

HERMES CHINA PRIVACY POLICY

Last Updated 9 February 2023

1. General Statement

We take your privacy very seriously and we are committed to protecting it. We believe that you should easily know what personal data we collect and use, as well as to understand your rights in respect of your personal data.

This privacy policy ("Privacy Policy") explains our policies and practices regarding how we collect, use, and disclose the personal data that we collect through our Digital Platforms (such as our website <https://www.hermes.cn/>, WeChat official account HERMES, WeChat store via applet of WeChat, and other Hermes WeChat applets), our stores, our customer service hotline or during our events.

We recommend that you read this Privacy Policy carefully as it provides important information about your personal data.

This Privacy Policy is designed so that you can easily reach the section you are interested in.

You can print the complete text of our Privacy Policy by clicking [here](#). You may also ask for a copy of our Privacy Policy in any of our stores.

Do not hesitate to contact us should you have any questions or remarks about this Privacy Policy (See section "*How to contact us?*" below).

2. Who we are?

"Hermès", "we" "us" and "our" refer to Hermès (China) Co. Ltd. As the processor of your personal data, determine the purposes and means of processing your personal data, except otherwise stated in this Privacy Policy.

- Hermès (China) Co. ,Ltd. is a company duly registered in P.R.China, having its registered office at Room 130, No. 1266, West Nanjing Road, Jinan District, Shanghai.

You can find our contact details in section "*How to contact us?*" below.

3. What personal data do we collect and how is it collected?

Personal data refers to any kind of information related to an identified or identifiable natural person as electronically or otherwise recorded, excluding information that has been anonymized. For example, it may include an individual's name, address and gender.

We may collect personal data either directly from you (for example when you purchase a product in a store, when you use our online services, from electronic devices that interact with Digital Platforms such as our website) or indirectly (for example, collecting your personal data from third parties).

According to business requirements, Hermes (China) Trading Co., Ltd. may be responsible for some personal data collection(including your title, last name, first name, cell phone number, order number, purchase products, quantity, price, time, the receiver's name, delivery address, cell phone number), but it is not responsible for the storage, sharing, exchange, cross-border transfer, destruction and other processing of personal data, and does not determine the purposes and means of processing your personal data.

- Hermes (China) Trading Co., Ltd. is a company duly registered in P.R.China, with its registered office at Building 12, No.211, 213, 215, 227, Middle Huaihai Road, Huangpu District, Shanghai.

Sensitive personal data refers to personal data that, once leaked or illegally used, will easily lead to infringement of the human dignity or harm to the personal or property safety of a natural person, including biometric recognition, religious belief, specific identity, medical and health, financial account, personal location tracking and other information of a natural person, as well as any personal information of a minor under the age of 14. **If any sensitive personal data is involved in the following information, we will draw your attention in capital letter and underlined form. Please carefully consider whether to provide us with such sensitive personal data.**

3.1 Information you provide directly to us

You may provide us with your personal information in the following types of services:

1) Our Website

- when you create an account on our Website, you will need to provide us your cell phone number, title, last name, first name (we collect your title, last name and first name for the convenience of addressing you), **shipping information**.
- when you order products on our Website, we will collect your order information (including your order number, your products , quantity, price, purchase time), delivery information (including the name of receiver, **delivery address**, cell phone number) and **payment information (including billing information, payment type or method and billing number)**; if you will need invoice, we may further collect your name or company information (including company name, taxpayer identification number, company address, company telephone number, company bank account number).
- when you use the "Find a store" function on our Website, we may obtain your authorization through the pop-up window and require to have your **geographical location** at that time.
- When you subscribe to our newsletter on our Website, you may provide us with your email address;

2) Our WeChat official account

- When you follow our WeChat official account, we may obtain your WeChat nickname and profile picture.
- When you use the "Contact us" function of our WeChat official account to contact our online customer service, we may collect records of your communication with WeChat customer service.
- when you use the "Find a store" function of our WeChat official account, we may obtain your authorization through the pop-up window and require to have your **geographical location** at that time.
- When you visit our WeChat store via applet of WeChat through our WeChat official account and authorize login, we may ask for authorization through the popup window. Please provide your WeChat nickname and profile picture.

