

# RELOCATION TODAY PRIVACY POLICY – YOUR PRIVACY RIGHTS

Updated: March 2024

**Please review this Privacy Policy. By acknowledging receipt and review of this document, 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 our relocation and/or web services.**

Relocation Today, Inc. (“Relocation Today”) is committed to protecting your privacy. This Privacy Policy applies to personal information that: (1) is collected from you or your employer; (2) is from websites and applications where it appears; (3) is collected by our third-party service providers associated with the relocation services to be provided; or (4) is transferred to us by other affiliates. The following information will help you understand how we collect, use, share and safeguard your personal information.

## **Personal Information**

The type of personal information we collect, use or share depends on the services we provide to you. For example, this may include your name and email address. We may also collect your phone number or mailing address. As part of our relocation and moving services we may collect your social security number, passport number, government issued identification and birthdate, if required by law to do so. We may also collect demographic information such as your gender, age and language preferences.

## **Collection of Personal Information**

We rely on many sources of information to collect information about you. For example, we collect personal information that you give to us directly. We may obtain information about you from your employer, or others you have authorized to provide us information. We may collect information about you automatically when you visit our website, such as your IP address, the date and time you visited our website, the device type, browser type, referring site, or sites accessed during your visit at our website. We do not knowingly collect or use personal information from children under the age of 16 and will destroy such information if it is disclosed to us without proper parental consent.

## **Use of Personal Information**

We use personal information collected about you or provided under your instructions to provide services to you, such as to fulfill a request for relocation services; or to ask you to participate in a customer survey. Where legally permitted, we may use your personal information 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 may, when required by law, use social security numbers and tax ID numbers to process US tax documents.

In providing relocation services we may utilize third-party service providers (e.g., mortgage bankers, realtors, etc.) to facilitate services coordinated by us and you agree that we may release information necessary to permit their collection, use, disclosure and/or processing of your personal information. When we engage third-party service providers, they are only provided the information required to perform those services, or they may obtain personal information directly from you. They are expected to abide by their contractual obligations when conducting work for us on your behalf and are prohibited from using your information for any other purpose. We recommend that you check with those third-party service providers about their privacy practices.

We may also share your personal information when required by law. For example, we may share personal information to protect against fraud, respond to a subpoena or summons, or to respond to law enforcement or regulatory agencies.

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 may also aggregate or anonymize your information for analytics, research or other business purposes.

### **Security**

Information you provide will be safeguarded according to strict standards of security and confidentiality. We recognize and appreciate the importance of responsible use of the information you choose to provide and are committed to protecting your personal and business information. Industry standard security measures are in place on this website to protect against the loss, misuse, and alteration of the information under our control. We regularly assess security standards and procedures to protect against unauthorized access to personal information. No technology, data transmission or system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure, please contact us at [privacy@relocationtoday.com](mailto:privacy@relocationtoday.com).

Personal information provided to us will be kept for the period of time necessary to comply with the purpose for which they were collected and to comply with our legal obligations, resolve disputes and as otherwise required or permitted by law.

This website contains links to other sites that may or may not be controlled by us. We encourage you to be aware when you leave this site and to read the privacy policies and applicable terms of use posted on any website that collects personal information. This privacy policy only applies to information collected on this website.

### **International Transfer of Personal Information**

When we are acting at the direction of a corporate client to provide services to you as part of your relocation or assignment, then the client is responsible as the Data Controller for telling us how personal information should be used and processed. Under European Economic Area's General Data Protection Regulation, Relocation Today is considered a Data Processor who receives personal information and instructions on how to process that personal information from the Data Controllers. As a Data Processor, we maintain the privacy of your information and only use, share, transfer or store it as permitted.

Personal data may be transferred to or processed in locations outside of the European Economic Area (EEA), some of which have not been determined by the European Commission to have an adequate level of data protection. In that case, for personal data subject to European data protection laws, we take measures designed to provide the level of data protection required in the EEA, including ensuring transfers are governed by the requirements of the Standard Contractual Clauses adopted by the European Commission, or another adequate transfer mechanism.

### **California Residents – California Consumer Privacy Act Rights**

Under the California Consumer Privacy Act if you are a California resident and your business relationship with us is primarily for personal, family or household purposes, you may request that we disclose to you the categories of California personal information we have collected about you, including certain data regarding our disclosure, if any, of information to third parties for the third parties' direct marketing purposes. As a California consumer, you have the right request that we delete California personal information about you which we have collected from you. To make such a request, please send an email to [privacy@relocationtoday.com](mailto:privacy@relocationtoday.com) with "Request for California Privacy information" in the subject line and provide a current California address for

your response. You may make such a request up to once per calendar year. Please note, however, that we do not sell or share personal information with third parties in exchange for valuable consideration.

### **Cookies**

When navigating this website information about your use will be stored by cookies. Cookies are passive text files stored by the browser in your device, such as your computer, mobile, or tablet, when navigating our website. We use cookies to facilitate your use of our services as well as to retrieve information such as statistics on how you found our website. This is done in order to ensure, maintain and improve our site and services. You can refuse the use of cookies at any time by changing settings in your device.

### **Changes to this Privacy Policy**

Please review this Privacy Policy each time you visit this website or use our services. We may update this Policy from time to time, and the updated version of this Policy will be effective upon posting on our website. Your continued use of this website following the posting of changes to these terms means that you accept these changes.

### **Your Legal Rights and Withdraw of Consent**

Under applicable data protection laws you may have the right to: 1) obtain confirmation from us as to whether or not your personal information is being processed, and where that is the case, access to the personal information; 2) request correction of your personal information; 3) request the deletion of your personal information; 4) request the restriction of processing regarding your personal information; 5) request transfer of your personal information; and 6) object, on grounds relating to your particular situation, to processing of personal information concerning you.

You may withdraw consent at any time where we are relying on consent to process your personal information. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services or support to you. We will advise you if this is the case at the time you withdraw your consent.

### **Contact Information**

If you have any questions about this Privacy Policy/Consent, or if you want to correct, update, reasonably access or delete, your information with us, please email us at: [privacy@relocationtoday.com](mailto:privacy@relocationtoday.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

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