

## DATA PROTECTION & PRIVACY POLICY

The Family Movers respects the privacy of its customers. This privacy policy explains our policies for the collection, use, and disclosure of personal information. By using The Family Movers website, filling in pre-movement survey form, or raising an enquiry through email or website, you consent to the privacy practices described in this statement.

### **The information we collect**

The Family Movers collects personal information to understand and meet our customers and potential customer's needs and to fulfil our business objectives. This information is collected by various sources including information provided by its customers, agents other representatives or any third party agents authorised to act on behalf of The Family Movers.

"Personal Information" may include client name, origin and destination address and email address, phone number, identification number, passport details and may also include financial information, such as credit card or other bank account data, nature of goods etc or any other data related to the performance of moving, relocation or other associated services. However, The Family Movers limits its collection of Personal Information to that which is necessary for its intended purpose and thus does not collect any information that is not relevant to the business / service objectives.

We may record calls to or from our sales/customer service representatives for purposes of accuracy, performance reviews, training, and general quality assurance. Personal information received from customers and their employees will be used solely for the purposes of delivering authorised services to such customers and employees.

### **How we use personal information**

The Family Movers uses personal information to carry its day-to-day business operations. The Family Movers will generally use Personal information to:

- Identify its customers and requirements
- Conduct surveys
- Communicate with a Data Subject;
- Comply with human resource requirements;
- Comply with government regulations;
- Provide associate benefits;
- Manage the business.

### **Safety of your Data**

Personal information is stored in a combination of paper and electronic files. Personal information held by The Family Movers is not accessible publicly. We take reasonable measures to protect personal information against the loss, misuse and alteration of the Information under our control, including credit card information that is submitted to us through defined procedures and appropriate technology designed for that purpose.

- We maintain physical, electronic, and procedural guidelines to protect your Personal Information.
- We assess our security standards and procedures time to time to protect against unauthorized access to Personal Information.
- We store Personal Information only as long as needed for legitimate business purposes, or as required by contractual or legal requirements.
- We limit access to Personal Information on need to know basis only that is required to provide services to its customer.

### **The Family Movers (S) Pte Ltd**

(Company Registration No.197501104E)

(GST Registration No. M2-0022016-1)

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However, no system is perfect unfortunately; therefore, The Family Movers makes no representations or warranties with regard to the sufficiency of these security measures. The Family Movers shall not be responsible for any actual or consequential damages that result from a lapse in compliance with this Privacy Policy because of a security breach or technical malfunction.

### Disclosure of Information

The Family Movers does not share personal information it holds with any unauthorised external third parties except as disclosed in this policy.

There are situations where company may disclose collected personal information to third parties as permitted or required by law. Personal Data provided to The Family Movers will generally be kept confidential, but organisation consider consent of data subject to disclose their Personal Data to the following categories of parties:

- Our sub-contractors or third party service or product providers as may determine to be necessary or appropriate;
- Any person to whom we are compelled or required to do so under law or in response to a legitimate instruction from a competent or government agency;
- Government entities, courts or other entities, such as in response to summons or other legal or regulatory processes, or to protect against fraud.
- Pursuant to an order of a court of competent jurisdiction;
- Where applicable, third parties who provide related services or products in connection with our business;
- Government agencies, statutory authorities and industry regulators;
- Our auditors, consultants, accountants, lawyers or other financial or professional advisers
- Our sub-contractors or third party service or product providers as may determine to be necessary or appropriate;

### Cookies

The Family Movers uses Cookies to track IP address, geographical locations and to track user's visits and uses that information to improve the user's experience. The Family Movers does not use cookies on to track or store user's personal information in any manner.

### General

The Family Movers may amend this policy from time to time. If such amendments affect how The Family Movers uses or discloses personal information already held by The Family Movers in a material way, The Family Movers will obtain consent.

Notwithstanding the general terms of this policy, the collection, use, and disclosure of personal information may be made outside of the terms herein to the extent provided for in any applicable privacy or other legislation in effect from time to time.

The Family Movers may disclose personal information to another entity purchasing (including for diligence purposes prior to purchase) the assets of The Family Movers provided that entity abides by this or a similar privacy policy.