

SECURITY AND DATA RETENTION

Safeguarding Your Personal Information

We care about protecting your Personal Information, so we employ reasonable physical, technical, and administrative safeguards designed to help keep it safe, including encryption and in some cases techniques that reduce the ability to identify an individual. Personal Information may be accessed by persons within our organization, our third-party service providers, or the other persons described in this Privacy Notice who require such access to carry out the purposes described in this Privacy Notice or that are otherwise permitted or required by applicable law. Unless otherwise noted, including in our “**SUPPLEMENTAL NOTICES**”, Personal Information we collect for North and South America is managed from our headquarters in San Francisco.

No data collection, storage, or transmission, including over the Internet or other network can be guaranteed to be 100% secure, so despite our efforts we cannot and do not guarantee the security of any data you transmit to us, including on, or through, our Platforms. When you communicate with Customer Service via email or chat, we ask that you not share sensitive Personal Information via these communication channels. You should take steps to protect against unauthorized access to your password, phone, and computer by, among other things, signing off after using a shared computer, choosing a robust password that nobody else knows or can easily guess, and keeping your log-in and password private. We are not responsible for any lost, stolen, or compromised passwords or for any activity on your account via unauthorized password activity.

When you register on one of our Platforms, you will need to set up a password to access your information on our site. Note that we don't ask customers to confirm account or credit card details by email – if you receive an email claiming to be from us and asking for this information, don't respond.

We store your Personal Information on the basis of applicable law and retain it as required to satisfy the purpose for which the data is processed, unless a longer period is required for purposes such as complying with retention obligations, record keeping or other commercial requirements.