

DATA PROTECTION AND SECURITY POLICY

Able Moving & Storage Inc. operates the <https://ablemoving.com/> website. This policy regarding our collections, use and disclosure of personal data can be found, along with our other policies, on our website.

CUSTOMERS CHOICE AND CONSENT

Our customers authorize the use of sensitive data when our rate quotations are accepted, and consent is assumed when requested documents are provided by them. This customer-provided data is used to complete their relocations.

INFORMATION COLLECTION AND USE

We collect several types of information from our customers either through email, phone or in person. We only collect information that is required in order to perform our services and contact our customers.

Our staff is trained to confidentially handle the customers data. Information such as United States Customs documents and passports are only used for the process of customs clearance and are only provided to our vendors who facilitate the clearance. The data gathered is only used for relocation purposes and only provided to third parties who acts as agents or suppliers for Able Moving & Storage with likeminded principles.

Notes and correspondence are kept by each coordinator within the shipments contract on our computers and are made available to the customer if requested.

After the relocation is complete, the customer has the option to request all personal data be deleted from our system and our files by emailing international@ablemoving.com.

RETENTION AND DISPOSAL

Data will be retained for at least ten years. After this time, the data will be deleted and disposed of, either by deletion from our database, or, in the case of hard copy information, destruction by means of shredding.

TYPES OF PERSONAL DATA COLLECTED

While using our services, we may ask the customer to provide us with certain personally identifiable information such as:

- Email address
- First name and last name
- Phone number
- Address, City, State, Province, ZIP/Postal code
- Customs documents

ACCESS AND SECURITY OF DATA

Each coordinator has a user specific id and password in order to access their workstations. Each coordinator only has access to their workstation and the emails and files on it. Each customer's relocations are handled by a particular coordinator, who would only have access to their clientele's data. All other coordinators are blocked from access to other coordinator's clientele information.

The International Manager will have access to all coordinator's accounts and activities. This protects the data by limited access to certain key employees.

Our systems management company protects our emails and confidential data. Employees are continually trained by the systems management company to understand the importance of data management.

QUALITY

Data provided to us from customers is considered true and precise. This data is uploaded to the appropriate file in our system for efficiency, accuracy, and security.

MONITORING

Our systems management company continually trains and makes employees aware of the importance of data protection.

ISSUES

Any issue an employee may have regarding data protection is to be communicated to their manager. Our systems management company will be included in any matters, as well as local law enforcement, if needed.

COMMUNICATION

This policy, along with the rest of the Quality Manual, will be reviewed annually and updates made when needed. Any updates or changes will be communicated to the employees via email.