



# GENERAL DATA PROTECTION REGULATION FAQS

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European Union's General Data Protection Regulation (GDPR) and  
The United Kingdom's General Data Protection Regulation (UK GDPR)

Update: 8 June 2022

## FREQUENTLY ASKED QUESTIONS

The following information is being provided by Isagenix to assist Isagenix Independent Associates in better understanding how the GDPR/UK GDPR may impact their independent businesses. It is not a complete guide to the law and does not constitute legal advice. Each Associate is responsible for complying with the rules and laws applicable to them.

### **What is the GDPR/UK GDPR?**

GDPR is the acronym for the European Union's General Data Protection Regulation, a binding legislative act which became effective May 25, 2018. After the United Kingdom left the European Union, the United Kingdom adopted the majority of the General Data Protection Regulation as well, effective January 1, 2021. The GDPR and the UK GDPR are substantially similar. The GDPR unifies data protection laws across the entire EU and the GDPR/UK GDPR are designed to protect the data and privacy of all EU and UK residents wherever their information is used throughout the world. The GDPR/UK GDPR includes additional regulations regarding the use of information that is exported outside the EU.

### **Is Isagenix in compliance with the GDPR/UK GDPR?**

Yes. We have team members across different departments that work together, and with outside legal counsel, to comply with the GDPR/UK GDPR. The goals of the GDPR/UK GDPR align with our company's data security objectives, as we continually seek to ensure the confidentiality, integrity, and availability of the personal data we store and process. We maintain appropriate technical and organizational security measures to protect personal data against accidental and unlawful destruction, loss, and alteration as well as unauthorized disclosure and access.

### **Since Isagenix is already responsible for complying with the GDPR/UK GDPR, doesn't that also cover me?**

Not entirely. Since Associates are independent contractors, you are responsible for complying with the GDPR/UK GDPR when it comes to your use and maintenance of EU and UK residents' personal data. Isagenix is responsible for complying with the GDPR/UK GDPR for information maintained on our systems. However, once you access personal information either directly through Isagenix systems or through your own data collection and record maintenance, you are accountable for protecting the data and using it responsibly. Therefore, it is important you become familiar with the GDPR/UK GDPR and follow the procedures to ensure you are complying with regulations.

### **Where can I find more information about the GDPR/UK GDPR?**

Data Protection Authorities (DPAs) in each EU country, and the Information Commissioner's Office (ICO) in the UK are responsible for enforcing the GDPR/UK GDPR. The GDPR/UK GDPR may give your Customers in the EU and UK certain rights with respect to their personal information, including the right to correct or delete their personal information. The GDPR/UK GDPR also restricts transferring your Customers' personal data outside of their country unless certain exceptions are met. If a business does not comply with GDPR/UK GDPR obligations, the applicable DPA(s) or the ICO can issue a warning, suspend or ban data processing activities, or impose fines. A list of DPA website addresses and other contact information for each EU country can be found [here](#). The ICO's website is [here](#). Additional information about data protection can be found [here](#).

### **Will the GDPR/UK GDPR make it difficult for me to do business in the EU or UK?**

Not if you follow sound business practices. While it may sound intimidating, the GDPR/UK GDPR is about treating other people's personal information with care and respect. These FAQs are intended to help you navigate GDPR/UK GDPR regulations and provide some basic guidance to help your business.

**Should I pay attention to the GDPR/UK GDPR if I am not an EU citizen?**

Yes. The GDPR/UK GDPR applies to any person or entity that does business with or holds or processes the personal data of EU or UK residents. If you have Customers or team members who reside in the EU, you must comply with GDPR. If you have Customers or team members who reside in the UK, you must comply with UK GDPR. Under GDPR/UK GDPR, you are responsible for protecting the information you choose to maintain regarding your Customers and team members.

**Do I need to register or pay a fee?**

That depends on your business. You should review the DPA websites for each country where you conduct business and the ICO website to determine if registration or fees are required. For example, if you do business in the UK, check [here](#) to complete an assessment to determine if you need to pay a fee. Failure to pay a required fee will result in a fixed penalty, so be sure to take this assessment right away.

**What should I do if I believe information regarding my Isagenix business has been compromised?**

If you believe someone has accessed your Isagenix account or any Isagenix system that contains your personal information or that of your Customers or team members, contact us immediately at [dataprivacy@IsagenixCorp.com](mailto:dataprivacy@IsagenixCorp.com). If the security breach occurs in the EU, check with the applicable DPA to determine whether and to whom you need to report the incident. If the security breach involves U.K. residents, you may need to file a report with the ICO within 72 hours by calling the ICO help line at 0303 123 1113 or filling out their online form.