

Data Protection and Privacy Policy

Freight International LLC is committed to protecting your privacy and ensuring that your personal information is protected. As a result, we would like to inform you regarding the types of personal information we collect about you, how we may use that information, whether we disclose it to anyone, and the choices you have regarding our use of, and your ability to correct that information.

We value the relationship we have with you, and we are committed to responsible information handling practices. We take your privacy very seriously and want you to feel comfortable whenever you visit the Site or provide us with your personal information.

To respect your privacy and protect the information that you provide, Freight International complies with the protection of privacy legislation in force. Freight International collects and processes certain personal data in order to be able to perform and deliver related contracted services to the public and companies worldwide. We are committed to being transparent about how it collects and uses that data and to meet its data protection obligations.

United Arab Emirates

Article 31 of the UAE Constitution states that "freedom of communication by post, telegraph or other means of communication and the secrecy thereof shall be guaranteed in accordance with the law". In addition, the Penal Code establishes criminal offences in relation to the disclosure or use of "secrets", i.e. personal data, or the interception or disclosure of correspondence or telephone conversations.

Organizations operating within the UAE should also be aware of Federal Laws No.3 and No.5 of 2012, which respectively establish the National Electronic Security Authority (NESA) and combat cybercrimes. NESA has been charged with putting together policies and standards to ensure electronic security as well as suggesting further legislation in support of its goals and such legislation, policies and standards are likely to impact the processing and storage of personal data in the UAE. The cybercrimes law criminalizes a number of activities relating to the unauthorized access, amendment, interception, damage or use of certain types of data.

The policy applies to customers, individual or companies (public or private), suppliers, sub-contractors, employees, collaborators and other organizations. It is applicable to personal data and documents such as names, addresses, phone numbers, correspondence, customer files, contracts and all information written in paper or electronically acquired in order to guarantee the provision of a high level of service. Depending on the nature of global mobility services being provided, the same information may be necessary and collected from the dependents of the transferees who also receive relocation services. Data is stored in a range of different places, including IT systems, electronics files, emails, paper copies and CCTV.

All employees working at Freight International LLC have the responsibility to ensure and process client's private data in compliance with the current policy. We will limit access to our shipper's personal data only to our trained





and authorized employees. In case a shipper wished to add or adjust the personal data, the shipper can personally contact (email or phone) his/her move coordinator. The personal move coordinator will review the data and adjust our system accordingly. Personal information is never to be sold, lent or leased to third parties.

Disclosure to Third Parties

We keep our shipper's personal information confidential but, from time to time, we may provide personal information to third parties only for the purposes identified in this notice, such third parties may include governmental authorities, customs brokers, or persons to whom you are required to make disclosures in order to compete customs clearance of shipment. When we do disclose any of our shipper's personal information to third parties, we do so under a duty of confidentiality.

We recommend you to read this Privacy Policy so that you understand our approach towards the use of your personal data. By using and visiting our website you agree to this Privacy Policy.

What information do we collect?

Company collects and processes a range of information about you, which includes :

- Full Name, physical address, contact details, bank details.
- Information about your family and residence
- Photographs of residence both inside and out
- Passport and visa information
- Details of your scheduled relocation
- any other personal information shared with us during the survey, quotation and relocation process.

In this Privacy Policy, your "personal information" means information or pieces of information that could allow you to be identified. This typically includes information such as your name, company name, address, email address, and telephone number, but can also include other information such as IP address. When purchasing services, Freight International LLC may also require you to provide billing information, such as billing name and address.

As you navigate our website, Freight International LLC may also collect information automatically to track your site navigation through the use of cookies. These cookies collect standard information from your Web browser (such as browser type and browser language), your Internet Protocol ("IP") address, and the actions you take on our website (such as the Web pages viewed and the links clicked). You have the ability to disable or prevent the placement of these cookies. To do this, please consult the "Help" function in your Internet browser to learn more about how to configure these functions.

How do we use your personal information?

