

## DATA PROTECTION AND PRIVACY POLICY

UPDATED SEPTEMBER 2021

As a key supplier in the moving industry, JOHNSON INTERNATIONAL is committed to maintaining complete confidentiality of the information provided by our customers.

This document defines, communicates and assigns responsibility regarding the managements of our client's information

In order to ensure the best possible service for our clients and ensure the safety and privacy of their personal information, we comply with the following principles:

### 1. COLLECTION OF PERSONAL INFORMATION:

JOHNSON INTERNATIONAL, requests from their clients, through e-mails, phone calls or surveys previous to the move, the following information:

- Personal Data Bank: group of personal data, physical or digital or other that may be created, whichever form o modality of creation, formation, storage, organization and access.
- Personal information: name, address, phone number, e-mail, occupation, number of family members that travel with the client.
- Shipment information: volume and weight of the shipped goods, packing list of items, pick up and destination addresses, dates and places of storage.
- Legal information: Passport and visa copies, customs declarations, insurance forms, import or export franchise documents.
- Personal data processing: any operation or procedure that allows the collection, registration, organization, storage, conservation, elaboration, modification, extraction, consultation, use, block, suppression, communication via transference or diffusion or any other form of processing that facilitates the access, correlation or interconnection of personal data.

Client's personal information will only be requested in order to provide an efficient service.

### 2. USE RETENTION AND DISPOSAL:

The information provided by our clients, will be used with their consent with the sole purpose of assisting them during the provision of our services, and will be retained as long as it is necessary to comply with the services that have been agreed on, or as long as it may be legally required.

Likewise, the provided information will be disposed of in the appropriate manner once our services have concluded.

### **3. CHOICE AND CONSENT:**

To process personal data, the consent of the client will be requested. In the case of minors, only the consent of guardian or parental authority will be necessary. Consent will be given by email, and will be requested by the traffic area personnel in their presentation at the beginning of the service.

### **4. ACCESS:**

We are our client's disposal to provide access to their information and its modification in case it were necessary.

### **5. DISCLOSURE:**

If need be, during the provision of our services, sharing our client's information with third parties (carriers, packers, storage providers, etc.), it will be done in order to fulfill the agreed upon services and related activities.

The parties involved in the provision of our services, whether they be third parties or internal personnel, is required to follow the principles defined in this document as to guarantee our client's information confidentiality.

### **6. SECURITY FOR PRIVACY:**

Our client's information is stored in a secure server which is inaccessible with the exception to personnel authorized by JOHNSON INTERNATIONAL.

Should our clients require changing or eliminating their personal information from our data base, or revoking our authorization to use it, we will proceed to give them access only after their identity has been properly verified.

### **7. QUALITY:**

We commit to keeping only relevant and legal information for the purposes described in this document, and therefore our personnel will be limited to using only the necessary information in order to comply with the agreed upon services.

## **8. MONITORING AND ENFORCEMENT:**

The document is subject to periodic revisions to ensure that the pertaining security measures are applied and to evaluate the need of additional security measures. Our personnel are trained in the above-mentioned principles as to ensure quality services that guarantee the safety of our client's information.

In addition, we have procedures in place to handle claims and discrepancies related to our client's privacy that may arise during the provision of our services.