



PMR Data Privacy Protection Policy

PMR Commitment to Data Privacy Protection

PM Relocations Pvt. Ltd. (herein referred as “PMR” or “The Company”) respects the privacy of its customers and visitors and therefore, we conduct our business in compliance with applicable laws including the General Data Protection Regulation, (the “**GDPR**”) on data privacy protection and data security. This privacy policy explains our policies for the collection, use, and disclosure of personal information to third party where necessary. By using the PMR website, filling in pre-movement survey form, or raising an enquiry through email or website, or availing PMR services, you consent to the privacy practices described in this statement. We hope the notice outlined below summarises our policy and will help you understand what data PMR may collect, how PMR uses and safeguards that data and with whom we may share it.

What is GDPR:

“the GDPR” means The EU General Data Protection Regulation which replaces the Data Protection Directive 95/46/EC and was designed to harmonize data privacy laws across Europe, to protect and empower all EU citizens data privacy.

Personal Data Information:

We may collection customers full name, origin and destination address and email address, phone number, passport details, work permit, nature and type of customer goods and may also include financial information, such as credit card or other bank account number etc or any other data related to the performance of moving contract, relocation or other associated services as required for the respective laws.

Non-personal data using cookies:

Our website automatically collects (i.e., not by registration) non-personal data (e.g. type of Internet browser and operating system used, geographic locations, domains traffic derived from, number of visits, average time spent on the site, pages viewed etc). We may use this data to analyse and monitor the attractiveness of our Web sites and improve its performance or content.

Policy on Personal Data Collection:

PMR will not collect any personal information unless customer or visitor voluntarily choose to provide us with the consent. We collect personal information only when customer request for our services and voluntarily submit documents with personal information using online form, email, fax, or other mean. However, PMR limit its collection of Personal Information to that which is necessary for its intended purpose and thus does not collect any information which is not relevant to the business/ service objectives.

Customer’s Choice and Consent

Customers have right to request information about the handling of his personal data. Our customers reserve the right to request PMR to rectify, no to disclose, to restrict access and/or to delete his personal information. We take it as a **voluntary consent** from our customer to process their data to serve them better. However, if our customer wish to withdraw their consent and choose not to use and process their personal data to support our customer relationship (especially direct marketing via email of direct mail), we will respect your choice and will remove and destroy your personal data securely from our data records as soon as possible. We do not sell or otherwise market customer’s personal data to third parties.

Use limitation, retention, disposal

Personal data is usually used to respond to customer enquiry, understand customer needs, process customer move and to enrich our relationship with the customer. We limit the use of our customer’s



personal information only to enable the Company to provide our services. We only retain personal data as long as it is necessary to fulfil the purpose for which the data is intended or as required to retain by law or regulations. On completion of the retention period we destroy all the data record securely.

Data Access:

We limit access to our customer’s personal data only to our properly trained and authorized employees and third parties.

Disclosure to third party

PMR does not disclose its customer’s personal information to anyone and does not sell or otherwise market customer’s personal data to third parties. However, we may provide personal information to third party only for the purpose identified in this notice to serve our customer. Such third parties may include local and overseas governmental authorities, customs brokers, or persons to whom we are required to make disclosures in order to complete customs clearance of shipment. When we do disclose any of our customer’s personal information to third parties, we do so under a duty of confidentiality.

Data Security

The security, integrity and confidentiality of your information is very important to us. We have implemented controls to protect data from unauthorised access, modification, disclosure and misuse. We allow our authorized employees only to access personal data. These employees are trained and familiar with The Company’s privacy policies and its adherence. We encrypt our data in transit and constantly review new technologies to protect your personal data. Please bear in mind that despite our best efforts to safe guard your data, no security measures are perfect or impenetrable.

Data Accuracy

PMR commits to maintain accurate, complete, and relevant personal information as reasonably possible and only for the purposes identified in this notice. PMR will respond to reasonable requests to review your personal data and to correct, amend or delete inaccuracies if any.

Monitoring and enforcement

We take appropriate actions to monitor and maintain our customer’s personal data, and we implement any and all reasonable security measures to maintain the safety of our customer’s personal data. We will not use our customer’s personal data for direct marketing via email, direct mail, telephone and other similar means of communication unless we have his prior consent. Customers and visitors can unsubscribe from our mailing list if they wish to unsubscribe or may write to us for the same. The said email id will be removed from our database immediately.

Complaints:

If you believe that your personal information is not handled in accordance with the applicable law, GDPR Regulations or our privacy policies, you may submit a complaint to MD and or CEO of the Company who will investigate the complaint. In case of breach of GDPR Regulations, we will investigate this breach within the applicable timeframe.

How to contact us:

If you have any questions or comments about the PMR Data Privacy Protection Policy, please contact us at info@pmrelocations.com. This Data Protection Policy will be reviewed regularly in light of any legislative or other relevant developments and may be revised without any prior notice. Please check this page regularly to keep up-to-date.

Updated 29 June 2018