3) Our WeChat mini program

- When you visit our WeChat store via applet of WeChat and authorize login, we may ask for authorization through the popup window. Please provide your WeChat nickname and profile picture, If you may further participate in the activities in WeChat mini program, we may also ask you to provide some other personal information based on the specific situation of the activities.
- When you create an account in our WeChat mini program, you need to provide us with your cell phone number, title, last name, first name (we collect your title, last name and first name for the convenience of addressing you) and shipping information.
- when you order products in our WeChat mini program, we will collect your order information (including your order number, your products , quantity, price, purchase time), delivery information (including the name of receiver, **delivery address**, cell phone number) and **payment information (including billing information, payment type or method and billing number)**; if you have clicked the "One-click to get WeChat Address" when filling in the delivery address, we may also obtain the **address information** recorded in your WeChat account. if you will need invoice, we may further collect your name or company information (including company name, taxpayer identification number, company address, company telephone number, company bank account number). If you have clicked "One-click to obtain invoice information" when filling in the invoice information, we may also obtain the invoice title information recorded in your WeChat account.

4) Our store

- When you visit our stores and create an account in store, you need to provide us with your title, cell phone number, you may further provide us other information including your first name, last name, nationality, email, home phone, **address**, date of birth, age range, gender, **passport**, tax code etc. so that we can provide you with better services, but not to submit these information will not affect your account creation.
- when you visit our store and purchase products, we will collect your order information (including your order number, your products, quantity, price, purchase time), you can choose WeChat Pay, Alipay or UnionPay. When you make payment, we will not collect your personal information, but we need to share your order number and **transaction amount information** with these payment institutions to confirm your payment order and complete the payment. If you may need delivery service, we will further collect the name of receiver, **delivery address**, cell phone number etc.
- Our sales staff may invite you to add his/her Company WeChat account. If you agree, we may collect your WeChat account, WeChat profile picture, nickname and other information. We may also know your needs, products you need, and your opinions on our products and services through your communication with sales staff. If you place an order online through WeChat, the sales staff may also collect your **delivery address** and the name of receiver, cell phone number and other delivery information, but we do not further collect or store your communication records between you and the sales staff through WeChat function of Centralized Collection.

5) When you contract our Customer Service

- When you contact our Customer Service inquire the information regarding our service and/or our products, we may collect your purchase information, your feedback, needs, etc.; if you may need us to arrange pick up service, we will need to collect your **pick up address**; in order to provide you with feedback, we may also collect your cell phone number.

- if you need to modify your account information, such as email, **address** through the Customer Service, we may need you to verify your identity before we can help you to make such modification.

6) Company WeChat

- Our customer service staff may invite you to add his/her Company WeChat account. If you agree, we may collect your WeChat account, WeChat profile picture, nickname and other information. To keep providing you with better services in the future, our customer service staff may also keep the communication records between you and them in the Company WeChat account.

7) Participate in our activities: when you participate in our activity, we may need to collect some necessary personal information according to the content of the activity.

8) When you submit your resume to us, we will also collect your personal information and your contact information in your resume.

9) When you visit our Digital Platform (such as our website <https://www.hermes.cn/>, WeChat official account HERMES, WeChat store via applet of WeChat, and other Hermes WeChat applets), we may also collect:

Equipment information: when you visit/use our Digital Platform, we may receive and record information of the equipment you use (type of equipment, operating system version, equipment setting, UDID, device environment information), equipment location information (IP address, and WLAN access point sensor information which can provide relevant information).

Service log information: When you visit/use our Digital Platform, for the purpose of data statistics, evaluation of the effect of advertising and marketing, we will collect your detailed usage of our services, including search queries, IP address, browser type, telecom operators, use of language, date and time of access and the history of your visit, browse, stay and order.

To ensure the security of the transaction, if you will choose to pick up the online purchased products in our store by yourself, we will need you to use your true name on your ID card/passport as account name. **WHEN YOU PICK UP YOUR PRODUCTS IN OUR STORE, WE NEED TO CHECK YOUR ID CARD/PASSPORT TO IDENTIFY YOU AND VERIFY YOUR IDENTITY, BUT WE WILL NOT KEEP ANY OF YOUR ID CARD/PASSPORT INFORMATION.**

If you provide us with the third party's information during the process of purchasing our products or using our services (such as gifts, or you entrust a third party to receive the products and provide us with the third party's telephone number, **contact address**, etc.), please ensure that you have obtained the authorization and consent of the third party concerned.

