

DATA PRIVACY AND PROTECTION MANAGEMENT

(Version 1.1 – September/2022)

Your privacy is important for us and below you can find One Moving measures and procedures on how personal information is collected, used, retained, disclosed, and disposed to ensure security and confidentiality of all personal information. Our policy includes procedures concerning the use and disclosure of the information of existing or new clients, suppliers and employees.

- **Personal Data**

By definition it is the data of a natural person(s) including but not exclusively to our customer names, telephone's, address, e-mail address, occupations, 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. All data collected by One Moving will be only used, retained and disclosed to our supply chain or service providers selected by our customers, with strict access rules and only involved in the moving services

- **Management**

All our employees and service providers have the responsibility and obligation to comply with data privacy and protection procedures. In the event of any failure or violation of our procedures and policy, accountability will be with our company CEO, Mr. Wesley Thome.

- **Notice**

All data collected by One Moving will be only used, retained and disclosed to our supply chain or service providers selected by our customers, with strict access rules and only involved in the moving services. Our Employees, customers and service providers have been informed of this policy. We will not share any personal information with anyone other companies strictly related to the moving process or otherwise indicated in this policy or forced by law.



- **Choice & Consent**

Anyone doing business with One Moving 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, One Moving needs to be notified in writing before service delivery has started. Any partner working with One Moving will also be notified of this data security policy and implicitly agree with the policy and guarantee its application. In case this privacy policy is updated One Moving will not use any personal information unless we have your writing consent.

- **Collection**

Data might be collected from phone calls, e-mails, social medias, websites or online forms. All data collected is only used for the purpose of your moving services and will not be shared without your writing consent.

- **Use Retention & Disposal**

All data collected is only used for the purpose of your moving services and will not be shared without your writing consent. Data is stored on secured databases and secured from unauthorized access.

- **Access**

Access is strictly controlled and only granted to employees and shared only with suppliers related to the moving process. Access to our facilities are also restricted and only authorized in the presence of an employee.

- **Disclosure to Third Parties**

Only strictly necessary information is shared with third parties and only related to the moving process. One Moving will not share any information with any other person or company.

- **Security for Privacy**

Security is a key element for data privacy and One Moving invests on up to date IT Infrastructure such as:

Virus Protection





Password Protection (personal and never to be shared)

Backups (encrypted)

Our offices and warehouses and also security protected with 24/7 security agents, cameras and key-locked access control.

- **Training of personnel**

All One Moving employees will be trained once a year in regards to the content of this document.

- **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 & Review Procedure**

Anyone who notices a breach needs to be repo immediately to ONE MOVING. Any breach and action would be escalated to our CEO (wesley@onemoving.com.br) and communicated immediately for the legal authorities and client affected.

One Moving quality team monitors all the above points and bimonthly reports to the CEO with the situation found and the audit points of each area responsible for solving the problems encountered.

