1. <u>Privacy policy</u>

Privacy Policy

Hermes.com - April 7th 2017
You can print the complete and unabridged text of our Privacy Policy by clicking on the hyperlink hereinafter
The Hermes.com website is operated by the HERMÈS group. HERMÈS INTERNATIONAL, the parent of the HERMÈS group, hosts and operates the Hermes.com website, 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 Hermes.com 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 visiting this section or by clicking the hyperlink labelled "Our policies" located on the homepage footer.
If you decide to use the Hermes.com website, or by agreeing to the Hermes.com Terms and Conditions, you consent to the collection, the use and the disclosure of your information, including personal and financial information, by HERMÈS INTERNATIONAL on 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 Hermes.com 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, telephone number and e-mail address, as well as certain financial information (such as your charge or credit card number) if you choose to purchase products offered on the Hermes.com website for the purposes of paying for the products you ordered and processing your order. Any information you provide on the Hermes.com website may be processed in Ireland or in France and will be stored on HERMÈS INTERNATIONAL's server in France.
You may choose to allow HERMÈS INTERNATIONAL to store this information in the HERMÈS customer database and, in case of order, to send it to HERMÈS SELLIER by selecting the appropriate checkbox at the time of your registration or during the purchasing process. Your personal information are kept 10 years.
You may also request by sending an e-mail to HERMÈS SELLIER 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 non-personal information about you even if you do not purchase any products on the Hermes.com website.

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 new products offered on the Hermes.com 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.ie@hermes.com or by calling us at +44 (0)20 7098 1888.

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

HERMÈS INTERNATIONAL may share information that you submit to the Hermes.com website with HERMÈS SELLIER in order to process your order and to combat attempts at fraudulent online payments. As regards combatting fraudulent online payments, HERMES SELLIER, in the capacity of data controller, may share your financial information with a third-party service provider using an online fraud detection tool in order to verify your payment.
HERMÈS INTERNATIONAL may also disclose the information you provide on the Hermes.com 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 email, you may opt out as set forth above in the section entitled "Receiving information".
HERMÈS INTERNATIONAL may also disclose the information you provide on the Hermes.com website to third parties who provide services on or to the Hermes.com 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 Hermes.com 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, HERMES SELLIER, 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 Hermes.com website and that any use or disclosure of such information by third parties is not governed by this Privacy Policy; see also "Links."

Links

The Hermes.com 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 Hermes.com website is stored on a secure site operated by HERMÈS INTERNATIONAL's financial institution. Transactions conducted on the Hermes.com 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 updates to Privacy Policy

By using the Hermes.com 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 Hermes.com website, with the last date of update noted on the bottom of the page. Please check the Hermes.com website periodically to remain informed of any changes or updates to the HERMÈS group's privacy policies and practices. If you allow HERMÈS INTERNATIONAL to retain the personal information you provide on the Hermes.com 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.

Changes and access to your personal information

You may ask HERMÈS SELLIER for access to or to correct, update or delete information you have provided to HERMÈS INTERNATIONAL for HERMÈS customer database by contacting our Customer Service Department (see "Contact us"). If applicable, you should be sure to provide HERMÈS SELLIER 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. 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.

Contact us

HERMÈS SELLIER, 24, rue du Faubourg Saint-Honoré, 75008 Paris (France) is your data controller.

If you have any questions about the HERMÈS group's privacy policies and practices, please feel free to contact our Customer Service Department by telephone at + 44 (0)20 7098 1888, by e-mail at service.ie@hermes.com or at Hermès International / Hermes.com, 24, rue du Faubourg Saint-Honoré, 75008 Paris (France). Tel. + 33 (0)1 40 17 49 20.

2. <u>Information about cookies</u>

Information about cookies

What is a cookie?

A cookie is a small text file stored on your computer, tablet or mobile phone that makes it possible to save and track data about your use of the website. Hermes.com uses cookies to identify you or store your product selection in your basket, for example. Cookies are managed by your Internet browser.
By continuing to use the Hermes.com website, you consent to our cookie settings and agree that you understand the terms of our cookies policy.
You can edit your preferences at any time by going to the "Managing your cookie preferences" section.

What cookies do we use?

