

City Moving & Storage Ltd.

Worldwide Moving and Storage Specialists.

Privacy Policy including DATA Security, GDPR and Client Protection

As an internationally recognised, moving company, we understand the importance of maintaining the privacy of our clients' personal information. Client privacy is of the utmost important to us and maintaining the trust and confidence of our clients is a top priority.

In the normal course of providing our removal services, we collect certain non-public personal information about our clients that is provided to us by our clients or obtained by us with their authorisation or consent. However, we do not disclose any personal information about our clients or former clients to anyone, except as necessary to effectuate the purpose of our business relationship or as required by law.

This policy sets out how City Moving & Storage Ltd uses and protects any information that you give City Moving & Storage Ltd.

City Moving & Storage Ltd is committed to ensuring that your privacy is protected.

The information we collect:

City Moving & Storage Ltd collects information by various methods including information actively provided by our agents, service providers, its customers, and information arising from customer surveys, moves and general feedback.

We shall determine what personally identifiable information is collected, how it is used and with whom it may be shared.

All information will be kept secure and not disclosed to another organisation without the individual's consent.

Personal data will be obtained only for the purpose specified and should be adequate, relevant and not excessive for the purposes required.

The types of personal information we collect include name, contact information, identification information, and all data relative to the performance of our moving, relocation and associated services. Personal information received from customers, their agents and their employers will be used solely for the purposes of delivering authorised services.

By providing City Moving & Storage with your details and the documentation we require to facilitate your move, you are consenting to us disclosing the necessary information to service providers in order to achieve your move.

What we do with the information we gather:

This information is used to aid in the provision of our various products and services, including customer service, accounting, billing, collections. City Moving & Storage Ltd may use aggregate or anonymous information, which will not be linked to identify individuals, for



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various uses for itself and third parties. All data we collect and then possibly use is solely for the purpose of a smooth move.

We take steps to ensure that personal data is up to date and accurate.

How we look after your data:

Electronic Data is stored on secure servers with multi-level password protected software, accessed by authorised personal. We use a combination of working practices and technology to ensure that your information is kept confidential and secure.

We train our employees in the importance of maintaining confidentiality and customer privacy.

We do use paper file as part of our working processes. Paper files are consistently labelled and logically organised. This will ensure accurate, prompt retrieval for as long as the files are required. Every new file should be registered and maintained in a filing system, with a unique title so that it can always be identified.

Data is regularly reviewed and updated; if no longer required, it should be deleted, shredded and disposed of.

Once a move is completed, the file will be closed; paper files are filed by reference number and moved to secure storage. We have a plan of destruction, file have to be kept for 5 years in line with guidelines. When records have reached their destruction deadline, they will be destroyed.

Responsibility for managing the files remains the responsibility of the director.

Security - Personal information is stored in a combination of paper and electronic files that are saved to a cloud-based server and backed up daily. They are protected by security measures appropriate to the nature of the information and are subject to the provisions of the EU's *General Data Protection Regulation (GDPR)* which came into force in May 2018.

Accessing information - Individuals may review their personal information contained in City Moving & Storage Ltd files by contacting the City Moving & Storage Ltd Privacy Officer. If an individual believes that any of their personal information is inaccurate, we will make appropriate corrections.

How we use cookies:

A cookie is a small file that is stored on your computer and allows websites to 'remember' you, either for the duration of your visit (a 'session cookie') or for repeat visits (a 'persistent cookie'). Cookies allow websites to, among other things, remember if you have logged in or not, remember your preferences and tailor your experience of the website.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to meet our customer's needs and

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expectations. We only use this information for statistical analysis purposes and the data is not personally-identifiable.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us and the data provided by your browser (i.e. what type of browser you are using).

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer; however, this may prevent you from taking full advantage of the functionality of a website.

Links to other websites:

Our website may contain links to easily enable you to visit other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information that you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

General:

City Moving & Storage Ltd may change this policy from time to time by updating this page. You should check our website to ensure that you are happy with any changes. This policy is effective from 15.11.2018.

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.

City Moving & Storage Ltd may disclose personal information to another entity purchasing (including for diligence purposes prior to purchase) the assets of City Moving & Storage Ltd provided that entity abides by this or a similar privacy policy.

Controlling your personal information:

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

We also have the following policies in place:

- IT security
- Anti-Bribery and Anti-Corruption Charter.

You may request details of personal information that we hold about you under the EU's *General Data Protection Regulation (GDPR)* which came into force on the 25 May 2018, when it superseded the UK Data Protection Act 1998. A small fee maybe be payable. If you would

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like a copy of the information held on you please write to City Moving & Storage Ltd, Unit 6
Bush Industrial Estate, Standard Road, London NW10 6DF

If you are still unhappy following a review by us, you can then complain to the Information
Commissioners Office (ICO) via their website (www.ico.gov.uk)

Next Review – November 2023

A handwritten signature in black ink, appearing to read 'A. Awell'. The signature is written in a cursive style with a large initial 'A'.

Signed:

Date: 13/12/2022

Privacy
(combined with DATA, GDPR and client protection – February 2022)
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