Privacy Policy

We, at Ferrero, are committed to respecting the right to data protection and the right to privacy of our customers and website users ("you"). In line with this commitment, we wish to be transparent about the way we collect and handle your personal data through the activities of this website (the "Website").

1. Who are we and how to contact us?

Ferrero Asia Pacific Pte. Ltd is located at 89 Science Park Drive, #04-13/20, The Rutherford (Lobby C), Singapore 118261 ("**Ferrero Singapore**"). Ferrero Singapore is a company of the Ferrero Group, whose headquarters are located at Route de Trèves 16, L-2633 Senningerberg, Luxembourg ("**Ferrero HQ**"). When collecting and processing your personal data in relation to the activities on this Website, Ferrero HQ and Ferrero Singapore act together as joint controllers (together, "we" or "Ferrero").

If you have any questions on the processing of your personal data, you may contact the Privacy Coordinator of Ferrero Singapore at privacy.apac@ferrero.com or the Data Protection Officer of Ferrero HQ at privacy@ferrero.com(in English).

2. What personal data do we collect, for what purpose and on what legal basis?

Type of data	Purpose of the processing	Legal basis
Website usage data	Proper functioning of the Website and Website security.	Our legitimate interest to ensure the good functioning and the security of our Website. Obligation to perform the contract between you and us (cf. Terms of Use of this Website).
	Improving Website performances, setting advanced functionalities, data analytics and advertising.	Your consent (you may adjust your preferences at any time by consulting our Cookie Policy).
Marketing communication data	Promoting Ferrero products and services through marketing communications.	For existing customers: our legitimate interest to inform you about our products and services. You will always be able to opt out. For others: your consent (opt in).
Promotional activity data	Promoting Ferrero products and services through promotional activities.	Necessity to perform the contract between you and us (cf. Terms of the promotional activity).
Account data (only if applicable)	Transaction fulfilment, account administration and general communication.	Necessity to perform the contract between you and us (cf. Terms of Use or Terms & Conditions).
	Enhancing user experience and promoting Ferrero products and services.	Your consent, whenever you agree to provide additional data on a voluntary basis (e.g., feedback or product reviews).

3. How long do we keep your personal data?

Ferrero will keep your personal data as long as necessary for achieving the purposes listed above. In particular:

- **Website usage data:** for more information on the retention period of cookies or similar technologies used on this Website, please refer to the table in our Cookie Policy.
- **Marketing communications data:** if you have subscribed to a newsletter or similar mailing list, your data will be kept as long as the newsletter remains active or up to 1 month after you decided to unsubscribe.

- **Promotional activity data:** if you participated in a promotional activity (e.g., online contest), your data will be kept for a period up to 3 years after the end of that activity to ensure that Ferrero has fulfilled all its obligations.
- **Account data:** as a guest user, your account data is only processed until your order has been fulfilled or the requested service has been provided. As a registered user, your account data will be kept as long as you have an active account with us. If you do not use your account for a consecutive period of 5 years, we will notify you about our intention to delete your account. If you do not object within a month of this notification, your account information will be deleted. You may of course create a new account at any time.

Upon expiration of these retention periods, your personal data will be deleted or anonymized, except if it is still necessary for us to keep them to comply with a legal obligation (for example, information on purchase orders and invoices to comply with consumer law or tax law) or to protect or defend our interests (for example in the event of a claim). In these cases, Ferrero will store your personal data until the applicable statutory limitation period has expired and/or the claim has been fully resolved.

4. With whom do we share your personal data?

To achieve the above-mentioned purposes, Ferrero will share specific personal data (only those relevant and necessary) with the following categories of Recipients:

- **Internal Recipients (within Ferrero):**
  - Our Marketing Services team to better understand the interests and needs of our Website's visitors and customers;
  - Our Consumer Care team, whenever their intervention is necessary to handle a request or take action based on your comments or feedback.
- **External Recipients:**
  - Our website analytics service provider (only when you have consented to cookies or similar technologies and in line with your preferences).
  - Our marketing agencies when necessary for refining our brand messaging, administrating our marketing communications and organizing promotional events (only when you opted-in).
  - Our webstore service provider, if you purchase a product or service via this Website and our logistics and delivery providers when necessary for shipment and delivery of your orders (only if you ordered products through our webstore).

You may further inquire about the identity of these Recipients by contacting us (see above, "**Who are we and how to contact us?**").

5. Do we transfer your personal data to another country?

As a rule, and unless stated otherwise in our specific communications with you, your personal data will only be processed in the country where you are located and – when allowed by law – in the European Economic Area (EEA), where our headquarters are located. However, some of the above-mentioned Recipients may be located in other countries. When that is the case, Ferrero will only transfer your personal data to these other countries in accordance with the applicable privacy and data protection law. You may request a copy of the applicable transfer tools (if any) by contacting us at the address indicated above (see "**Who are we and how to contact us?**").

6. Do we process children's personal data?

In order to comply with laws protecting children's online privacy, Ferrero does not knowingly collect any Personal Data from children under 18. Ferrero takes children's privacy seriously. As such, we would recommend that a parent or guardian assist and guide any children under 18 who may intend to browse the Website or access the services provided by Ferrero. Children under age 18 should not use Ferrero's Website or services without the supervision of a parent or guardian. In the event that Ferrero learns that it has inadvertently collected Personal Data from a child under the age of 18, Ferrero will promptly delete such information.

7. What are your data protection rights?

You have several rights in relation to the processing of your personal data. In particular:

- **Right to information and access:** you have the right to obtain additional information or clarifications on the processing of your personal data, and to obtain a copy of your personal data;
- **Right to rectification:** you have the right to obtain the correction of your personal data if it is inaccurate or incomplete. If you notice any error, please contact us at the address indicated above and we will swiftly update your data.
- **Right to object to the processing of your personal data:** whenever we process your personal data based on our legitimate interests (e.g., improving website security or performances), you may object to this processing on grounds relating to your situation. We will review your request with careful consideration. Whenever your personal data is being processed for marketing purposes, your right to object is absolute. This means that you will always be able to unsubscribe from any marketing communications.
- **The right to data portability:** whenever you provided us with a structured set of data, you have the right to receive your personal data in a commonly used and machine-readable format and transmit them to another controller;
- **The right to request the erasure of your personal data ("right to be forgotten"):** in some cases, you have the right to request us to erase your personal data. For example, you can request to close and delete your user account or other (non-mandatory) user profile data.
- **The right to obtain restriction of processing from us:** you have the right to obtain the temporary suspension of the processing of your personal data while we assess the validity of another request relating to your personal data (e.g. an objection or an erasure request);
- **The right to withdraw your consent:** whenever consent is the legal basis for the processing of your personal data, you have the right to withdraw your consent. For example, if you subscribed to our newsletter, you are free to opt out at any time.

You may exercise these rights at any time by adjusting your user preferences, cookies preferences, subscription options or by contacting us (see above, "**Who are we and how to contact us?**"). If you exercise any of these rights, we will analyze your request and get back to you as soon as possible.

In the event you believe that Ferrero did not handle your request properly or infringed the applicable data protection law, you may file a complaint with the Luxembourg data protection authority (the Commission Nationale pour la Protection des Données), in its capacity as lead supervisory authority, or with your national or local data protection authority.

This Privacy Policy is entered into force on [] December 2024.

If we change the way we handle your personal data, we will update this privacy notice. We reserve the right to partly or fully make changes to our practices and this privacy notice at any time, we therefore invite you to regularly visit this Privacy Notice to acquaint yourself with the latest, updated version of the Privacy Notice.