



Data Privacy Protection Policy

We at Columbia International Removals respect the importance of privacy of our customer's personal information as well as our internal staff. This privacy policy identifies the purposes of collecting, using, retaining and disclosing our customer's personal information, and explains our handling procedure regarding the above in the course of providing our services to our customers.

Choice and Consent

By accepting our quotations, or by willingly providing personal information to us, customers or potential customers are authorizing their implicit consent to collect, use, retain and dispose their personal information by us, our supply chain, or other third parties involved in processing their shipment or enquiry, in a way as per described in this privacy notice. Individuals or corporations who disagree with our privacy policy can choose to send their objection notice to us by mail / email or fax before they sign our Order Confirmation or make a contractual agreement.

Customers can choose to provide additional information not necessarily required for the removal service, but they feel can assist with the move, e.g. non accompanying family member's passport copy and contact details. However they are not obligated to do so.

Customer's contact details may be used for receiving our promotional materials or market research but will be limited to our company's use only and will not be disclosed to third parties for these purposes. Any individuals or corporations who no longer wish to receive such materials can choose to send their notifications to us by mail / email or fax.

Customers who have question regarding the collection, use, retaining and disposal of their particular personal information can send their inquiries to us by mail / email / fax / telephone / visit our office at any time.

Collection

We collect only sufficient personal information required for providing our removal service to our customers or customer service to our potential customers. We may collect personal information by mail / email / fax / courier / by hand of our internal staff.

Example of personal information we collect and their purpose include but not limited to:

- Telephone number, address, and email address - for communication, preparing for quotation or customs clearance.
- Passport copy, visa copy, information appeared on customs forms such as date of birth or identification number - for customs clearance.



- Employer detail - for billing purpose or customs clearance
- Flight itinerary - for making sailing schedule or customs clearance.
- Value of goods - for insurance purpose
- Any other information required to carry out the removal process.

Use, retention and disposal

We limit the use of our customer's personal information to the purpose of enabling us to provide our removal service to our customers or customer service to our potential customers, such as above mentioned.

We retain personal information for as long as necessary to complete our service and / or as required by local law or regulations. We retain our trade records for a period of not less than 7 years, as required by Inland Revenue Ordinance in Hong Kong.

After 7 years, such records containing customer's personal information will be disposed. Hard copies will be shredded and soft copies will be deleted from our computer system.

Access

Customers can request for details of their personal information held by us at any time for review and update by contacting us and verifying their identity. If customers find the information we hold is incorrect / outdated, we suggest they inform us immediately to avoid possible issues that may hinder the processing of their shipment.

Access to our database containing customer's personal information is limited to our staff members who are involved in carrying out their removal services only. Each staff member's computers are password protected.

Disclosure to third parties

We keep our customer's personal information confidential unless disclosure to third party is necessary to carry out the removal service. Disclosure of personal information is limited to our supply chain or other third parties involved in processing the shipment, such as freight forwarders, shipping lines, airlines, origin and destination agents, customs and government authorities related to customs clearance of the shipment, insurance company, etc. And we will only share sufficient information required for their particular service being performed. The information will not be traded or sold to other third party not related to providing our service.

Our supply chain by reaching their service agreement with us are required to commit to our privacy policy, and respect our customer's personal information as per described in this privacy policy like we do.



Security for Privacy

For security of personal data stored in our computer database, we have installed firewall and antivirus software to reduce risk of being hacked or maliciously attacked. Periodical system checkups are performed by IT specialist to ensure our data is healthy and safe. Each of our staff member's computers is password protected to avoid unauthorized access.

Staff member will make sure printouts of personal information are not left where unauthorized people can see or take. Old physical records are stored in our storage facility with CCTV in place.

Quality

We check from time to time that personal information we hold is accurate, complete and relevant to the removal service. If we notice updated or additional information is required, we will request customers to provide such information in time, to avoid any possible issue that may hinder processing of their shipments.

Monitoring and Enforcement

For monitoring compliance of our privacy policy, we have an escalation procedure in place. Any individuals or corporations who believe that their personal information is not handled in accordance to local laws and regulations, or to our privacy policy, may submit a complaint to our management by mail or email.

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We will address to the complaints and disputes and investigate into the cases. Disciplinary actions may be taken for the breach of our privacy policy. In severe cases where criminal behavior may be involved, we could assist with reporting to authorities whenever applicable.

Our privacy policy may subject to change without prior notice. If you have any concern about validity of this privacy policy, please feel free to contact us and request for a copy of the most updated version.