

## RELOCATION TODAY PRIVACY POLICY - YOUR PRIVACY RIGHTS

Effective Date: May 25, 2018

Last updated: May 25, 2018

Relocation Today, Inc. is part of a system of companies operating under various brands owned by Berger Transfer & Storage, Inc.

### **This Privacy Policy applies to the sites and apps where it appears.**

This Privacy Policy describes how Relocation Today, Inc. treats personal information collected through the websites and applications where it appears (sometimes referred to collectively as our “website”) and Relocation Today, Inc. treats personal information transferred pursuant to the E.U.-U.S. and Swiss-U.S. Privacy Shields.

This Privacy Policy applies only (1) to personal information collected through the websites and applications where it appears, including the sites and apps for our brands, as well as information collected at our call centers or through moving and relocation services transferred to us by other affiliates, and (2) personal information transferred Relocation Today, Inc. pursuant to the E.U.-General Data Protection Regulation (GDPR).

### **Your consent**

Please review this Policy before using this website or mobile app. By using this website, you are consenting to the collection, use and disclosure of your information as set forth in this Policy. If you do not agree to be bound by this Policy, you may not access or use this service.

### **We collect information from and about you.**

**We collect contact information.** For example, we might collect your name and email address. We may also collect your phone number or mailing address.

**We collect relocation and moving services information.** We may collect your social security number, passport number, government issued identification and birthdate if required by law to do so.

**We collect demographic information.** We may collect information such as your gender, age and language preferences.

**We collect payment information.** For example, we may collect your credit card number or bank account information to process payments for our services.

**We collect business information.** For example, we collect contact and other relevant information about your business or if your employees or agents use a corporate account to do business with us.

**We collect information you submit or post.** For example, we collect feedback about our services that you submit to us through surveys and social media postings. We also collect information if you apply for a job.

**We collect other information.** If you use our website, we may collect information about the browser you’re using. We might look at what site you came from, or what site you visit when you leave us. We may collect your precise, real-time location using GPS, cell phone towers, Wi-Fi signals, and/or beacon technology (including Apple’s iBeacon), and/or future technologies. We might look at how often you use an app and where you downloaded it. We collect this information using the tracking tools described below and in compliance with applicable local law. To control those tools, please read the choices section below.

### **We collect information in different ways.**

**We collect information that you give to us.** For example, if you make a request online. We also collect information if you contact us or participate in a service you have contracted through another company.

**We collect information about you automatically.** Where permitted by law we use tracking tools such as browser cookies and web beacons to collect information from you. We collect information about users over time when you use this website.

**We may have third parties collect personal information this way.** We also collect information from our mobile apps or through moving services in which we have contracted another company to assist us with providing you services.

**We get information about you from third parties.** Where permitted by law, we may share information among entities within the Group or we may get from other third parties with whom we do business. We may get information from persons acting on your behalf, for example if someone makes a reservation for you. We may also get information from social media platforms and advertising and analytics providers.

**We combine information.** For example, we may combine information that we have collected offline with information we collect online, to the extent covered by the transactional purpose or your consent. Or we may combine information we get from a third party with information we already have.

**We use information as disclosed and described here, subject to any consent required by applicable law.**

**We use information to respond to your requests or questions.** For example, we will use your information to provide the services you request, such as to fulfill a request for moving services or to ask you to participate in a customer survey. Where legally permitted, we may use your personal data to personalize your experience with us. We might use your information to respond to a question about your account or to fulfill a request. We use social security numbers and tax ID numbers to process US tax documents.

**We use information to improve our websites and services.** We may use your information to make our services and programs better. We might use your information to customize your experience with us. Where legally permitted, we may combine information we get from you with information about you we get from third parties.

**We use information to administer our site and for internal operations.** For example, we may aggregate or anonymize your information for analytics, research or other business purposes.

**We use information for security purposes.** Where legally permitted, we may use your information to protect our company, our customers, and our websites.

**We use information for marketing purposes.** For example, we might send you information about new services and special offers. We might also use your information to serve you ads about our services. We might tell you about new features or updates. These might be third-party offers or products we think you might find interesting. We obtain consents as required by law before marketing to you. To manage this, read the choices section below. We may also use push notifications on our mobile apps.

**We use information to communicate with you about your account or our relationship.** We may contact you about your account or for feedback. We might also contact you about this Privacy Policy or our Site Usage Terms and Conditions.

**We use information as otherwise disclosed or permitted by law.**

**We may share information with third parties.**

**We will share information within the Group unless legally prohibited.** For example, we will share your information to facilitate services or to customize services for you.

