

CML Data Privacy & Protection Policy

- **Management:**
The policy of the company is to communicate our Data Privacy & Protection Policy to all of our clients, vendors and staff through our work order instructions; our relocation proposal, our Quality Manual, our web site and various written communications.
- **Notice:**
Our Privacy Notice is clearly stated on our website and referred to in our Relocation Proposal as well as our Work/Purchase Order Instructions.
- **Choice & Consent:**
Our Data Privacy notice is meant to assure our clients that how their personal information is used, disclosed and stored. By signing the Relocation Proposal they are giving us their consent to provide the needed information, for the sole purpose clearly set out in our notice.
- **Collection:**
Personal information is collected either from the client, his family members, his employer, and relocation/moving companies or origin/destination agents.
- **Use, Retention & Disposal**
This information is only to be used and shared with Parties and authorities that may need this information to process the jobs ordered. Information may be shared with crew supervisors, move coordinators, customs authorities, shipping lines, and airlines and customs brokers.
Customer's personal information is retained for only as long as necessary to fulfil the stated scope of the jobs ordered, or as required by law or regulations and will be disposed off in a timely and guarded manner.
- **Access:**
Should the customer need to obtain a copy of his personal information he may ask for it in writing and may as well request to update / review his information.
- **Information Disclosure:**
It is the policy of the company not to sell the personal information of our customers. It will not be disclosed except as necessary for coordinating business or where permitted by the law. We may disclose this information for third parties to facilitate the clearance and process of the move/job.
We require the recipients of such information to protect the information and use it only for the purpose provided.
- **Security for Privacy:**
Customer's personal information is guarded through physical, electronic and procedural safeguards. Customer files are kept in locked cabinets and staff computer screens and databases are password locked.

Staff is required not to share their passwords and required to protect our customer's personal information and may not access that information unless there is a legitimate reason for doing so.

- **Quality:**
In order to ensure that all the above is complied with, the company's policy and procedure is clearly stated in our Quality Manual which is to be found on each staff member's desktop, and regular communications whether by email or written memos, are to be sent out.
- **Monitoring & Enforcement:**
If an individual believes that their personal information is not handled in accordance with our privacy policy or the applicable law, then a complaint should be submitted to senior management for their immediate investigation into the complaint.
Management every quarter will monitor implementation. All staff is to be made aware that a breach of the rules or procedures identified in this policy may lead to disciplinary action being taken against them.