

# Privacy Notice: Sam's Export Program

The notice below supplements the [Sam's Privacy Policy](#) for members located in the EU who are participating in the Sam's Export Program. As part of the program, we collect information about your company as well as personal information about your company contact. Sam's Club is the controller of your personal information. In the event of a conflict between this Notice and the Sam's Privacy Policy, this Notice will prevail.

## Why are we allowed to collect and use your information?

The reason depends on the particular activity we use your Information for. The categories of data and purposes of processing your information are stated in the Sam's Club Privacy Policy. Our legal bases for processing your information are:

- a. We need to use your Information to meet our contractual obligations to you such as fulfilling your company's orders.
- c. We need to use your Information to enable us to run our Sam's Export Program business successfully, such as combatting fraud (the law calls it "legitimate interests").
- d. We need to use your information to comply with a law which we are subject to or we are legally obligated to do so. [confirm we wouldn't provide EU PI to a law enforcement request as our privacy policy states]

Where the law tells us that we need to use certain information, then we are allowed to do so, as long as we only use it for that purpose.

## Where is your Information kept, processed or accessed from?

Your Information will be processed safely inside and outside the European Economic Area (EEA). If any country is deemed not to have the legally required adequate level of protection we will always put the appropriate safeguards in place.

## Your rights

You have a right to request access to, and correction or deletion of the personal information that we hold about you. You may also request that we cease processing your personal data where such processing is causing you harm. Click [here](#) to place any of these requests.

If you send us a request to exercise any of these rights and we don't complete it within a month, or if you are unhappy about the way we or any third party with whom we share your information (see the "How Do We Share Your Personal Information Outside of Sam's Club?" section in the Sam's Club Privacy Policy) are handling your personal information, you can lodge a complaint by contacting Sam's Club [privacy@samsclub.com](mailto:privacy@samsclub.com).

If you are not happy with our response or handling of your complaint, you have the right to report your concern to the Data Protection Commissioner located in your country (EU-located individuals only).

## How long do we keep your information?

Unless otherwise stated in the Privacy Policy or other written notice we provide to you, or if we are required for legal reasons, we will keep your Personal Information for 5 years then we will securely delete it.

We do need to keep some anonymous information for longer than this, such as customers' shopping habits and buying patterns, so we can analyze it to identify trends and changes in customer activity and buying habits. We remove all names, contact details and any other information that identify individual customers, so it's all just anonymous numbers and data.