**We will share your information with data processors that perform services on our behalf.** For example, we share information with vendors who send emails and other communications for us. We also share information with companies that help us operate our services. Some vendors may be located in a country or state other than where you live. We may also share information with analytics and search engine providers who act on our behalf.

**We may share information with our business partners unless legally prohibited.** For example, we might share information with third parties who co-sponsor our services. Some of these partners may send you information about product or services by mail or email where legally permitted or based on your prior consent.

**We will share information if we think we have to in order to comply with the law or to protect ourselves, our customers or others.** For example, we will share information to respond to a court order or subpoena, or in response to a lawful request by public authorities, including to meet national security or law enforcement requirements. We may share information in order to enforce our Site Usage Terms and Conditions or other agreements, and to protect the rights of others. We might share if we are investigating potential fraud. This might include fraud we think has happened during any service we or our affiliates provided.

**We may share information with a successor to all or part of our business.** For example, if part of our business or assets are sold, we may disclose user information as part of that transaction. You have certain choices about sharing and marketing practices.

**You can control cookies and tracking tools.** To learn how to manage how we – and our vendors – use cookies and other tracking tools, please visit <https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies>

**You can control tools on your mobile devices.** For example, you can turn off the location services or push notifications on your phone. Choices you make are device specific.

#### **EU and Switzerland Residents.**

Information about European Union and Switzerland residents may be sent to the U.S., where it is processed in accordance with this Privacy Policy and our Cookie Policy. Relocation Today, Inc. complies with the GDPR and U.S. Privacy Shield Frameworks as set forth by the U.S. Department of Commerce and the European Union regarding the collection, use, and retention of personal information from European Union member countries and Relocation Today, Inc. has certified that it adheres to the GDPR. If there is any conflict between the policies in this privacy policy and the GDPR, the GDPR shall govern. The Federal Trade Commission shall have enforcement jurisdiction over Relocation Today, Inc. compliance with the Privacy Shield. Relocation Today, Inc. may have potential liability in cases of onward transfer to third parties. To learn more about the Privacy Shield program, please visit [www.privacyshield.gov/](http://www.privacyshield.gov/).

#### **Inquiries and Enforcement of Compliance**

In compliance with the GDPR and U.S. Privacy Shield Principles, Relocation Today, Inc. commits to resolve complaints about your privacy and our collection or use of your personal information. European Union residents with inquiries or complaints regarding this privacy policy should first contact Relocation Today, Inc. at the address provided below.

Please note that if you are not a European Union resident, then GDPR requirements regarding the handling of complaints may not apply to you and GDPR enforcement mechanisms may not be available to you.

#### **Our sites and children.**

Our sites and apps where this Privacy Policy is found are meant for adults. We do not knowingly collect personally identifiable information from children under 18 without permission from a parent or guardian. If you are a parent or legal guardian and think your child under 18 has given us information, you can write to us at the address listed as the end of this Privacy Policy. Please mark your inquiries "COPPA Information Request." Parents in the United States, you can learn more about how to protect children's privacy on-line at [www.consumer.ftc.gov/articles/0031-protecting-your-childs-privacy-online](http://www.consumer.ftc.gov/articles/0031-protecting-your-childs-privacy-online).

**We use standard security measures.** The Internet is not 100% secure. We cannot promise that your use of our sites and apps will be completely safe. Any transmission of your data to our site is at your own risk. We encourage you to use caution when using the Internet. This includes not sharing your passwords.

**We retain data.** We keep personal information as long as it is necessary or relevant for the practices described in this Privacy Policy. We also keep information as otherwise required or permitted by law.

**We store information both in and outside of the U.S.**

Information we collect from you may be transferred to, or stored at, a destination in the United States or another destination outside of United States. It may be processed by staff operating in these locations who work for us or one of our suppliers. Such staff may be engaged in, among other things, the processing of your payment details and the provision of support services. If you live outside of the United States, you understand and agree that we may transfer your information to the United States. U.S. laws may not afford the same level or protection as those in your country.

**We may link to other sites we don't control.** If you click on a link to a third-party site, you will be taken to a website we do not control. This Privacy Policy does not apply to the privacy practices of that website. Read the privacy policy of other websites carefully. We are not responsible for these third-party sites or their policies.

**Feel free to contact us if you have more questions.**

If you have any questions about this Privacy Policy, or if you want to correct, update, reasonably access or delete, your information with us, please email us at: [privacy@relocation-today.com](mailto:privacy@relocation-today.com) For your safety and ours, we may need to authenticate your identity before fulfilling your request.

You can also write to us at:  
Relocation Today, Inc.  
Attn: Privacy  
6465 Wayzata Blvd. Suite 670  
St. Louis Park, MN 55426

**We may update this Privacy Policy.**

From time to time we may change our privacy policies. Please check our site periodically for updates.