

PRIVACY POLICY

Data (Privacy) Collection Policy

During the course of business Asian Express International Movers Ltd. is going to be collecting personal information and data from you and may use this to fulfil the services for which we have been contracted to perform.

Asian Express International Movers Ltd are fully aware how important privacy is to you and we recognize that we are entrusted to protect it. The purpose of this policy is to present a clear understanding of how we collect, use, disclose and protect the information that you provide to us, in compliance with the relevant Personal Data (Privacy) laws in Hong Kong and China.

The information and data we collect about you

Asian Express collects personal information and data to understand and meet our existing and potential client's needs, to fulfil our business objectives and to meet statutory obligations in providing our services.

This information and data is collected through various sources including information provided by our clients, agents and partners, other representatives or any third party agents authorized to act on behalf of Asian Express International Movers Ltd.

Personal information and data may include...

- Name, addresses, email address, phone number(s)
- Identification number, passport details, work or residence permits
- Personal travel details and plans
- Financial information such as credit card, other bank account data and electronic payee details
- Utility bills
- Details of your furniture, personal effects and belongings
- Any other data provided that relates to the performance of moving, storage, relocations and associated services

Asian Express *only* collects personal information and data which is necessary for its intended purpose and is relevant to the business and / or objectives in delivering our services to you.

When you visit our website www.aemovers.com.hk your browsing information, through the use of cookies, will be collected.

The use of your personal information and data

Your personal information and data will allow us to provide and manage your required needs. It will also enable us to analyse the information we collect so that we can administer, support, improve and develop our business.

This use of information and data may include...

- Administer our website
- Supply services that you have requested
- Send you statements and invoices
- Send you marketing communications
- Provide the moving, relocation or storage services requested

Disclosure of personal information and data

Asian Express International Movers Ltd. does not share your personal information and data with any third parties except as disclosed in this policy.

We may provide personal information and data to our subcontractors and worldwide partners (who in turn shall be bound by privacy laws in their domiciled country) in order to facilitate and carry out authorized services.

We will not otherwise share, sell or distribute any of the information or data you provide to us without your consent, except as follows...

- Any person to whom we are compelled or required to do so under law or in response to a legitimate instruction from a government agency
- Government entities, courts or other entities, such as in response to a summons or other legal or regulatory processes, or to protect against fraud
- Pursuant to an order of a court of competent jurisdiction
- Third parties who provide related services or products in connection with our business
- Government agencies, statutory bodies and industry regulators
- Our sub-contractors or third party service/ product providers as we may determine to be necessary or appropriate
- To debt collection agencies to assist with collection of overdue or unpaid debts due to Asian Express International Movers Ltd

Security

Personal information and data is stored both in paper and electronic files (on secure servers) and is not accessible to the public at large.

We take all reasonable steps to protect personal information and data against the loss, misuse and alteration of the information under our control that is submitted to us through appropriate technology designed for the purpose.

We maintain physical, electronic and procedural guidelines to protect your personal information and data.

We assess our security standards from time to time to protect against unauthorized access to personal information and data.

We store personal information and data only as long as needed for legitimate business purposes or as required by contractual or legal obligations.

We limit access to personal information and data on a 'need to know' basis and only as required to provide services to our clients.

Information provided in electronic enquiries via our website will be protected by encryption technology.

Asian Express International Moving Ltd makes no representations, guarantees or warranties with regard to the sufficiency of these security measures. Asian Express International Moving Ltd shall not be responsible for any actual or consequential damages that result from a compliance breach of this Privacy Policy due to a security breach or technical malfunction.

Choice and Consent

By engaging Asian Express International Moving Ltd you willingly authorise the collection, use, retention and disclosure of your personal information and data to Asian Express International Moving Ltd and third parties within the supply chain for the purpose of performing your relocation.

You may choose not to allow the sharing of your information and data with third parties (our sub-contractors, agents, partners etc.) however Asian Express International Moving Ltd will be unable to provide services to you.

Your permission allowing or denying the information and data to be shared may be changed at any time by emailing dataprotection@aemovers.com.hk

Accessing Information

You have the right to request a copy of the personal information and data that we hold about you and you can instruct us to make any necessary changes to ensure that it is accurate and up to date by emailing dataprotection@aemovers.com.hk

General Data Protection Regulation (GDPR)

European Union citizens will also have the following extra rights...

- To withdraw consent
- To require us to erase your personal information
- To require us to restrict or object to the processing of your personal information
- To request us to transfer your personal information or data to another service provider

If you withdraw consent we may not be able to assist in any insurance claims and the overall efficiency in the processing of your move could be affected.

All requests should be directed to dataprotection@aemovers.com.hk

Changes to our Privacy Policy

Asian Express International Movers Ltd reserves the right to amend this Privacy Policy at any time by posting the revised policy on our website. If such amendments affect how Asian Express International Movers Ltd use or disclose personal information and data already held by us in a material way then we will obtain consent.

This Privacy Policy was last updated on 3rd April 2019.

If you have any questions or feedback concerning Asian Express International Movers Ltd Privacy Policy please email dataprotection@aemovers.com.hk