DATA PROTECTION & PRIVACY POLICY

TFM Global Mobility respects the privacy of its customers. This privacy policy explains our policies for the collection, use, and disclosure of personal information. By using TFM Global Mobility website, filling in pre-movement survey form, or raising an enquiry through email or website, you consent to the privacy practices described in this statement.

The information we collect

TFM Global Mobility collects personal information to understand and meet our customers' and potential customers' needs and to fulfil our business objectives. This information is collected by various sources including information provided by its customers, agents other representatives or any third-party agents authorized to act on behalf of TFM Global Mobility. "Personal Information" may include client name, origin and destination address and email address, phone number, identification number, passport details and may also include financial information, such as credit card or other bank account data, nature of goods etc, or any other data related to the performance of moving, relocation or other associated services. However, TFM Global Mobility limits its collection of Personal Information to that which is necessary for its intended purpose and thus does not collect any information that is not relevant to the business / service objectives. We may record calls to or from our sales/customer service representatives for purposes of accuracy, performance reviews, training, and general quality assurance. Personal information received from customers and their employees will be used solely for the purpose of delivering authorized services to such customers and employees.

How we use personal information

TFM Global Mobility uses personal information to carry out its day-to-day business operations. TFM Global Mobility will generally use Personal information to:

- Identify its customers and requirements
- Conduct surveys
- Communicating with a Data Subject;
- Comply with human resource requirements;
- Comply with government regulations;
- Provide associate benefits;
- Manage the business.

Safety of your Data

Personal information is stored in a combination of paper and electronic files. Personal information hold by TFM Global Mobility is not accessible publicly. We take reasonable measures to protect personal information against the loss, misuse and alteration of the Information under our control, including credit card information that is submitted to us through defined procedures and appropriate technology designed for that purpose.

- We maintain physical, electronic, and procedural guidelines to protect your Personal Information.
- We assess our security standards and procedures time to time to protect against unauthorized access to Personal Information.
- We store Personal Information only as long as needed for legitimate business purposes, or as required by contractual or legal requirements.
- We limit access to Personal Information on need-to-know basis only that is required to provide services to its customer.

However, no system is perfect unfortunately; therefore, TFM Global Mobility makes no representations or warranties about the sufficiency of these security measures. TFM Global Mobility shall not be responsible for any actual or consequential damages that result from a lapse in compliance with this Privacy Policy because of security breach or technical malfunction.

Disclosure of Information

TFM Global Mobility does not share personal information it holds with any unauthorized external third parties except as disclosed in this policy.

There are situations where companies may disclose collected personal information to third parties as permitted or required by law. Personal Data provided to TFM Global Mobility will generally be kept confidential, but organization consider consent of data subject to disclose their Personal Data to the

following categories of parties:

- Our sub-contractors or third-party service or product providers as may determine to be necessary or appropriate;
- Any person to whom we are compelled or required to do so under law or in response to legitimate instruction from a competent or government agency;
- Government entities, courts or other entities, such as in response to summons or other legal or regulatory processes, or to protect against fraud.
- Pursuant to an order of a court of competent jurisdiction;
- Where applicable, third parties who provide related services or products in connection with our business;
- Government agencies, statutory authorities and industry regulators;
- Our auditors, consultants, accountants, lawyers or other financial or professional advisers
- Our sub-contractors or third-party service or product providers as may determine to be necessary or appropriate;

Cookies

TFM Global Mobility uses Cookies to track IP addresses, geographical locations and to track user's visits and uses that information to improve the user's experience. TFM Global Mobility does not use cookies to track or store user's personal information in any manner.

General

TFM Global Mobility may amend this policy from time to time. If such amendments affect how TFM Global Mobility uses or discloses personal information already held by TFM Global Mobility in a material way, TFM Global Mobility will obtain consent. Notwithstanding the general terms of this policy, the collection, use, and disclosure of personal information may be made outside of the terms herein to the extent provided for in any applicable privacy or other legislation in effect from time to time. TFM Global Mobility may disclose personal information to another entity purchasing (including for diligence purposes prior to purchase) the assets of TFM Global Mobility if entity abides by this or a similar privacy policy.