

1-1 VIDEO CONSULTATION SERVICES TERMS & CONDITIONS

1-on-1 Video Consultation Services

This site may allow you to use a video consultation feature either with automated tools, a live consultation with a beauty advisor, or both. By using the service, you agree to give us access to activate your camera. A video consultation is a live experience and will not be recorded.

When participating in a live consultation with a La Roche Posay Brand Expert, they will be to answer your questions, and recommend products. You will be able to see the recommend products during the experience, and you can shop and buy products after the video consultation has ended.

Our Brand Experts are not medical professionals, therefore if you have any skin conditions or are pregnant, we cannot advise on any product recommendations and would recommend to seek advice from your GP, dermatologist, or healthcare professional.

ACCEPTABLE USE POLICY – INTERACTIVE SERVICES

We may from time to time provide interactive services on our site, including, without limitation:

- Chat rooms
- Bulletin boards
- Review forums
- Q&A services
- Virtual services (consultations, masterclasses, etc.)

Where we do provide any interactive service, we will provide clear information to you about the kind of service offered, if it is moderated and what form of moderation is used (including whether it is human or technical).

We will do our best to assess any possible risks for users from third parties when they use any interactive services provided on our site, and we will decide in each case whether it is appropriate to use moderation of the relevant services (including what kind of moderation to use) in the light of those risks. However, we are under no obligation to oversee, monitor or moderate any interactive service we provide on our site, and we expressly exclude our liability for any loss or damage arising from the use of any interactive service by a user in contravention of our content standards, whether the service is moderated or not.

Where we do moderate an interactive service, we will normally provide you with a means of contacting the moderator, should a concern or difficulty arise.

In respect of any virtual services we provide, we take the safety of our staff very seriously. We will not tolerate any offensive or threatening behaviour, or any harassment or abuse of our staff. We will take immediate action in such instances, including notifying the relevant authorities and disclosing to them any relevant information (including your identity) as necessary.