

Privacy Statement

This Privacy Policy tells you how the UniGroup Worldwide Asia (“we” or “us”) collect, use and share information, including Personal Information, that may be collected by us or our agents, van operators or other representatives or third-party companies authorised to act on our behalf (“Representatives”) or in written or electronic/video surveys or on the following websites:

- www.unigroup.com
- www.mayflower.com
- www.unitedvanlines.com
- www.unitedmayflower.com
- www.unigroupworldwide.com
- www.allegiantmovemanagement.com
- www.unigrouplogistics.com
- www.transadvantage.com
- www.citypointe.com
- www.unigroup.asia (the “Websites”).

By providing information to us or our Representatives or by using the Websites and/or our applications and submitting or otherwise providing information, you agree that we may collect, use and disclose your information according to the terms of this Privacy Policy. This Privacy Policy was last updated as of May 30th 2024. This Privacy Policy will be reviewed on an annual basis or when the business requires it. The UniGroup Companies reserve the right to change this Privacy Policy at any time by posting the revised policy on the Websites. Please check back here from time to time to review any changes.

Collection of Personal Information

We limit our collection of Personal Information to that which is necessary for its intended purpose. “Personal Information” is information that could be used to identify you and may include your name, street and email addresses, phone numbers. It could also include your sensitive financial information, such as credit card or other bank account data. In the case of moving and storage services, we may also collect details about the nature of the goods being shipped, including any photographic, video, and/or other digital image capture of those goods, and the names and contact information of other persons involved in the shipment or who are authorised to provide direction on your behalf.

The Websites and/or some of our applications also use first-party and third-party cookies to collect information about you and your browsing habits. Some Websites may use Google Analytics and Google Display Advertising and/or some of our applications may use other third-party services to collect user activity data. We use the Google Display Advertising features, which collect data through the third-party DoubleClick cookie.

Cookies may stay on your browser until they expire or you delete them. Further general information about cookies and how they work is available at <http://www.allaboutcookies.org>.

In addition, the web servers for some of the Websites use an extended log file format and/or some of our applications may use third-party services, both of which capture other technical information about your use of and activity on those Websites and/or applications including: the date and time of visit; geo-location; referring/exit pages; referring address (location from which a visitor comes to our Website or application); type of internet browser; Internet Protocol (IP) address; browsing and 'click-stream' activity; session heatmaps and scrolls; non-identifying information about your device; operating system; screen resolution; and language and keyboard settings. Unless stated otherwise in an application's Terms of Use, your email address or other information identifying you is not captured.

By visiting any of the Websites and/or our applications without taking steps to block or remove cookies, you are consenting to the use of cookies and other web technologies used in connection with the Websites and/or our applications, as described in this Privacy Policy.

What We Do With Your Personal Information

We use the collected Personal Information for our general business purposes, such as to respond to requests for estimates, your emails or other inquiries; perform services you have requested; improve our Websites and/or applications; grow and improve our services; provide updates or notices; and to offer our own, our affiliates' or third-party products or services that we think you may find of interest. From time to time, we may use the information to conduct surveys to better understand your needs or evaluate our services. To provide you with the full range of services you request from us or for other uses, it may be necessary for us to share Personal Information among the UniGroup companies, with our Representatives, or other companies that we have engaged. We require those companies to use your Personal Information solely for the purposes for which it was provided and consistent with this Privacy Statement.

There are situations where we may disclose to third parties, including government entities, courts or other entities, the Personal Information we collect as permitted or

required by law. We may report information about your account(s) to credit bureaus and/or consumer reporting agencies. Late payments, missed payments, or other defaults on your account(s) may be reflected in your credit report and/or consumer report and may affect your ability to obtain credit.

We may also combine your Personal Information with others' Personal Information or other publicly available information to help us satisfy our legitimate business interests. We may also share technical data and/or other anonymised data, such as statistical or demographic information in aggregate form, with third parties for our legitimate business purposes.

The information, collected by using first-party or third-party cookies or other third-party services, is required for our legitimate business purposes, including but not limited to the operation of the Websites and our applications: to see how visitors move around the Websites and applications when they are using them; to help us remember you when you and your preferences when you return to the Websites and applications; to make the Websites, applications and any advertising or information displayed on them more relevant to your interests, including third parties' goods or services that you may find. We also use collected technical information to maintain and secure the Websites and our applications, monitor usage patterns, protect our intellectual property, learn where our Website or application users are located, and improve your experience, the appearance and content. Like many other websites, the Websites do not respond to Do Not Track signals.

