Elite Moving Systems Limited

Privacy and Data Protection Policy

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Purpose

This Privacy and Data Protection Policy sets out how Elite Moving Systems Limited (EMS) uses and protects any information that you give EMS when you use the company website (http://ems-move.com)

Scope

This policy applies to all EMS employees (both UK and employed through a third-party employer), contractors, and stakeholders.

Introduction

Your privacy is important to us. To protect your privacy, this Privacy Notice outlines the choices you can make about the way your information is collected, used, how we share it, how we protect the security of the information and how you can contact us about our privacy practices. You will find this notice available on our website www.ems-move.com and our email footer.

EMS is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Data Controller

Under GDPR regulations, you are entitled to know the identity of your Data Controller.
The identity of your Data Controller is dependent on the type of services you receive from us.

Examples of these would be:

- Business Partners: If we are performing services on behalf of our business partners and you engaged that partner for specific services, then that partner may be your data controller. In this case our Policy will not apply to you, please refer to their policy. EMS will as Data Processor process your personal data in line with this policy.

- Corporate move: your data controller may be your employer who has requested us to provide services to you. In this case you may need to refer to your employer's privacy policy as to how your personal data is handled. EMS will as Data Processor process your personal data in line with this policy.

- Private/Direct Move: If EMS provides direct services to you, your Data Controller will be EMS, for any questions on this please contact EMS at compliance@ems-move.com

The Information We Collect

We may collect the following information:

- Name and job title
- Company name
- Contact information including email address, telephone number
- Moving locations and moving dates

- Demographic information such as postcode, preferences and interests
- Other information relevant to customer surveys and/or offers

Information we receive from other sources

We are working closely with third parties, your employer, business partners, and subcontractors, payment and delivery services, search information providers, credit reference agencies, financial institutions, criminal check records and may receive information about you from them.

Cookies

The EMS website uses cookies and similar technologies where necessary for the operation, functionality and security of the website. Where consent is required for non-essential cookies, users are provided with appropriate choices through the website's cookie consent mechanism.

Users can manage their cookie preferences through the website's cookie controls and may also configure their browser settings to restrict or block cookies.

EMS periodically reviews the cookies used on its website to ensure that the information provided to users remains accurate and reflects current website functionality.

What we do with the information we gather

Purpose and Minimisation

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- To provide you with the services requested
- To notify you about the changes to the services
- We may use the information to improve our products and services.
- EMS may from time to time use personal data for direct marketing purposes where permitted by applicable data protection and electronic communications legislation. Where consent is required, EMS will obtain appropriate consent before sending marketing communications. Where another lawful basis is relied upon, EMS will ensure that the applicable requirements are met. Individuals may object to or opt out of direct marketing at any time.
- From time-to-time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.
- To comply with Industry Standards and our policies
- Applicable laws and regulations

We agree not to use or disclose without consent personal information for any purpose other than for the services we have been contracted to provide.

All access to data is provided on a least privilege required basis.

Disclosure of your Data

As part of delivering international relocation services, we may collect and process personal documentation (such as passports, visas and customs-related documents). This information is used solely to facilitate your move, including customs clearance, immigration requirements and coordination with destination service providers.

Your personal data may be shared with authorised third parties, including international agents, partners, subcontractors and relevant authorities, where necessary to deliver the services requested, in accordance with applicable data protection laws, and subject to the appropriate data protection safeguards and Supplier Licence Agreements (SLAs).

In the event we sell our business or assets, we may disclose your data to the prospective buyer
If EMS and all its assets are acquired by a 3rd party, your data may be one of the transferred assets.

If we have to share your data under any legal obligation, or to protect the rights, property, your safety and safety of our staff.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We hold our employees accountable for maintaining the privacy and integrity of our customers' information. We provide ongoing training programmes that are designed to keep our employees informed of our Privacy Principles.

No method of transmission over the internet, or method of electronic storage is 100% secure, therefore, we cannot guarantee its absolute security. If you have any questions about the security please contact us on compliance@ems-move.com.

Protecting the Privacy of the very young is important to EMS

We never collect or maintain information on our website from those we know are under the age of 16, and no part of our website is structured to attract anyone under the age of 16. If EMS becomes aware that any information is for a child under the age of 16, we will take immediate steps to ensure that the information is deleted from our database. We always encourage parental control.

