

Privacy policy

Last updated September 27, 2017

Introduction

You can print the complete and unabridged text of this Privacy Policy by clicking on the hyperlink hereinafter .

The Hermes.com website ("Website") is operated by HERMÈS INTERNATIONAL, the parent company of the HERMÈS group, including processing and storing all of the data collected on or through the Website.

HERMÈS INTERNATIONAL has created this privacy policy ("Privacy Policy") in order to communicate the HERMÈS group's policies and practices relating to the collection, use and disclosure of information about you obtained on the Website.

Please read this Privacy Policy carefully. HERMÈS INTERNATIONAL may change or update this Privacy Policy periodically; see "Changes and Updates to Privacy Policy." You can view the most current version of the Privacy Policy at any time by clicking on the hyperlink labeled "our policies" located on each page of the Website or by selecting "Legal Terms" in the central menu.

If you decide to use the Website, or by agreeing to the Hermes.com General Terms and Conditions, you consent to the collection, the use and the disclosure of your information, including personal and financial information, by HERMÈS INTERNATIONAL under the terms described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, or any modifications thereto, please exit the Website now and do not purchase any of the HERMÈS products offered for sale on the Website.

What information is collected on Hermes.com?

You may use the Hermes.com Website without providing any personal information to HERMÈS INTERNATIONAL.

You will however, need to provide certain information, including your name, address, date of birth, telephone number and e-mail address, if you create an account on the Website and/or choose to receive information from HERMES group, as well as certain financial information if you choose to purchase products offered on the Website for the purposes of paying for the products you ordered and processing your order.

You may choose to allow HERMÈS INTERNATIONAL to store this information in the HERMÈS customer database without taking any further step.

To facilitate your future orders on the Website, you can choose to securely register your credit card number in our system. In this case, your data will be retained in accordance with PCI DSS security standards (<https://www.pcisecuritystandards.org/>). However, HERMES INTERNANATIONAL will never retain the security code of your credit card .

You may also request by sending an e-mail to HERMÈS OF PARIS, Inc. delete your personal information at any time as soon as your order has been processed and delivered (see "Changes and access to your personal information.")

HERMÈS INTERNATIONAL may collect personal and non-personal information about you even if you do not create an account or purchase any products on the Website in accordance with the section "Cookies."

Receiving information

HERMÈS INTERNATIONAL also provides you with the opportunity to receive information from the HERMÈS group, which may be of interest to you, including information relating to HERMÈS products and services in the U.S. and new products offered on the Website. If you do not want to receive such information by e-mail, you may opt-out of further communications at any time by contacting our customer service department by e-mail at service@hermes.com or by calling us from the United States at 800.441.44.88 (toll free number available only from within the United States).

What use is made of the information you provide on Hermes.com?

HERMÈS INTERNATIONAL may disclose the information you provide on the Website to other companies in the HERMÈS group, such as HERMÈS OF PARIS, Inc. and HERMES SELLIER, in order to process your order and to detect and fight fraudulent use in means of payment. As part of the fight against fraud on online means of payment, HERMES SELLIER, as data controller, may transmit your financial information to an external provider equipped with an online fraud detection tool in order to authenticate a payment.

HERMÈS INTERNATIONAL may also disclose the information you provide on the Website to other companies in the HERMÈS group, in order that such corporate affiliates may contact you with respect to information about such corporate affiliates, including products and services of such corporate affiliates that may be of interest to you. If you do not want to receive such information by e-mail, you may opt out as set forth above in the section entitled "Receiving information".

HERMÈS INTERNATIONAL may also disclose the information you provide to it on the Website to third parties who provide services on or to the Website. To verify your information, authenticate payments and process orders, HERMÈS INTERNATIONAL may disclose certain financial and other information you provide to HERMÈS INTERNATIONAL to third parties that provide credit reporting, payment or order fulfillment services.

HERMÈS INTERNATIONAL may disclose your information if we believe in good faith that such disclosure is necessary to comply with applicable law, a subpoena or other legal process. For example, HERMÈS INTERNATIONAL may disclose such information as is necessary to identify, contact or bring legal action against a person or entity who may be violating the Website terms and conditions, or who may be causing injury to, or interfering with, other users of the Hermes.com website. In the event that HERMÈS INTERNATIONAL, or one or all of the companies in the HERMÈS group, or all or part of its or their assets, are acquired by a third party, the Hermes.com customer list may be included in the transferred assets.

Please be aware that HERMÈS INTERNATIONAL does not control the policies or practices of third parties to which HERMÈS INTERNATIONAL discloses information about users of the Website and that any use or disclosure of such information by third parties is not governed by this Privacy Policy; see also "Links."

Any information you provide on the Website may be processed in the U.S. or in France and will be stored on HERMÈS INTERNATIONAL's server in France.

