

## **Data Privacy & Protection**

This policy communicates the measures we have in place for the collection, protection and use of personal and company data. The policy will ensure the security, confidentiality of information and that the information is not altered or shared to persons without authorized access.

Any information which comes under the scope of this policy will only be used to provide International Moving Services.

**Personal Data** – this includes but not limited to customer names, occupations, address, personal and business contact information. Details and value of home contents and storage locations as well as personal documents such as passport, visas, completed customs documentation.

**Management** – it is the responsibility of all our employees and service providers to comply with data Privacy and Protection Procedures. Accountability will be with the President Derek Duffy or Rod Speers in the event of any breach of policy or violations.

**Notice** – Information will only be collected in direct connection with the moving services being provided. Our Employees, customers and service providers have been informed of this policy.

**Collection** – Data is only collected for the purpose outlined in this notice.

**Choice & Consent** – Any customer ordering services from Armstrong will be notified of this data security policy and consent with its conditions is implicitly given. Should customers not agree, partially or entirely, with the content of the policy, Armstrong needs to be notified in writing before service delivery has started. Armstrong reserves the right to cancel services in this case if personal data is required to fulfill.

Any partner accepting work from Armstrong will also be notified of this data security policy and implicitly agree with the policy and guarantee its application.

**Use Retention & Disposal** - data will only be used for the activity of the move and related services. Archived data will be stored for 120 days after which the data is deleted automatically.

**Access** – for all parties referred to above access is strictly controlled, any changes would be notified by email, or in writing with the data being updated by the file/contract coordinator. If a customer would like to access the personal information that is stored by Armstrong, s/he can reach out to the responsible Move Manager.

**Disclosure to Third Parties** – Information is only shared on a need to know basis and is strictly limited to the services being provided. No information will be shared or passed onto any other parties.

**Security for Privacy** – Armstrong runs up to date antivirus software, in addition all individual logons are password protected. The physical security of our offices is also controlled by locked secure reception main entry. The warehouse door is locked at all times and can only be opened by trained personal.

**Quality** – the data stored is accurate, complete and relevant for the business purpose. It is checked for quality, checks are also used to ensure the identity of users and information provided.

**Monitoring & Enforcement** – if any individual notices a breach of privacy they should immediately notify Armstrong International Moving. Corrective action would be taken to ensure the security of data, further action could also involve reviewing access or termination of a user/service provider. Any breach and action would be escalated to senior management.