Controlling your personal information – Compliance Officer

If you receive direct marketing communications from EMS, you may opt out at any time by using any unsubscribe facility provided in the communication or by contacting us at compliance@ems-move.com. EMS will respect objections to direct marketing and maintain appropriate records of marketing preferences where required.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you

promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

Use, Retention and Disposal – Data Storage

We may also collect information about you from e-mails or letters you send to us or from telephone calls with you. Personal data will be retained only for as long as necessary for the purpose for which it was collected and in accordance with applicable legal, regulatory, contractual and operational retention requirements. Applicable retention periods are documented within EMS data processing and retention records. When personal data is no longer required it will be securely deleted, destroyed or anonymised as appropriate.

You may request details of personal information which we hold about you under the UK GDPR and Data Protection Act 2018.

If you would like a copy of the information held on you please write to our Compliance Officer at Elite Moving Systems Limited, Unit 22 Trade City Business Park, Cowley Mill Road, Uxbridge, UB8 2DB, UK.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will correct any information found to be incorrect.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Consent, Choice and Lawfulness

EMS believes that you own your personal information. We offer you certain choices about what personal information we collect from you, how we use that information, and how we communicate with you.

EMS ensures that consent for the collection, use and disclosure of personal information is obtained in accordance with applicable data protection laws. Where consent is relied upon as a legal basis, EMS maintains records demonstrating when and how consent was obtained, what the individual was told at the time, and the specific purposes to which they agreed. Individuals have the right to withdraw their consent at any time, and EMS will maintain records of such withdrawals.

You can choose not to provide personal information to us. However, if you do not provide your data when requested we may not be able to carry out the services applicable. Our customers will always have the option to opt out but our services maybe limited. If you do not want to share your personal information with EMS please contact compliance@ems-move.com.

We may provide your personal information to companies that provide services to help us with your applicable services such as shipping lines or our business partners. These companies are authorised to use your personal information only to provide these services to us.

Accountability

EMS takes our responsibility to manage your information and protect your privacy very seriously. Our policies and processes are audited by independent organisations. We have developed employee GDPR Training and Monitoring to prepare teams for their specific responsibilities related to the GDPR. Created internal processes to support the individual rights elements of GDPR related to Articles 15/17/20. In addition, we carry out an annual Privacy/Data Protection\GDPR Compliance Programme incorporating Breach Notification.

Data Processing Records

EMS maintains a record of processing activities in line with applicable data protection legislation. This record includes details of the categories of personal data processed, the purposes of processing, data sources, recipients of the data, retention periods, and applicable security measures. This documentation is reviewed regularly and updated to reflect any changes in business practices.

Third Party and Supply Chain Data Protection

EMS ensures that all third parties and members of its supply chain who process personal data on its behalf are subject to appropriate data protection obligations. This includes:

- Conducting due diligence prior to engagement
- Entering into written agreements incorporating data protection clauses
- Ensuring that third parties only process personal data for defined purposes
- Requiring appropriate technical and organisational security measures
- Monitoring and reviewing third party compliance on an ongoing basis

EMS retains overall responsibility for the protection of personal data shared within its supply chain.

How to Correct or Update your Information

Data Subject Requests, Accuracy, Rectification and Integrity

The Act gives you the right to access information held about you in accordance with the Applicable Data law. If you are based in the UK, this will be the DP Act 1998 and EU Directive 95/46/EC and from the 25th May 2018 GDPR regulation/DP Act 2018.

Upon request, EMS will provide you with information within 28 days about whether we hold any of your personal information. You can access and update your personal information by contacting our Data Controller through email compliance@ems-move.com

To protect your privacy and security, we will also take reasonable steps to verify your identity before making corrections or granting access. We will respond to your request to access within 28 days. If you wish to request that we no longer use your information please contact compliance@ems-move.com.

Data Breach Procedure

EMS has a documented Data Breach Policy in place which sets out the procedures for identifying, reporting, managing and recording personal data breaches.

All data breaches are handled in accordance with this policy and applicable data protection legislation, including the UK GDPR and Data Protection Act 2018.

For further details, please refer to the EMS Data Breach Policy.

Complaints

Should you have a complaint regarding our Privacy and Data Protection Policy, please contact our Compliance Officer on email compliance@ems-move.com or write to us at Compliance Officer, Elite Moving Systems Limited, Unit 22 Trade City Business Park, Cowley Mill Road, Uxbridge, UB8 2DB, UK.

The Company takes privacy matters extremely seriously and will fully investigate and attempt to resolve all issues. A reply may take up to 28 days.