We will inform you when your information is required in order to process your request, to respond to your queries or to provide you with our products and services. If you do not provide this information, then it may delay or prevent us from processing your request, responding to your query and providing products or services to you.

We hope to ensure that the personal data we possess are accurate at all times and therefore we encourage you to update your information in case any changes have occurred. We also may ask you to update your information from time to time.

We recommend that you only provide the data requested or necessary for your query. Please consider carefully and do not provide us with any sensitive personal data.

We remind you that we do not provide our services or products directly to, nor collect personal data of, persons below the age of 18. Therefore, we ask you not to provide us with personal data of persons under 18 years of age. If you are convinced that we have collected the personal data of persons below age of 18 under your custody, please contact us in time and we will delete it after verification. You can click "how to contact us" section below to find our contact details.

3.2 Collect personal data through Cookies or third-party plug-ins

In order to show our products and services information for you, we may collect information, such as your IP address or other browsing information (including browser, operating system, device model), through cookies or similar techniques placed on your device when you use our Digital Platform. Some Cookies are necessary for the proper operation of our Digital Platform, while others are for analytical purposes and are designed to help us provide you with more personalized and customized services and a better digital experience. To learn more about Cookies and how to edit your preferences, please read our [Cookie Policy](#).

To ensure the realization of relevant functions, we may also add certain software development kits (SDKs) provided by third parties. We will disclose the access to third-party SDKs to you in this policy in a timely manner. Please refer to SDK List that we current use.

3.3 Indirect collection

We may also collect information about you from third parties, such as a spouse who contacts us on your behalf, from your friends who provide us with your information in order to invite you to events you may be interested in, the resume that we received from any third party, your relatives and friends entrust you to pick up the products.

If you provide personal data to us about someone else, you must ensure that you are entitled to disclose that information to us and that, without us taking any further steps required by relevant law and regulation, we may collect, use and disclose such information for the purposes described in this Privacy Policy. For example, you should ensure the individual concerned is aware of the various matters detailed in this Privacy Policy. The individual must also provide the consents set out in this Privacy Policy in respect of how we will deal with their personal information.

4. Why do we collect your personal data and how do we use it?

We collect and use your personal data based on one or many of the following legal basis:

- we have obtained your prior consent (for example, when you subscribe to our newsletter). Please note that for this specific legal basis, you have the right to withdraw your consent at any time (see below "*What rights do you have on your personal data?*");
- the processing is necessary in connection with any contract between Hermès and you (for example, when you make a purchase), we will process your personal data for the performance of a contract;
- we have to process your personal data in other circumstances as required by applicable laws and administrative regulations .

Depending on the context, we may use your personal data for below purpose:

- provide you with Hermes products or services you requested;
- conduct checks to identify you and verify your identity;
- send you marketing communications - with your prior consent (see section "Marketing Communications");
- better understand your needs through your shopping, browsing and other records
- provide you after-sale services;
- respond to your queries, requests and suggestions;
- manage the events you registered and/or participated in;
- to detect, prevent and fight against any fraudulent or illegal activity, including to protect your transactions from payment fraud, to act against counterfeiting and against the resale of our products in violation of our terms and conditions of sale and/or outside our distribution network;
- protect you, employees and other individuals in our stores as well as our property;
- manage the stock of certain types of rare products to allow a fair allocation of the products we sell;
- monitor and improve our Digital Platforms;
- conduct statistics;
- improve our products and services;
- respect our legal obligations, including providing information to regulatory bodies when legally required, in particular to comply with our legal obligations in terms of cosmetovigilance, prevention and the fight against fraud, money laundering and the financing of terrorism;
- recruitment.

5. Marketing Communications (newsletter, invitations, etc.)

With your express prior consent (confirmed by clicking "Subscribe" on our website and filling in your email address and clicking "Subscribe" or by click and confirm to accept to receive information concerning offers, services, products or events from us via postal mailing, phone and SMS, e-mail, Wechat and other any messaging app when register an account), you may receive information concerning offers, services, products or events sent by Hermès and/or Hermès International. Hermès International is a French limited partnership with shares ("Société en commandite par actions"), with its registered office at 24, Rue du Faubourg Saint-Honoré, 75008 Paris, France, registered in the Paris Trade and Company Registry with registration number of 572 076 396 RCS Paris. In such a case, we may share your information provided with Hermès International for this purpose.

