

FAQ's on GDPR for Move One Customers

What is GDPR and when it will come into effect?

GDPR stands for General Data Protection Regulation and is the new European Union Regulation set to replace the Data Protection Directive (DPD) and involves the protection of personal data and the rights of individuals. Its aim is to ease the flow of personal data across the 28 EU member states.

The Regulation came into effect on the 25th of May 2018 and will bring in significant changes to the current data protection laws.

What information does the GDPR apply to?

- **Personal data**

The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier.

What is defined as personal data under GDPR?

GDPR's defines a list of things that could be considered as personal data, either on their own or in combination with other data:

- **Biographical information or current living situation**, including Date of Birth, Social Security numbers, phone numbers and email addresses.
- **Looks, appearance and behavior**, including eye colour, weight and character traits.
- **Workplace or education information**, including passport details, salary, tax information and student numbers.
- **Private and subjective data**, including religion, political opinions, marital status and geo-tracking data.
- **Health, sickness and genetics**, including medical history, genetic data and information, etc.

What are the sources through which personal data are collected by Move One?

The sources of collection of Personal Information may include:

- Information you provide to us or to our Representatives in person, over the internet or on the telephone.
- Information provided when you visit the Website or communicate with us by email or other digital medium.
- Information that you may supply to us in written or electronic/video surveys;
- Information about your past transactions with Move One.
- Information from consumer reporting agencies, or
- Information from anyone that you have authorized to provide such information to us.

Data that we Move One collect?

- Full names
- Personal or business email address
- Addresses home and destination
- Telephone / Mobile numbers
- Passport details
- Country of citizenship
- Country of birth
- Date of birth
- ID card details
- PIN/TAX numbers
- Driving licence details
- Visa details
- Gender
- Marital status
- Job title
- Bank account details
- Salary information
- Credit card details

What does Move One do with customer personal information?

Within GDPR legal parameters, the current and potential customers personal information are used for the following listed purposes. In certain circumstances, the use of personal information is in compliance with a legal obligation to which we are subject under the terms and conditions.

Provide Services. Move One may use the Customer Personal Information in order to respond to a request for an estimate; furnish a requested product or service to the customer; respond to customer email or inquiry; to help improve Move One's services; or to send to customer updates or notices about products and services that are of interest to the customer; and in order to provide the customer with the full range of services as requested.

Conduct Surveys. From time to time, Move One may use survey forms to better understand our customer's needs, to evaluate our services, and to create products and services that respond to customer interests. Customers may decline to participate in these surveys. Move One will not disclose survey response information outside of Move One, other than to our survey vendor(s) who assist us in collecting and analyzing such information or to our representatives or other authorized service providers, solely for the purpose of improving our products and services.

Comply with Legal Processes. There are situations where we may disclose to third parties the Personal Information we collect as permitted or required by law. This may include disclosure to government entities, courts or other entities, such as in response to subpoenas or other legal or regulatory processes, or to protect against fraud.

Other Business Interests. We may also combine your Personal Information with other consumers Personal Information or other publicly available information to help us satisfy our legitimate business interests, such as performing trend analysis or market studies; identify consumer preferences or interests; set prices; perform billing functions; establish credit; or comply with government regulations. We may also share anonymized data, such as statistical or demographic information in aggregate form, with third parties for research or marketing purposes. However, this anonymized data will not contain your individually identifiable Personal Information.

Credit Reporting Agencies. We may report information about your account(s) to credit bureaus and/or consumer reporting agencies. Late payments, missed payments, or other defaults on your account(s) may be reflected in your credit report and/or consumer report and may affect your ability to obtain credit.

How will Move One protect Customer's Personal information?

We use all reasonable measures to safeguard the security and integrity of your Personal Information through procedures and technology designed for that purpose. For example:

- We maintain physical, electronic, and procedural safeguards to protect your Personal Information.
- We regularly assess our security standards and procedures to protect against unauthorized access to Personal Information.
- We maintain Personal Information only as long as needed for legitimate business purposes, or as required by contractual or legal requirements. The criteria by which we determine how long we retain Personal Information is the retention periods indicated by our Document Retention Policy.
- We limit access to Personal Information about you to those employees and representatives who need to know that information to provide our products and services to you.

You should always safeguard your own Personal Information by protecting any passwords or other identifying information used to access your account with Move One and by safely disposing of any records or reports that are no longer needed.

Will Customer personal data be deleted automatically or it's based on customer request?

No, Customer personal data won't be deleted automatically, Customer needs to request for their personal data to be deleted to your point of contact at Move One or send your request to dataprivacy@moveoneinc.com.

Can my personal data be used for any marketing or other purposes?

No, your personal data will be only used for purposes for which you have given consent to us. We meet all GDPR requirements in terms of data collection transparency and consent.

What are the Customer personal data Access and other Rights?

Governed by the requirements contained in GDPR, we will provide you with a reasonable opportunity to access your Personal Information that we have collected, correct the data if it is inaccurate, erase it, or to request we restrict processing of the data. You also have the right to data portability, to have us provide the data to other entities. We do not engage in automated data processing or profiling as those terms are understood under GDPR.

With respect to these rights, (a) we reserve the right to not provide information until we receive adequate information to identify that you are the relevant data subject and to request additional information to confirm your identity; (b) with an access request or data portability request, we reserve the right to deny access to information where the rights or freedoms of other individuals may be adversely affected; (c) for requests of copies of data pursuant to an access request, we reserve the right to charge an administrative fee for any request after the first; (d) when requests are manifestly unfounded or excessive, we reserve the right to charge an administrative fee or to refuse to act on the request. When the purpose for data processing is based on consent, you have the right to withdrawal consent at any time, although that does not affect the lawfulness of processing based on consent before it is withdrawn. When the purpose for data processing is based on contract, we will not be able to provide you services, without the Personal Information we have requested, without which the contractual relationship may be terminated.

Is Move One GDPR ready?

Yes, below are the actions taken by Move One to be GDPR compliant:

- We have done an extensive risk assessment process and system fit gap analysis of each process and polices to make sure personal data is handled with full safety and security.
- We worked on GDPR guideline to make sure that our IT systems like Network, Servers, Emails, Applications, laptop and mobile devices are highly secured against hacking, virus and Trojan attacks and data are encrypted during storage, backup and communication.
- Assuring our customers that we are not going to retain their personal data after the completion of the task we collected it for, unless they authorize and advise us to maintain it for future purposes and that their data will only be used for the purpose it has been collected for.
- Depending on the process, personal data that has been collected will be deleted as soon as we accomplish the task we collected it for or as per the customer's instructions - if specific instructions were received.
- We have performed vendor assessments to make sure all our vendors are also GDPR compliant.
- We have arranged a GDPR employee training & certification program to make sure our staff fully understand and operate within the guideline given by GDPR.

Is this Move One's Global policy or only in the EU?

Move One's Policy is to comply with the European Union's General Data Protection Regulation ("GDPR"), and only applies to personal information governed by the GDPR within the territorial scope of the GDPR.

How can I request a report of what is collected by Move One?

You can request your Personal data report by contacting your point of contact at Move One or by sending your request to dataprivacy@moveoneinc.com

Who are responsible for GDPR & data protection matters for Move One?

Danijel Lackovic (danijel.lackovic@moveoneinc.com)

&

Simon Benjamin (simon.benjamin@moveoneinc.com)

