

GDPR Privacy Policy

Scope

This GDPR Privacy Policy applies to the Planes family of companies ("Planes", "we" or "us"). This Privacy Policy is posted to comply with the European Union's General Data Protection Regulation ("GDPR"), and only applies to personal information governed by the GDPR within the territorial scope of the GDPR. Please see the main Planes Privacy Policy for the policy that applies outside of areas not governed by GDPR. Responsibility for our Privacy Policy resides with Planes' Information Technology department. We publicly communicate our Privacy Policy through this website and certain communications with customers. If you wish to make a request to access your Personal Information, or have any questions or concerns about our policies or practices under this GDPR Privacy Policy, please contact us at privacy@planescompanies.com or (US + 1) 800-514-7296.

Information Covered

This policy applies to all personal information that is governed by the GDPR, within the territorial scope of the GDPR, that may be used to identify you as a visitor to our websites (the "Websites") as our customer, or as a potential customer ("Personal Information", as defined below), that is obtained by us in connection with the Websites or providing a product or service to you as part of our operations.

Collection of Personal Information

We rely on many sources of information to understand and meet our customers' and potential customers' needs and to fulfill our business objectives, including Personal Information that may be collected by Planes or our van operators or other representatives or third-party companies authorized to act on our behalf ("Representatives").

"Personal Information" may include your name, street and email address, phone number, and may also include financial information, such as credit card or other bank account data. In the case of moving and storage services, this information may also include your origin address and destination address, 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 for other persons involved in the shipment or authorized to provide direction on your behalf. We limit our collection of Personal Information to that which is necessary for its intended purpose.

The sources of Personal Information may include:

- Information you provide to us or to our Representatives in person, over the internet or on the telephone;
- Information provided when you visit the Websites or communicate with us by email or other digital medium;
- Information that you may supply to us in written or electronic/video surveys;
- Information about your past transactions with Planes;
- Information from consumer reporting agencies; or
- Information from anyone that you have authorized to provide such information to us.

What We Do With Your Personal Information

The GDPR legal bases for data processing are your consent for the following listed purposes, as well as the fact you could be a potential customer who may contract with us to perform various services we offer. In certain circumstances, the legal basis could be compliance with a legal obligation to which we are subject.



Provide Services

We may use the Personal Information that you provide in order to respond to a request for an estimate; furnish a requested product or service to you; respond to your email or other inquiry; to help improve our services; or to send to you updates or notices about our products and services that we think may be of interest to you. In order to provide you with the full range of services you request from us, it may be necessary for us to share Personal Information with our Representatives, or other companies that we have engaged to provide services on our behalf. We require those companies to use your Personal Information solely for the purposes for which it was provided and consistent with this Privacy Statement.

Conduct Surveys

From time to time, we may use survey forms to better understand our customers' needs, to evaluate our services, and to create products and services that respond to their interests. Customers may decline to participate in these surveys. Planes will not disclose survey response information outside of Planes, other than to our survey vendor(s) who assist us in collecting and analyzing such information or to our Representatives or other authorized service providers, solely for the purpose of improving our products and services.

Comply With Legal Processes

There are situations where we may disclose to third parties the Personal Information we collect as permitted or required by law. This may include disclosure to government entities, courts or other entities, such as in response to subpoenas or other legal or regulatory processes, or to protect against fraud.

Other Business Interests

We may also combine your Personal Information with other consumers' Personal Information or other publicly available information to help us satisfy our legitimate business interests, such as performing trend analysis or market studies; identify consumer preferences or interests; set prices; perform billing functions; establish credit; or comply with government regulations. We may also share anonymized data, such as statistical or demographic information in aggregate form, with third parties for research or marketing purposes. However, this anonymized data will not contain your individually identifiable Personal Information.

Credit Reporting Agencies

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.

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. For example:

- We maintain physical, electronic, and procedural safeguards to protect your Personal Information.
- We regularly assess our security standards and procedures to protect against unauthorized access to Personal Information.
- We maintain Personal Information only as long as needed for legitimate business purposes, or as required by contractual or legal requirements.
- We limit access to Personal Information about you to those employees and representatives who need to know that information to provide our products and services to you.



You should always safeguard your own Personal Information by protecting any passwords or other identifying information used to access your account with Planes and by safely disposing of any records or reports that are no longer needed.

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 Planes. Although we make reasonable efforts to limit access to our facilities and vehicles to authorized representatives, we are not responsible for maintaining the confidentiality of information that is printed and placed in plain view on a shipping carton.