We rely on your consent to process the personal data you provide to us for this purpose. Therefore, if you no longer wish to receive such information, you can unsubscribe at any time via the "Unsubscribe" link below the email we send, you can also raise your request of unsubscribe by contract our Customer Service or via our store staffs.

We may ask you to confirm or update your marketing settings if you instruct us to provide further products and/or services in the future, or if there are changes in the law, regulation, or the structure of our business.

6. How long do we keep your personal data?

Your personal data are processed for the period necessary for the purposes for which they have been collected, to comply with legal and regulatory obligations and for the duration of any period necessary to establish, exercise or defend any legal rights. After such period or when you cancel your account, your personal data will be permanently deleted or anonymized.

In order to determine the most appropriate retention periods for your personal data, we have specifically considered the amount, nature and sensitivity of your personal data, the reasons for which we collected your personal data, the service you deserve and expect from us together with the applicable legal requirements. For example:

- With regard to our prospects (potential customers): your data is stored for three years from your last action and then deleted or archived to comply with legal retention obligations;
- With regard to our customers: your data is stored for the duration of our commercial relationship and for up to ten years and then deleted or archived to comply with legal retention obligations;
- With regard to the customers who participate in our events: the information you provide for participating in our events will generally be stored for 3 months after the completion of such events. If you click other options when participating in the events, we will retain your information according to the options you click separately.
- With regard to the cookies used on Digital Platforms: they are stored according to the Cookie Policy.

7. How do we share, contracting of the processing of personal information to third party, and transfer your personal data?

7.1 Share your personal data

We may share your personal data only to the parties indicated below and for the following reasons:

- We may disclose your personal data to Hermès International, in charge of customer relationship, retail, e-commerce, communication, internal audit and IT management for the purposes set out in this Privacy Policy. Such disclosure is necessary for the purpose of providing you with online services, order management, and delivery of the goods you have ordered. This may include providing you with the products and services that you have requested, improving the services provided and – with your separate consent – sending you marketing communication concerning offers, services, products or events. In order to provide you with products and services, on the premise of complying with applicable laws and regulations and “how do we protect your personal data” as stated in Article 10 of this Privacy Policy, Hermès International will process your account (including cell phone number, title, last name, first name, etc.) and order (including your order number, your products, quantity, price, purchase time, etc.) and other information and ensure that your personal data is protected to the same extent as required by the Privacy Policy. The contact information of Hermès International is privacy@hermes.com. You can make a request by sending an email to the mailbox to exercise your rights related to personal data.
- For the purpose of performing the service requested by you or providing the goods ordered by you, we will share your specific personal information with the payment service provider and logistics service provider to assist you in completing the payment of the order and delivering the goods.
- We may disclose your personal information to regulatory authorities or third parties in People's Republic of China under the binding requirements of applicable laws and regulations or for the purpose of due process or other legal requirements.
- We may also disclose or process your personal information in accordance with applicable laws and regulations when necessary to defend our legitimate interests (for example, in civil or criminal proceedings). For example, if necessary, we may disclose such personal information to identify and contact individuals or entities that may be in violation of our Terms and Conditions of Sale and Use, or that may be causing harm or interference to other users of our Digital Platforms, or to take legal action against them.

7.2 Contracting of the processing of personal information to third-party providers

We may also disclose your personal information to third-party providers acting on behalf of Hermès and entrusted by Hermès for process so as to help us provide relevant products and service support. All such processing is based on scope of processing set out in a binding contract that is compliant with the requirements of applicable law, and subject to our supervision. Such contracting of processing are made for different purposes including:

- o IT development and IT support;
- o Hosting and carrying out marketing campaigns and business studies;
- o Verifying your information, provide to third parties that provide credit reporting, payment or order fulfilment services;

These providers are committed to confidentiality and are not permitted to use your personal data for any other purposes. We also require them to use appropriate security measures to protect your personal data.

7.3 Transfer of your personal data

If we need to transfer personal information due to merger, division, dissolution, bankruptcy or other reasons, we will inform you of the recipient's name or name and contact information, and require the recipient to continue to perform its obligations under this Privacy Policy. If the receiving party changes the existing processing purpose and method, it will seek your consent again.

