



PRIVACY POLICY

Your privacy is important to us. This privacy policy is intended to give you confidence in the privacy and security of the personal information we obtain from you. We at Intermovers (Malaysia) Sdn Bhd ("Intermovers") and its Supply Chain, recognize the importance of protecting the privacy of personal and/or sensitive information ("Information") collected about you as our customers, prospective customers. It is our intention to provide an understanding about how we collect Customer Information and the use we make of it in the course of the services we provide.

Collected & Used

We only collect, record, process and store Information which is needed to fulfil our contractual obligations towards our Customers that serve a legitimate business need or comply with legal requirements. Intermovers may require a variety of Information as a normal course of business. This need is solely for the purpose of offering relocation services to our Customers. This information may include items such as: full name, home addresses, telephone numbers, email addresses, passport / Identification Card copy, or other Information needed to provide or expedite your relocation service. We may at times ask you, your employer or our Suppliers to update or confirm information already received or to provide additional Information.

Choice & consent

By accepting our quotation, you willingly authorize the collection, use, retention and disclosure of your personal information to Intermovers and 3rd parties within the Supply Chain for the purpose of performing your relocation. You may choose not to allow the sharing of your Information with third parties ("Opt-out"). If you Opt-out of the sharing of your Information, Intermovers will be unable to provide services to you. Your option allowing or denying the Information to be shared may be changed at any time by informing info@intermovers.com in writing of the change.

Disclosed

Your Information may be shared within our Supply Chain such as our freight forwarders, forwarding & clearance agents, destination agents, etc. where necessary to support the services we deliver. Intermovers will only share Information required for the services being performed and only with third parties within our Supply Chain who are affiliated with FIDI, members of Harmony Relocation Network and International Association of Movers who subscribe to the same level of privacy standards and principles as Intermovers.

All third parties are prohibited from using your personal information except to provide services for your relocation. They are required to maintain the confidentiality of your information at all times.

Retained & Disposed

You have the right to see all the Information we hold on you. Should you discover any changes that are required or any inaccuracies that need to be resolved, please advise Intermovers by email to info@intermovers.com. Intermovers will see to your request or make the change(s) required as quickly as possible. In the event you cease to be a Customer for any reason, we will continue to maintain your Information consistent with the privacy policies and practices that apply to our Customers and local laws. Retention periods are in place to ensure that Information is only stored while it is required for the purposes in question or to meet legal and regulatory requirements.

When Information is no longer required, we will ensure that it is disposed of in a secure manner.

Security

The security of all Information associated with our Customers is of the utmost concern to us. We will only provide access to Information about you to those of our employees who require such access in order to carry out our services. We have implemented strict internal guidelines to ensure that your Information is safeguarded at every level of our organization. Whether stored in computer systems, paper files, and other storage media or transmitted between your PC and our servers, we exercise reasonable care in



providing data security. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. Once we receive your transmission, Intermovers uses industry standard efforts to safeguard the confidentiality of your Information, such as firewalls and Internet Security. However, "perfect security" does not exist on the Internet. We will continue to revise policies and implement additional security features as new technologies become available.

Access to Personal Information

You may request in writing copies of your information held by Intermovers by contacting us at info@intermovers.com. We will provide you with a copy of the Information held by us as soon as practicable after the request in writing. There may be a charge to access your Information. We may also request proof of identification to verify your access request.

Data Quality

We process the Information that we collect and hold on you in accordance with the applicable law. We will ensure the quality of your Information and we will fully respect your rights, interests and fundamental freedoms with regard to your Information.

We will employ effective procedures and safeguards to ensure that the Information we hold on you is adequate, relevant and not excessive in relation to the purposes for which it was obtained, as well as accurate and up-to-date. Where we become aware of any inaccuracies in the Information we hold, we will correct and where appropriate, delete incorrect Information.

Monitoring & Enforcement

Intermovers reviews and where necessary update our Privacy Policy to meet our local law and the moving industry requirement. We encourage you to periodically review this policy.

If at any time you feel that Intermovers has not taken the appropriate steps to correct inaccuracies, or has not provided the security required to insure the privacy of the Information we have acquired from or about you, contact us in writing either by email at info@intermovers.com or a formal letter addressed to B-19-G, Jalan Medan Selayang 1, Medan Selayang, 68100 batu Caves, Selangor. Please explain your complaint or dispute in as much detail as possible. We will investigate and take the necessary steps to correct the problem

Use of Cookies

Intermovers Website uses cookies to improve your user experience. A cookie is a text file that is stored on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can change your browser setting to decline cookies if you prefer.

Special Restrictions on the Use of Sensitive Information

We will not normally seek Information on your racial or ethnic origins, political opinions, religious or other beliefs, physical or mental health, sex life or criminal convictions. If we determine a need to collect such Information, it will be limited to Information which is needed for legal proceedings as required to be kept by law or to establish, exercise or define legal rights (including protection against fraud) clearly and strictly necessary to fulfill an agreement between you and Intermovers or needed to protect your vital interests or the vital interests of another person.

Who to Contact

If you have any questions regarding this privacy statement or the practices of this website, please contact us via email at info@intermovers.com.



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Intermovers' Disclaimer and Privacy Policy are subject to change and may change without prior notice. You are advised to check our website regularly to view our most recent updates.