There are two types of cookies on our website:
- Cookies strictly necessary for the website to function
These cookies allow you to use the main features of the Hermes.com website, such as storing your product selection in your basket. These cookies make browsing easier and are required to make online purchases.
- Third-party cookies
These are particularly statistical analysis cookies that collect information about navigation on our website, thereby enabling us to improve your user experience and tailor the services to your preferences. There are also advertising cookies that aim to personalise and/or improve the content and browsing experience by providing you with interest-based services on other websites.
All of the information collected is anonymous.
You can edit your preferences at any time by going to the "Managing your cookie preferences" section.
We use the following cookies on our website:

Cookie placed by	Cookie name	Cookie purpose	Type
Hermes.com	frontend	Cookies used: - to keep Hermes.com session opened during 1 hour when the customer adds a product in the cart - to store items stored in the cart. This cookie is mandatory to access Hermes.com cart.	Essential
Hermes.com	minicart_<website_code>	It contains minicart's general informations, products quantities, global price, products prices.	Essential
Hermes.com	minicart_labels_<website_code>	This cookies got all minicart's labels for the current store.	Essential
Hermes.com	minicart_products_<website_code>	It contains products links and pictures.	Essential
Hermes.com	minicart_shipping_methods_md5_<store_code>	This cookie contains shipping method displayed in minicart.	Essential
Hermes.com	hos_wishlist	Stores products that were added by the user to the wish list on La Maison des Carrés. This cookie is saved when the user clicks on "Add to my wish list".	Optional
Google	GALX, GAPS	We use Google+ share buttons to allow the user to share content through Google+. These cookies allow Google to authenticate you if you share the site using Google +1 button.	Optional
Google	GoogleAccountLocale_session	It contains the client language, exemple: "fr".	Optional
Google	NID	Personalises adverts on Google websites based on user requests.	Optional

Google Analytics	_ga	The _ga cookie is a first-party cookie that can only be accessed by the domain on which the JavaScript is run.	Optional
Google Analytics	_utma	This cookie keeps track of the number of times a visitor has been to the site pertaining to the cookie, when their first visit was, and when their last visit occurred.	Optional
Google Analytics	_utmb	To calculate how long a visit takes. __utmb takes a timestamp of the exact moment in time when a visitor enters a site.	Optional
Google Analytics	_utmc	__utmc takes a timestamp of the exact moment in time when a visitor leaves a site.	Optional
Google Analytics	_utmz	__utmz keeps track of where the visitor came from, what search engine was used, what link was clicked on, what keyword you used, and where they were in the world the website was accessed.	Optional
Google Analytics	_utmv	The __utmv cookie gets set on your computer, so that Google Analytics knows how to classify that visitor.	Optional
AT internet	xtan	Measures identified visitors (Numerical identifier).	Optional
AT internet	xtant	Measures identified visitors (Textual identifier).	Optional
AT internet	xtvrn	Indicates if this is a visitor's first visit on the website.	Optional
AT internet	idrxvr	Assigns a unique identifier for each visit.	Optional
AT internet	tmst	Records the creation date of the cookie (encrypted value). It is used to calculate how long the AT internet cookies are kept.	Optional
New Relic	NREUM	This cookie is only created in browsers that do not support the Navigation Timing API. When a browser supports the Navigation Timing API, a native interface can be used to determine navigation start time.	Optional
New Relic	NRAGENT	This cookie is created only when a token is handed out to an end user by the New Relic server.	Optional
New Relic	SESSIONID	The SESSIONID cookie is used to store a session identifier so that New Relic can monitor session counts for an application.	Optional
Doubleclick (Google)	id	Allows to distinguish each user.	Optional
Doubleclick (Google)	_drt_	The _drt_ cookie is used by Social Ads. As a basis for all social interactions we need to identify who is the current user. The user identification for ad targeting will be done through this cookie.	Optional
Facebook	datr	This cookie is set by Facebook and it is used to control the find us on Facebook like box.	Optional
Facebook	locale	It contains the client location, example: "FR_fr".	Optional
Facebook	reg_fb_gate	Records the first Facebook page visited. Set when a visitor is not a Facebook user or not logged in to Facebook. Tracks registration effectiveness.	Optional

Facebook	reg_fb_ref	Records the first Facebook page visited. Set when a visitor is not a Facebook user or not logged in to Facebook. Tracks registration effectiveness.	Optional

Managing your cookie preferences

You can easily disable and/or delete cookies from your computer, tablet or mobile phone by managing your browser settings.

We recommend that you do not disable cookies strictly necessary for the website to function (cookie described as "essential" in the "What cookies do we use?" table) because this would prevent you from ordering online and enjoying the services of the Hermes.com website.

In order to manage cookies to best suit your needs, please bear in mind the purpose of cookies when setting your browser.

Please find below instructions about managing and disabling cookies, depending on your browser:

Internet Explorer
Go to **Tools** menu, then **Internet Options**.
Click on **Confidentiality**, then click on **Advanced**.
In the **Cookies** window, select your preferences.

Google Chrome
Click the **Chrome menu**, the upper right button.
Select **Settings** then click on **Show advanced settings**.
In the **Privacy** section, click the Content settings button.
Select your preferred option(s) in the **Cookies** section.

Firefox
Go to **Tools** then **Options** menu.
Click on the **Privacy** settings.
Select **Use custom settings for history**.
Select your preferred option(s) on the **Accept cookies from sites** section.

Safari
Click on **Safari**, then **Preferences**.
Click on the **Privacy tab**.
Go to **Block cookies** and select your preferred option(s).