8. Permission

To implement relevant business functions, we may obtain the following access rights to your device:

- When you click on "Find a Store" at HYPERLINK "<https://www.hermes.cn>", we may pop up and ask if we are allowed to access your location information;
- When you click "Hermès Store" on our Wechat official account, we may pop up and ask if we are allowed to access your location information.
- Permission information of other systems and devices: We will apply for specific device and system permissions before you start the use of software and/or during use (for example, we will apply for your camera permissions in virtual makeup testing scenes), and inform you of the corresponding purpose of use. We will enable the corresponding permissions only when you use the corresponding functions.
- If you agree to have us access your location and camera permissions, we may collect your sensitive personal data. We will take strict protection measures to ensure the security of your personal data. If you refuse to enable the permission and provide relevant information, it will not affect your use of basic functions such as shopping, but we may not be able to provide you with the corresponding functions of this permission.

9. How do we transmit your personal data outside mainland China

Just as mentioned in "How do we share, contracting of the processing of personal information to third party, and transfer your personal data?", we may disclose your personal data to Hermès International, in charge of customer relationship, retail, e-commerce, communication, internal audit and IT management for the purposes set out in this Privacy Policy. As a result, your personal data may be transferred to Hermès International outside of mainland China with your prior separate consent in compliance with applicable laws. We will perform the necessary procedures or obtain necessary approvals in accordance with the requirements of applicable laws before transmitting your personal information abroad. Hermès International, the foreign receiver of your personal information, is a French limited share joint stock company ("Société en commandite par actions"), with its registered office at 24, rue du Faubourg Saint Honoré, 75,008 Paris, France, registered in the Paris Trade and Company Registry with registration number of 572 076 396 RCS Paris. In order to provide you with products and services, on the premise of complying with applicable laws and regulations and "how do we protect your personal data" as stated in Article 10 of this Privacy Policy, Hermès International will process your account (including cell phone number, title, last name, first name, email, address, date of birth, age range, nationality) and order (including your order number, your products, quantity, price, purchase time, payment amount, payment type or method) and other information and ensure that your personal information is protected to the same extent as required by the Privacy Policy. The contact information of Hermès International is privacy@hermes.com. You can make a request by sending an email to the mailbox to exercise your rights related to personal data.

We will ensure that your personal information can be protected at a no less than the same and adequate protection level under the personal information protection and data compliance laws and regulations of the Peoples' Republic of China. If you want to know more, please send an email to privacy@hermes.com, we will handle it properly according to your request.

10. How do we protect your personal data?

All your personal data is strictly confidential and will only be accessible, on a need-to-know basis, to duly authorized personnel of Hermès and Hermès International and third providers acting on our behalf with appropriate technical and organizational security safeguards.

Hermès has implemented security measures to protect your personal data against unauthorized access and use. We follow appropriate security procedures in the storage and disclosure of your personal data so as to prevent unauthorized access by third parties and to prevent your data being accidentally lost. We limit those who access your personal data to those who have a genuine business need to access it. Those who do access your data will be subject to a duty of confidentiality towards Hermès.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

We also require those parties to whom we transfer your personal data to comply with the same. However, unfortunately, the transmission of information via the internet is not completely secure. So, we cannot ensure the security of your personal data transmitted by you to us via the internet. Any such transmission is at your own risk and you acknowledge and agree that we shall not be responsible for any unauthorized use, distribution, damage or destruction of your information, except

to the extent we are required to accept such responsibility under the law. Once we have received your personal data, we will use the security measures abovementioned.

In case if any security incident happens to your personal data, Hermès will take responsibility in accordance with the applicable laws. However, the Digital Platform may contain links to other third party websites. Hermès 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 personal data. Hermès cannot be held responsible for any third party, or its affiliates or agents, failing to use your personal data 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.