Changes to this Privacy Policy

If we decide to make changes to our Privacy Policy in the future, we will post changes on this page. We will notify you by email where appropriate. We reserve the right to modify this Privacy Policy at any time so please review it frequently.

How to Contact us

Compliance Officer, Elite Moving Systems Limited, Unit 22 Trade City Business Park, Cowley Mill Road, Uxbridge, UB8 2DB, UK.

Elite Moving Systems Limited. – Privacy Statement

Elite Moving Systems Limited (EMS) is committed to protecting your personal data.

Who We Are
EMS may act as a data controller or processor depending on the services provided.

What We Collect
We may collect:

- Contact details and basic identifiers
- Relocation information (e.g. move details)
- Identification documents where required
- Information from employers or partners

How We Use Your Data
We use your data to deliver services, maintain records, improve services, and meet legal obligations. Processing is based on contractual necessity, legal obligations, legitimate interests, or consent. We only process personal data in line with this notice and applicable data protection laws

Sharing and Transfers
We may share data with partners, agents, subcontractors or authorities where necessary to provide services or comply with legal requirements. Data may be transferred internationally with appropriate safeguards.

Retention
Personal data is retained only for as long as necessary for the purpose for which it was collected and in accordance with applicable legal, regulatory, contractual and operational retention requirements. It is securely deleted, destroyed or anonymised when no longer required.

Security
We apply appropriate security measures to protect your data.

Your Rights
You may request access, correction, deletion, restriction or object to processing, withdraw consent, or lodge a complaint.

Contact
Compliance Officer, Elite Moving Systems Limited, Uxbridge, UK, compliance@ems-move.com
Full policy: https://ems-move.com

Date: 25 June 2026

Signed _____

Nick Stevens
General Manager

EMS Employee Data Protection Acknowledgement Form

Employee Details

- Employee Name _____
- Job Title_____
- Department _____

Policy Details

- Document Title: EMS Privacy and Data Protection Policy
- Version Number: 6.5
- Policy Date: 25 June 2026

Employee Declaration

I confirm that I have read, understood and agree to comply with the following:

- I have received and read the EMS Privacy and Data Protection Policy.
- I understand my responsibilities for protecting personal data and confidential information obtained during my employment.
- I understand that personal data must only be accessed, used, stored, shared and disposed of in accordance with EMS policies and applicable data protection legislation.
- I understand that I must immediately report any actual or suspected data breach, loss of information, unauthorised disclosure or security incident.
- I understand that company systems, records and personal data must only be used for legitimate business purposes.
- I understand that failure to comply with EMS data protection requirements may result in disciplinary action and, where applicable, legal action.
- I agree to comply with the EMS Privacy and Data Protection Policy and any associated procedures, training requirements and guidance.
- I know where to access the current version of the EMS Privacy and Data Protection Policy and understand that it is my responsibility to comply with any future updates.

Data Breach Reporting Reminder

Employees must report suspected data breaches or privacy incidents immediately to their manager and/or the Compliance Officer in accordance with the EMS Data Breach Policy.

Signature

Employee Name (Print): _____
Employee Signature: _____
Date: _____

Record Retention Statement

This acknowledgement form will be retained on the employee's personnel file as evidence of policy communication and compliance requirements. This form should be retained for the duration of employment and in line with EMS record retention requirements.

Queries on this policy

If you have any questions or feedback on this policy, please contact Gail Norman, HR, ESG and DEI Manager at **gnorman@ems-move.com**.

Document Details

Document Title	EMS Privacy and Data Protection Policy		
Document Number	PDF-2017-IT-030-6.5	**Current Version Number**	6.5
Author/ Owner	Gail Norman, HR, ESG and DEI Manager	**Date of Current Version**	25 June 2026
Approved by	Nick Stevens, General Manager	**Approval date**	25 June 2026

Version Control

Version	Date	Description of changes	Author
6.1	July 2024	Updates to spelling and formatting	Amrat Patel, Head of Finance
6.2	March 2025	Updated registered company address	Gail Norman, HR, ESG and DEI Manager
6.3	4 June 2025	Updates to formatting	Gail Norman, HR, ESG and DEI Manager
6.4	5 Oct 25	Updated to incorporate Privacy Statement	Gail Norman, HR, ESG and DEI Manager
6.5	25 June 2026	Updated with new company address and revised in line with latest FIDI FAIM Standards 3.4. Information on website regarding cookies and google analytics updated.	Gail Norman, HR, ESG and DEI Manager