



Data Privacy Protection Procedure

The purpose of this document is to communicate our procedure and requirements with regards to Data Privacy and Protection Procedure. The policy will ensure the security and confidentiality of information and that the information is not altered or shared to persons without authorized access.

Personal Data – This includes our customer’s names, address, home or e-mail address and telephone numbers, details of the value of home contents and storage locations, visas, passports and work permits and customs documentation pertaining to the move.

Management – It is the responsibility of all employees to comply with Data Privacy and Protection Procedure. Accountability would be with the department manager in the event of any breach of policy or violations. It is the department manager’s responsibility to communicate this to all staff so they are fully aware and compliant with the policy and standard expected.

Notice – Information will only be collected in direct connection with moving services being provided. Employees, customers and suppliers will be informed of the above through the privacy notice.

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

Choice & Consent – Choices should be given to the individual i.e. customer, corporate account, suppliers/service providers that they communicate personal information in a controlled manner and on a need to know basis. We obtain their implicit consent and have advised all parties that this must be complied with in order to work with MoverOne International.

Use Retention and Disposal – data will only be used during the activity of the move. Archived Data will be stored for 5 years in terms of legal in country compliance after which the data is deleted and any hard copies disposed of through secure shredding.

Access – For all individuals as referred to above access to data is strictly controlled by MoverOne any changes would be notified by email, or in writing with data being updated by the file coordinator or manager involved in the area concerned. Notification by email should be to the office Manager Darren Bromley Email at dbromley@moveroneintl.ca

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



Security for Privacy – MoverOne runs up to date anti virus software, in addition all individual user's logon's are password protected to ensure that within the company information is only shared on a need to know basis. The physical security of the office is also limited by locked front entry and pin code secure entry from the warehouse.

Quality - The data stored is accurate complete and relevant for business purposes. It is checked for quality, checks are used to ensure the identity of users and information provided.

Monitoring & Enforcement – If any individual notices a breach of privacy they should immediately notify the office manager named above lpullen@moveroneintl.ca. Corrective action would be taken to ensure the security of data; further action could also involve reviewing access or termination of a user/supplier. Any breach and action would be escalated to senior management. We regularly communicate our procedures to internal staff and warehouse staff and ensure their awareness is up to date and they are compliant. Customer feedback also provides an opportunity for communicating any breach of privacy.