11. What rights do you have on your personal data?

In accordance with the Personal Information Protection Law, you can, at any time, request access, make copies, rectification and deletion of your personal data or restrict and object to the processing of your personal data. A summary of these rights is provided below:

Your right of access: You may request to see the personal data we hold about you. You can view some of your personal data by logging into your account on our website and clicking "Account - Personal Data". If you want to know your other personal data that we have collected through other Digital Platforms and store channels, you can make relevant requests to us through the contact information in the "How to Contact Us" section;

Your right to make copies: when technically workable and in accordance with the relevant laws and regulations, you may request us to provide a copy of your personal information that we have. You can make relevant requests to us through the contact information in the "How to Contact Us" section;

Your right to rectification: You may require us to correct any mistakes in your data or to complete your information. You can modify and update your personal data by logging into your account on our website/wechat mini program and clicking "Account - Personal Data - Edit". If you wish to modify your other personal data collected by us, you can make relevant requests to us through the contact information in the "How to Contact Us" section;

Your right of deletion: if you may consider that the purpose of processing your personal data has been achieved or is unable to be achieved, or the personal information is no longer necessary for achieving the purpose of processing; or we cease the provision of the product or service involved, or you withdraw your consent of processing; or we may in violation of any law, administrative regulations or this Privacy Policy when process your personal data; you may request us to delete your personal data. You can contact us through the "How to contact us" section to make relevant requests; Kindly note that if the personal data that your request to delete is the necessarily information that we need for the provision of certain service, we may not be able to continue with the service provision. But this will not affect other services that we provided not related to these personal data.

Your right to cancel your account: You may require us to cancel your account by contact our Customer Service, we will delete or anonymize your personal information accordingly. The cancellation of your account will not affect the validity of the personal data processing activities that have been carried out before the cancellation. Once you cancelled your account, we will stop providing online services to your and delete your personal data according to your requirements or requirements of law. If it is required by law that we shall keep any of the personal data, we will only deal with it within the scope stipulated by laws and regulations and will not use it in daily business activities.

Your right to restriction of or object to processing: Under certain circumstances, you may restriction of or object to our processing of your personal information (for example, when you question the accuracy of the data we hold on your personal data)

Your right to withdrawal of consent: You may at any time decide to withdraw your consent to the processing of your personal data. If your consent is withdrawn, We may not be able to provide you with the products or services you require, and our processing of your personal information prior to the withdrawal of consent will not be affected. After you withdraw your consent, we will delete or anonymize your personal information accordingly. Withdraw of your consent will not affect the validity of the personal data processing activities that have been carried out before the withdraw.

If you no longer wish to receive our marketing/promotional information, we remind you that you can unsubscribe directly at any time by click the relevant link in any e-marketing messages we send you so as to withdraw your consent on direct marketing, or make relevant requests to us through the contact information in the "How to Contact Us" section. If you do so, we will promptly update our databases, and will take all reasonable steps to meet your request at the earliest possible opportunity, but we may continue to contact you to the extent necessary for the purposes of any products or services you have requested.

To exercise any of those rights, please contact us using the contact information below (see "How to contact us"). You may also contact our store staff to exercise your above rights. We may need to check your identify before we can help you to exercise the above rights.

12. How to contact us?

In issues relating to your account, to withdraw your consent, to ask general questions or to lodge a complaint, please contact our Customer Service:

- By email: service.china@hermes.com
- By Customer Service: 400 090 6610

You can also contact Hermes online customer service through our WeChat official account "Contact us" and we will answer any questions you may have.

In issues specifically related to marketing emails, we remind you that you can, at any time, directly unsubscribe through the relevant link in any electronic marketing messages we sent to you.

If you have any questions or concerns about our Privacy Policy or data processing, you may contact our Group Data Protection Officer at: privacy@hermes.com.

We will respond to you regarding your request within the time limitation required by law, after successful verification of your identity.

13. Changes to this Privacy Policy

This Privacy Policy reflects our current practices and is subject to change and update from time to time. When we post changes to this Privacy Policy, we will modify the "Effective Date" at the top of this Privacy Policy to indicate when such changes have come into effect.

If we change this Privacy Policy in a material way, we will inform you through a notice advising of such change at the beginning of this Privacy Policy and on the "Hermes.com" website homepage WeChat official account HERMES, WeChat store via applet of WeChat. After your click consent on Wechat store via applet of Wechat or your continued use of "Hermes.com" website, WeChat official account HERMES, WeChat store via applet of WeChat will constitute your consent to this Privacy Policy and any updates.

COOKIE POLICY

1. 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.cn 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.cn website, you consent to our cookie settings and agree that you understand the terms of our cookies policy.