If you allow HERMÈS INTERNATIONAL to retain the personal information you provide on the Website in its customer database and HERMÈS INTERNATIONAL intends to disclose that information to third parties or affiliated companies in a manner that is not already outlined in this Privacy Policy, HERMÈS INTERNATIONAL will notify you by e-mail and provide you with an opportunity to opt out of any further use or disclosure of your personal information.

HERMÈS INTERNATIONAL may also retain, for archival purposes, copies of communications with users of the Hermes.com website and any response to questions or comments sent to users by HERMÈS INTERNATIONAL.

[For California Residents] What are your rights under California Civil Code Sections 1798.83-1798.84?

California Civil Code sections 1798.83-1798.84 give California residents the right to ask us for a notice describing what categories of personal customer information we share with third parties or corporate affiliates for their direct marketing purposes. That notice will identify the categories of information shared and will include a list of the third parties and affiliates with which it was shared, along with their names and address. If you are California resident and would like a copy of this notice, please submit a written request to: service@hermes.com.

Cookies

HERMÈS INTERNATIONAL reserves the right to use cookies and similar devices on the Website to facilitate website-navigation and to customize the information that appears on the Website. HERMÈS INTERNATIONAL also reserves the right to use cookies and similar devices to collect personal and non-personal information about users of the Website, such as a user's IP address, the type of web browser and operating system being used and/or the pages of the Website a user visits. HERMÈS INTERNATIONAL collects this information in order to monitor usage of the Website and to improve aspects of the Website.

Most browsers accept cookies automatically, but can also be configured not to do so or to indicate when a cookie is being sent. We recommend that you do not disable your browser from accepting cookies, as it will prevent you from moving freely from page to page and from taking advantage of all of the features of the Website.

Pixel tags and Web beacons

HERMÈS INTERNATIONAL reserves the right to use "internet tags", "pixel tags" and other similar devices (collectively, "Web Beacons") to monitor your browsing activities on the Website or to make cookies more effective. Web Beacons permit Hermès International, and/or other companies in the Hermès Group, or third parties who provide services on the behalf of HERMES INTERNATIONAL, to improve the effectiveness of HERMES INTERNATIONAL's marketing. Web Beacons communicate information concerning your browsing activities in Hermès e-mails or on the Website. This information may include your computer's Internet Protocol (IP) address, your browser type, your operating system, date and time information and other technical information about your computer. Further, Hermès International may collect information about the site you visit immediately before coming to the Website and in certain circumstances information about the sites you visit after you leave the Website if the customer exits from a link in the Website that is identified.

California Do Not Track Disclosure

HERMÈS INTERNATIONAL and/or other companies in the Hermès Group, may have relationships with third parties that collect non-personal information through cookies and other tools over time and across different websites when a customer visits the Website. Except for disabling cookies as described above, Hermès International does not currently respond to web browser "do not track" signals or other mechanisms that may offer customers the choice for such browsing activities.

Links

The Website may contain links to other third party websites. HERMÈS INTERNATIONAL has no control over the content, policies or actions of these websites. The use of any information you may provide to third parties on other websites, or which such parties may otherwise collect on other websites, is not governed by this Privacy Policy. You should carefully review the privacy policies of any third party websites and contact the operators of those websites if you have any questions about their use of your information. HERMÈS INTERNATIONAL cannot be responsible for any third party, or its affiliates or agents, failing to use your personal information in accordance with such third party's privacy policy, or any contractual or other legal obligations to which such third party, its affiliates or agents, may be subject.

Security

HERMÈS INTERNATIONAL has implemented security measures to protect the personal information you provide against unauthorized access and use. All financial information you provide on the Website is stored on a secure site operated by HERMÈS INTERNATIONAL's financial institution or third providers on its behalf and under its control. Transactions conducted on the Website are protected by an SSL encrypting system. Please be aware, however, that no data transmission over the Internet is 100% secure and any information disclosed online can potentially be collected and used by persons other than the intended recipient.

Changes and access to your personal information

You may ask HERMÈS OF PARIS, Inc. to correct, update or delete information you have provided to HERMÈS INTERNATIONAL and of which you allowed to registration in the HERMÈS customer

database by contacting our customer service (see "Contact us"). If applicable, you should be sure to provide HERMÈS OF PARIS, Inc. with any updates and changes to your information, including any changes to your postal or e-mail address to ensure that your orders are shipped to the correct address and that we can contact you about your order if necessary.

Changes and updates to Privacy Policy

By using the Website, you consent to the collection, use and disclosure of your information as described in this Privacy Policy. This Privacy Policy reflects the HERMÈS group's current business practices, and is subject to change and update. In the event of any such change or update, a revised policy will be posted on line on the Website, with the last date of update noted on the top of the page. Please check the Website periodically to remain informed of any changes or updates to the HERMÈS group's Privacy Policy.