



Data Protection & Privacy Policy

It is Crown Moving Service (CMS)'s policy to conduct its business in accordance with all applicable laws, rules and regulations of the jurisdictions in which it does business. In addition, CMS has adopted this Code of Corporate Social Responsibility that draws upon internationally recognized standards to promote social and environmental responsibility in the workplace.

CMS is committed to ensuring that its employees are treated with respect and dignity and that its manufacturing processes are environmentally responsible. CMS also expects its suppliers to operate in compliance with the laws, rules and regulations in the countries in which they operate and to implement the principles of this Code.

CMS will continue to reassess and update this Code to keep abreast of the many changes within our industry. This Code will be maintained and available online. If you have any questions regarding the requirements of this Code, please contact the CMS office.

The information we collect.

CMS collects personal information to understand and meet our customers and potential customer's needs and to fulfill our business objectives. This information is collected by various sources including information provided by its customers, agents other representatives or any third-party agents authorized to act on behalf of CMS.

"Personal Information" may include client name, origin and destination address and email address, phone number, identification number, passport details and may also include financial information, such as credit card or other bank account data, nature of goods etc. or any other data related to the performance of moving, relocation or other associated services. However, CMS limits its collection of Personal Information to that which is necessary for its intended purpose and thus does not collect any information that is not relevant to the business/ service objectives.

We may record calls to or from our sales/customer service representatives for purposes of accuracy, performance reviews, training, and general quality assurance. Personal information received from customers and their employees will be used solely for the purposes of delivering authorized services to such customers and employees.

How we use personal information

CMS uses personal information to carry its day-to-day business operations. CMS will generally use Personal information to:

- Identify its customers and requirement.
- Conduct surveys.



- Communicate with a Data Subject
- Comply with human resource requirements.
- Comply with government regulations.
- Provide associate benefits.
- Manage the business.

Safety of your data

Personal information is stored in a combination of paper and electronic files. Personal information held by CMS is not accessible publicly. We take reasonable measures to protect personal information against the loss, misuse and alteration of the Information under our control, including credit card information that is submitted to us through defined procedures and appropriate technology designed for that purpose.

- We maintain physical, electronic, and procedural guidelines to protect your Personal Information.
- We assess our security standards and procedures time to time to protect against unauthorized access to Personal Information.
- We store Personal Information only if needed for legitimate business purposes, or as required by contractual or legal requirements.
- We limit access to Personal Information on need-to-know basis only that is required to provide services to its customer.

However, no system is perfect unfortunately; therefore, CMS makes no representations or warranties regarding the sufficiency of these security measures. CMS shall not be responsible for any actual or consequential damages that result from a lapse in compliance with this Privacy Policy because of a security breach or technical malfunction.

Discloser of information

CMS does not share personal information it holds with any unauthorized external third parties except as disclosed in this policy.

There are situations where company may disclose collected personal information to third parties as permitted or required by law. Personal Data provided to CMS will generally be kept confidential, but organization consider consent of data subject to disclose their Personal Data to the following categories of parties:

- Our sub-contractors or third-party service or product providers as may determine to be necessary or appropriate.
- Any person to whom we are compelled or required to do so under law or in response to



a legitimate instruction from a competent or government agency.

- Government entities, courts or other entities, such as in response to summons or other legal or regulatory processes, or to protect against fraud.
- Pursuant to an order of a court of competent jurisdiction.
- Where applicable, third parties who provide related services or products in connection with our business.
- Government agencies, statutory authorities and industry regulators.
- Our auditors, consultants, accountants, lawyers or other financial or professional advisers
- Our sub-contractors or third-party service or product providers as may determine to be necessary or appropriate.

Cookies

CMS uses Cookies to track IP address, geographical locations and to track user's visits and uses that information to improve the user's experience. CMS does not use cookies on to track or store user's personal information in any manner.

General

CMS may amend this policy from time to time. If such amendments affect how CMS uses or discloses personal information already held by CMS in a material way, CMS will obtain consent.

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.

CMS may disclose personal information to another entity purchasing (including for diligence purposes prior to purchase) the assets of CMS if entity abides by this or a similar privacy policy.