Freight International LLC uses "personal information" to better provide you with the required services, or information. We would therefore use your personal information in order to:



- respond to your queries or comments;
- provide you with a customized estimate;
- process orders that you submitted;
- carry out our obligations in relation to any agreement you have with us;
- anticipate and resolve problems with any services supplied to you;
- evaluate the use of our website and services;
- make our website easier to use;

Freight International LLC will not keep your “personal information” for longer than is necessary to fulfil the purpose of its collection, unless we have to keep it for legitimate business or legal reasons. We take appropriate actions to monitor and maintain our shipper's personal data. We implement and maintain any and all reasonable security measures to maintain the safety of our shipper's personal data. We will never use shipper's personal data in direct marketing, via email, direct email, telephone and other similar means of communication.

Who do we share your personal information with?

Freight International LLC will not share your “personal information”, except for with our service providers or agents for the purposes above described (“How do we use your personal information?”) or as otherwise consented to by you. However, we may share your “personal information” to comply with applicable laws and regulations, co-operate in any legal investigation and meet enforceable governmental requests.

Freight International LLC undertakes not to sell the “personal information” collected through the use of the website under any circumstances.

We, or third parties specifically selected by us, may use your information for the following purposes:

- ✚ Ensuring that the Content of the Site is presented in the most effective manner for you and for your computer.
- ✚ Providing you with information or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- ✚ Notifying you about changes to the Site or our services, where applicable.

Your information will be held at our internal servers or at the premises of another appointed third party. We may allow other third parties to have access to your information, but only for the purposes set out in this Privacy Policy. We will take all steps reasonably necessary to ensure that your information is treated securely and in accordance with this Privacy Policy.

Your right to have access to your personal information and to correct such information if necessary

Freight International LLC seeks to ensure that your information are accurate and complete and you have the right to change your information. If you wish to do so, let us know **by contacting us** with a description of the changes you request.

You also have a right to access your personal data in our possession. To obtain a copy of the personal information we hold about you, please **contact us**.

Safeguarding your personal information



Freight International LLC acknowledges your trust and is committed to protecting the information you provide to us. To prevent unauthorized access, we have implemented technology and policies with the objective of safeguarding and securing the information we collect. Access to your “personal information” is only permitted among our employees and agents on a need-to-know basis.

Disclosure of your information

We may disclose your personal information to any member of the Independent group of companies, which means our subsidiaries, our holding companies and their subsidiaries :-

- ✚ In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- ✚ If all or substantially all of our assets are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets.
- ✚ If we are under a duty to disclose or share your personal data in order to: (a) comply with any legal obligation; (b) enforce or apply the Terms of Use and/or any other agreements; or (c) protect our rights, property or safety, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for marketing purposes or if we intend to disclose any of your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms used to collect your data.

- access and obtain a copy of your data on request.
- withdraw consent, if possible
- change incorrect or incomplete data.
- object to the processing of your data where the company is relying on its legitimate interests as the legal ground for processing.
- require the company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing.
- ask the company to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the company's legitimate grounds for processing data.

Changes to this Privacy Policy

Any changes we may make to this Privacy Policy in the future will be posted on the Site and, where appropriate, notified to you. Your continued use of the Site will be deemed to be your acceptance of any changes to this Privacy Policy.

How can you contact us?

If you would like to contact us about our Privacy policy, you can use [our contact form](#).

**Need Help? Call on +971 (0) 4 2221596 / 04 603 2710 / (Direct - IT Department - Arabia Holdings Ltd)
or Directly - 'Freight International LLC ' - 04 3387868**

*** This policy is communicated to all employees, customers, suppliers, contractors and the community/public.**

Date of 1st Issue	07/01/2018	Rev No.	01	Rev Date	12-04-2019	Effective Date	14/04/2019
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A member of Arabia Holdings Group of Companies | www.arabiaholdings.ae | Tel +971 4 3387868 | P.O Box No. 45 | Dubai | UAE