2. Cookie List

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 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 personalize 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

We use the following cookies on our website:

Cookie placed by	Cookie name	Cookie purpose	Type	Cookie Duration
Hermes.com	ECOM_SESS	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.	Strictly Necessary Cookies	by session
Hermes.com	has_js	Storage of boolean information.	Strictly Necessary Cookies	by session
Hermes.com	Locale-country-data	Stores information about country and language of visited pages.	Strictly Necessary Cookies	by session
Datadome	datadome _<store_code>	Datadome is a bot protection tool.	Strictly Necessary Cookies	1 year

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.	Strictly Necessary Cookies	by session
New Relic	NRAGENT	This cookie is created only when a token is handed out to an end user by the New Relic server.	Strictly Necessary Cookies	by session
New Relic	SESSIONID	The SESSIONID cookie is used to store a session identifier so that New Relic can monitor session counts for an application.	Strictly Necessary Cookies	by session
New Relic	JSESSIONID	Identifies the user's http session and the user's requests during a session.	Strictly Necessary Cookies	by session
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.	Statistical Cookies	13 month
Google Analytics	_ gid	Stores information collected to be used for statistics.	Statistical Cookies	13 month
Google Analytics	_ gcl_au	Cookies used for analytics help collect data that allows services to understand how users interact with a particular service. These insights allow services both to improve content and to build better features that improve the user's experience.	Statistical Cookies	13 month
		Advertising - Google uses cookies for advertising, including serving and rendering ads, personalizing ads, limiting the number of times an ad is shown to a user.		
Google Analytics	_ ga_[id]	Cookies used for analytics help collect data that allows services to understand how users interact with a particular service. These insights allow services both to improve content and to build better features that improve the user's experience.	Statistical Cookies	13 month
Google Analytics	_ dc_gtm_UA-<code><code></code><numéro séquentiel>	Follows statistics about site use.	Statistical Cookies	13 month
Google Analytics	_ gat_UA-<code><code></code><numéro séquentiel>	Follows statistics about site use.	Statistical Cookies	13 month
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.	Statistical Cookies	13 month
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.	Statistical Cookies	13 month
Google Analytics	_ utmc	__utmc takes a timestamp of the exact moment in time when a visitor leaves a site.	Statistical Cookies	13 month
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.	Statistical Cookies	13 month
Google Analytics	_ utmv	The __utmv cookie gets set on your computer, so that Google Analytics knows how to classify that visitor.	Statistical Cookies	13 month

Google Analytics	_gat	Monitors the query rate to the Google Analytics servers.	Statistical Cookies	13 month
Google Analytics	_dc_gtm	Monitors the query rate to the Google Analytics servers.	Statistical Cookies	13 month
DoubleClick (Google)	Id + DSID	Allows to distinguish each user.	Targeting Cookies	2 years
DoubleClick	test_cookie	Used to check if the user's browser supports cookies.	Targeting Cookies	2 years
BaiduTongji	HMACCOUNT	A third-party cookie that records the start time of the previous visit to judge whether the current visitor is a new visitor.	Statistical Cookies	PERMENANT, clear by request
BaiduTongji	HMACCOUNT_BFESS	A third-party cookie that records the current access time, and each PV will refresh its value.	Statistical Cookies	PERMENANT, clear by request
BaiduTongji	HMVT	A third-party cookie that tracks the cross domain visit.	Statistical Cookies	by session
BaiduTongji	Hm_lvt_<siteid>	A first-party cookie that records the start time of the visitor's current access sequence. If this cookie is not set, the visitor is a new visitor. When this visit is the beginning of a new visit, update the cookie to the current time.	Statistical Cookies	1 year, can set to auto-clear
BaiduTongji	Hm_lpv_<siteid>	A first-party cookie that takes a timestamp of the exact moment in time when a visitor enters a site.	Statistical Cookies	1 year, can set to auto-clear
BaiduTongji	Hm_up_<siteid>	A first-party cookie that defines customized user ID.	Statistical Cookies	1 year, can set to auto-clear
BaiduTongji	Hm_ct_<siteid>	A first-party cookie that defines customized label.	Statistical Cookies	1 year, can set to auto-clear
BaiduTongji	Hm_ck_<siteid>	A first-party cookie that tests whether user's browser supports Cookie.	Statistical Cookies	1 year, can set to auto-clear
BaiduTongji	Hm_cv_<siteid>	A first-party cookie that defines customized variable.	Statistical Cookies	1 year, can set to auto-clear

3. Managing your cookie preference

You can easily adjust your cookie preference 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 Website.