We also use third-party services, including but not limited to the Google Display Advertising features: to collect data to serve you with relevant advertising after you leave the Websites; provide us with information about how our use of various advertising services is related to visits to the Websites; to identify trends in how the Websites and applications are being used, and by what demographics; and publish those trends in reports for internal use. We will not merge your personal information with information collected through these services without first providing you with notice of the merger and obtaining your opt-in consent. We use your IP address information to learn in which geographical locations the Websites and applications are being used. Your IP address does not identify you personally.

Other Terms and Conditions

In addition, if you are one of our customers, your contract with us may contain distinct terms and conditions, limitations of liability and/or disclaimers of warranty applicable generally to the products or services provided by the UniGroup companies.

How We Protect Your Personal Information

We use reasonable measures to safeguard the security and integrity of your Personal Information through procedures and technology designed for that purpose. You should always safeguard your own Personal Information by protecting any passwords or other identifying information used to access your account with us and by safely disposing of any records or reports that are no longer needed. Although we make reasonable efforts to limit access to our facilities and vehicles to authorised representatives, we are not responsible for maintaining the confidentiality of information that is printed and/or placed in plain view.

UniGroup puts in place technical and organisational measures to ensure an appropriate level of security for your personal data, in particular:

- Management and control of access to personal data
- Installation of surveillance software for UniGroup's IT network
- Installation of anti-virus software and a firewall
- Safeguarding and encryption of personal data
- Restriction of access to the server with the help of a username and password
- Annual assessment of all the methods of protection
- Encryption of IT communications sent to UniGroup's partners
- Protection of physical documents currently in use
- Storage of old physical files at a secure archiving depot

In the unlikely event of a data breach, UniGroup will take immediate steps to establish whether a personal data breach has in fact occurred. If so, they will take steps to, where possible, contain the data breach;

- As far as possible, recover, rectify or delete the data that has been lost, damaged or disclosed;
- Assess and record the breach in the Company's data breach register;
- Notify data subjects affected by the breach;
- Notify other appropriate parties to the breach;
- Take steps to prevent future breaches.

Visiting Other Internet Sites

Other Internet sites you visit hosted by third-party businesses, including those which may be linked to the Websites, may have their own privacy policies or no policy at all. We are not responsible or liable for the independent privacy policies of those third-party sites. The inclusion of any link does not necessarily imply that we endorse the third-party company, its internet site, or any products or services that it may promote or sell. When you leave one of the Websites to visit a third-party website, the information transferred to the third party may include the referring address, which discloses the fact that you came from our website. This practice allows the third party to monitor its own internet traffic.

Children's Online Privacy

None of the Websites are directed at or intended for children under the age of 13. We do not knowingly collect Personal Information on the Websites directly from children and will destroy such information if we become aware that a child has disclosed such information to us without proper parental consent.

Accessing your Information and Choices, Questions and DISPUTE RESOLUTION

We will provide you with a reasonable opportunity to access your Personal Information that we have collected, correct it if it is inaccurate, or delete it as appropriate. Subject to relevant local legal requirements, (a) any such requests must be reasonable in number and scope; (b) we reserve the right to deny access to information where the burden or expense of providing access would be disproportionate to the risks to the individual's privacy or where the rights of other individuals may be violated. If you wish to make a request to access your Personal Information or have any questions or concerns about our policies or practices, please contact one of our General Managers for assistance.

You can view, control, delete or block cookies by setting your browser to either reject all cookies or to allow cookies only from selected sites. If you block cookies, the performance of the Websites may be impaired and certain features may not function at all.

You may also "opt out" of receiving advertisements or other cookies by using services such as those provided by the Digital Advertising Alliance or Network Advertising Initiative. See: www.aboutads.info/choices or www.networkadvertising.org.

You opt out of Google Analytics tracking and for Display Advertising and customise Google Display Network ads. If you opt out of Google Analytics tracking, you will continue to receive advertisements as you browse the internet, but those advertisements will not be tailored to your interests.

General Data Protection Regulation

With respect to UniGroup Worldwide Asia, for personal information governed by the European Union's General Data Protection Regulation ("GDPR") within the territorial scope of the GDPR, please see the GDPR Privacy Policy at the below link.

[GDPR](#)

Personal data received from the EU, EEA and Switzerland, in reliance on Privacy Shield, will be retained with adequate protection as defined by the GDPR until its destruction pursuant to UniGroup's record retention program.

FAIM-Affiliated Branch Responsibility

As UniGroup Worldwide Asia is a trusted FIDI & FAIM Certified Affiliate, we are able to designate the branches that we would like to see FIDI-affiliated. FIDI trusts that our Affiliated Branches are operating under the same strenuous FAIM quality standard. Furthermore, we agree that FIDI considers it our obligation to safeguard the level of quality performed in our Affiliated Branches.

[Anti-Bribery & Corruption Charter](#)

[Affiliated Branch Statement](#)

[FIDI FAIM Quality Requirements](#)

[FIDI Anti-Trust Charter](#)