

SIRVA MobileMover Privacy Policy

This Privacy Policy summarizes what information the Carrier and/or its Agent (“Carrier,” “we,” or “us”) may collect from a consumer, and what we will and will not do with that information.

Please note that this Privacy Policy does not govern the collection and use of information by companies that we do not control, nor by individuals who we do not employ or manage.

How we obtain Personal Information

“Personal Information” is defined in this policy as any information that can be used to identify someone as an individual, such as, for example:

- Name, company name, email address, phone number, origin and shipping addresses; and
- Any government bill of lading number that may be located on your shipping documents.

The subject of any Personal Information (a “Data Subject”) owns their information, and always has the right to determine how that information is used. Personal Information may not be entered into the MobileMover program without a Data Subject’s consent.

Where Personal Information is properly provided to us, we will:

- take commercially reasonable precautions to protect the information from loss, misuse, and unauthorized access, disclosure, alteration, and destruction;
- not use or disclose the information except:
 - as necessary to provide the services or products requested, such as (for example) by providing it to a mover to assist with a move you have requested;
 - in other ways described in this Privacy Policy or to which you have otherwise consented (as required by law, for example, in response to a subpoena or search warrant);
 - to outside auditors who have agreed to keep the information confidential;
 - as necessary to enforce the Terms of Service;
 - as necessary to protect the rights, safety, or property of SIRVA, its workers, or others; this may include (for example) exchanging information with other organizations for fraud protection and/or risk reduction.

We do not knowingly collect personally identifiable information from children and will destroy such information if disclosed without proper parental or guardian consent.

Collection, Use, and Onward Transfer of Personal Data

MobileMover collects, uses, and discloses personally identifiable information relating to consumers for the purposes of providing virtual inventory survey and move services. We may provide this personal information only to contracted third parties for the same purposes. Such third parties include our contracted agents and movers. We maintain agreements with these agents and movers limiting the use of personally identifiable information only for the purposes intended by the consumer in providing the information. These agents and movers are bound to uphold our standards and procedures regarding privacy under the terms of our agreements with them.

Access & Choice

SIRVA provides consumers with a reasonable opportunity to access their Personal Information, to correct that information if inaccurate, or to have it deleted as appropriate. Reasonable access means, for example, that requests for access are made during normal business hours; that the consumer provides requested identification; and that requests are not

excessive in number. If, at any time, we deny access to any Personal Information, we will provide reasons for denying access and information about how a consumer may make further inquiries. For instance, we reserve the right to deny access to information related to investigations or potential or actual litigation where the burden or expense of providing access would be disproportionate to the risks to the individual's privacy, or where the rights of other individuals would be violated. In order to update information, requests may be sent by email to privacy.administrator@sirva.com, by fax at +1 (216) 606-7654 or by phone at +1 (216) 606-7912.

Consumers have the right to opt out of any use of Personal Information at any time. Opting out of this policy it may affect the receipt of services.

Questions or Comments?

We have a Privacy Office that is responsible for privacy implementation and compliance. For assistance with privacy concerns, comments may be sent by e-mail to privacy.administrator@sirva.com, by fax at +1 (216) 606-7654, or by phone at +1 (216) 606-7912.

We know the importance of providing consumers the opportunity to address and resolve complaints about the processing of your Personal Information. Therefore, in addition to any legal remedies that may be available, if a complaint is made with us about the processing of Personal Information and it is not resolved to the satisfaction of the consumer with us a complaint may be filed with the American Arbitration Association ("AAA") at the AAA website, located [here](#), or seek its independent alternative dispute resolution services. The American Arbitration Association ("AAA") is also located at the following address:

225 North Michigan Avenue, Suite 2527
Chicago, Illinois 60601-7601 USA

The AAA can be reached by phone at +1 (312) 616-6560 or by fax at +1 (312) 819-0404.

Privacy Policy Updates

We reserve the right to update this Privacy Policy as we deem necessary or appropriate due to changes in legal compliance requirements or business practice.