and Service Announcements:

Users who buy will receive a number of emails throughout the transaction process and they may sometimes receive phone calls from our Customer Service department to ensure smooth transactions. We may also occasionally send out service-related announcements, for instance, if our service is temporarily suspended for maintenance. Generally, these communications are not promotional in nature, and users will receive them as long as their accounts are open.

Special Offers, Newsletters and Updates:

Out of respect for the privacy of our users we present the option to not receive these types of communications, as explained in the Choice and opt-out section below.

Customer Service:

We communicate with users on a regular basis to provide requested services. We respond to issues relating to a user's account via email or phone, in accordance with the user's wishes.

Choice and opt-out:

A user can change their opt-in or opt-out status in several ways:

- From a Newsletter: Click on the "Unsubscribe" link within the email.
- You may additionally unsubscribe by sending your request to [Privacy@besnaturalsolutions.com](mailto:Privacy@besnaturalsolutions.com)

## **4. Sharing Information**

At BES Natural Solutions, we care about your privacy. Client details will not be discussed with anyone other than the client unless the client is under the age of 18 or has a care worker or guardian. Consultations will only be discussed with the client unless the client is under the age of 18 or has a care worker or guardian. Consultation forms and treatment notes will be kept securely on file. We will not share your credit card number or any other financial information with any third party except for the verification purposes mentioned above. We may share your personal information with third parties in the following instances:

**Within Our Corporate Family:**

We may share information with our parent company, subsidiaries, joint ventures or other companies under common control, where it may be used to provide joint services or for purposes such as internal statistics, strategic decision-making, customer verification, fraud prevention and security.

**Legal Disclaimer:**

Though we make every effort to preserve user privacy, we may disclose personal information when required by law or under the good-faith belief that such action is necessary under applicable law. We may disclose personal information in order to establish or exercise our legal rights or defend against legal claims. We also share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, to protect our property or interests or that of our agents and employees, and to protect personal safety or the public.

**Aggregate Information (non-personally identifiable):**

We share some aggregated demographic information (age, zip codes) with some of our partners. This is not linked to any personally identifiable information. We may use third-party advertising companies to serve ads on our behalf. These companies may employ cookies and action tags (also known as single pixel gifs or web beacons) to measure advertising effectiveness. Any information that these third parties collect via cookies and action tags is completely anonymous.

**Third Party Service Providers:**

We may disclose information about individual users to third parties who provide services to BES Natural Solutions. These third parties provide a variety of services to BES Natural Solutions, including, without limitation, verifying credit card information, tracking Internet marketing campaigns, and processing credit card transactions. In addition, these services may include enhancing the information BES Natural Solutions collects about its customers. We may also use third-party email providers to assist with sending our marketing emails. These companies do not retain, share, store or use personally identifiable information for any secondary purposes.

Any personally identifiable information that BES Natural Solutions shares with its service providers may only be used to provide services to BES Natural Solutions and the service providers will not be given permission to use such information for other purposes.

**Business Transitions:**

In the event BES Natural Solutions goes through a business transition, such as a merger, an acquisition by another company, or a sale of all or a portion of its assets, users' personal information will, in most instances, be part of the assets transferred. Users will be notified via prominent notice on our website for 30 days after a change of ownership or control of their personal information, if personal information will be used contrary to this policy. If as a result of the business transition, the users' personally identifiable information will be used in a manner different from that stated at the time of collection, users will be given the option to continue

sharing their information consistent with our notification of changes section. However, nothing in this Privacy Policy is intended to interfere with the ability of BES Natural Solutions to transfer all or part of its business and/or assets (including the Site), for any purposes, without any limitation whatsoever. BES Natural Solutions specifically reserves the right to transfer or share a copy of personally identifiable information collected from its Site to the buyer of that portion of its business relating to that information.

## **5. Security**

This website takes every reasonable precaution to protect our users' information. When users submit sensitive information via the website, their information is protected both on-line and off-line.

When our appointment/order form asks users to enter sensitive information (such as credit card number), that information is encrypted and is protected with encryption software, currently SSL encryption. While on a secure page, such as our order form, the lock icon on the bottom of web browsers such as Netscape Navigator and Microsoft Internet Explorer becomes locked, as opposed to unlocked-locked, or open, when users are just 'surfing'. While we use SSL encryption to protect sensitive information on-line, we also protect user-information off-line.

Access to all users' information, not just the sensitive information mentioned above, is restricted to our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. Employees are kept up-to-date on our security and privacy practices.

The servers that store personally identifiable information are in a secure environment, behind a locked cage at a professional hosting company. Although we endeavor to create secure and reliable Sites and to safeguard against unauthorized disclosures of information, we cannot assure you that personally identifiable information that we collect will never be disclosed in a manner that is inconsistent with this Privacy Policy. You hereby acknowledge that BES Natural Solutions is not responsible for any intercepted information sent via the Internet, and you hereby release us from any and all claims arising out of or related to the use of intercepted information in any unauthorized manner.

## **6. External Links**

The Site contains links to other websites maintained by third parties. Please be aware that BES Natural Solutions exercises no control over linked sites and is not responsible for the privacy practices or the content of such sites. Each linked site maintains its own independent privacy and data collection policies and procedures, and you are encouraged to view the privacy policies of these other sites before providing any personal information.

## **7. Changes in this Privacy Statement**

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this privacy statement at any time, so please review it frequently.

If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page. Users with questions or concerns regarding their privacy or this statement should contact BES Natural Solutions via Postal Mail at: 1 E. Chase Street, Suite 1135, Baltimore, MD 21202, or by e-mail at [privacy@besnaturalsolutions.com](mailto:privacy@besnaturalsolutions.com).

PROVIDE LEGAL INFORMATION RELEVANT TO YOUR COMPANY.