Cookies, Internet-Related Information, and “Do Not Track”

A cookie is a small text file that may be placed in your browser by websites you visit and the content partners for those sites. Cookies help websites remember visitors when they return to the site. For example, a cookie can help a website remember that you’ve already registered, so you don’t have to sign in again each time you visit. Essentially, cookies are used to customize websites based on the content you view and the preferences you have indicated.

We may use the following Cookies on the Websites:

Strictly necessary cookies. These are cookies that are required for the operation of the Websites. They include, for example, cookies that enable you to log into secure areas of the Websites, use a shopping cart or make use of e-billing services.

Analytical/performance cookies. They allow us to recognise and count the number of visitors and to see how visitors move around the Websites when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies. These are used to recognise you when you return to the Websites. This enables us to associate individual customers with their information profiles or personalise our content for you, greet you by name and remember your preferences (for example, a choice of language or region).

Targeting cookies. These cookies record your visit to the Websites, the pages you have visited and the links you have followed. We will use this information to make the Websites and any advertising displayed on them more relevant to your interests. We, or third parties acting on our behalf, may use cookies to present information about Planes services to you. They may also be used to provide information by third parties unrelated to Planes regarding goods or services that you may find helpful in connection with your move or relocation. (See also the section on Google analytics below).

You have choices regarding the use of cookies. You can use the preferences in your browser to view, control and delete the cookies you have by, for example, emptying the cache in your browser. You may visit the “Help” menu on your Internet browser for more information, or check with your browser provider. 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. You may find more information about their members and the “opt out” process by going to their websites at www.aboutads.info/choices or www.networkadvertising.org.

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

In addition, the Web server for the Websites uses an extended log file format which captures other information about your activity on that Websites including the date and time of visit; referring address (location from which a visitor comes to our site); type of Internet browser; and Internet Protocol (IP) address. The log file does not capture your email address or other information identifying you. We use this information to maintain and secure the Websites, monitor usage patterns, protect our intellectual property, and improve the appearance and content.



“Do Not Track” is an initiative to develop a signal for an Internet user to notify websites that he or she does not wish to be tracked by third parties. More information on the initiative is available here: <http://www.w3.org/2011/tracking-protection/>. Do Not Track has not yet been standardized because the initiative has not yet come to a consensus on exactly how websites should respond to these types of signals. Like many other websites, the Websites do not respond to Do Not Track signals.

Google Analytics

The Websites may use Google Analytics and Google Display Advertising which collect anonymous Websites user activity data through the use of both first-party and third-party cookies. We use the Google Display Advertising features, which collect data through the third-party DoubleClick cookie, in order 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; and
- Identify trends in how the Websites are being used, and by what demographics, and publish those trends in reports for internal use.

Google Analytics collects your IP address. We use your IP address information to learn the geographical locations where the Websites are being used. Your IP address does not identify you personally nor does it contain personal information such as your name or email address.

We will not merge your personal information with information collected through the DoubleClick cookie without first providing you with notice of the merger and obtaining your opt-in consent.

You may opt-out of Google Analytics for Display Advertising and customize Google Display Network ads using the Google’s Ads Settings. You can learn more here: https://support.google.com/ads/answer/2662856?hl=en&ref_topic=2971788. You may also opt-out of Google Analytics tracking with the Google Analytics opt-out browser add-on, which is available here: <https://tools.google.com/dlpage/gaoptout/>.

Please note that if you opt-out of Google Analytics tracking, you will continue to receive advertisements as you browse on the Internet, but those advertisements will not be tailored to your interests.

Visiting Other Internet Sites

Other Internet sites you visit hosted by third-party businesses, including those which may be linked to from 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 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

The Websites are not 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.

Access and Other Rights, Questions, Complaints and Onward Transfer



Governed by the requirements contained in GDPR, we will provide you with a reasonable opportunity to access your Personal Information that we have collected, correct it if it is inaccurate, erase it, or to request we restrict processing of the data. You also have the right to data portability, to have us provide the data to other entities. Please see GDPR Articles 15 through 18 then 20 for the requirements and procedures necessary to exercise these rights. We do not engage in automated data processing or profiling as those terms are understood under GDPR.

With respect to these rights, (a) we reserve the right to not provide information until we receive adequate information to identify that you are the relevant data subject and to request additional information to confirm your identity; (b) with an access request or data portability request, we reserve the right to deny access to information where the rights or freedoms of other individuals may be adversely affected; (c) for requests for copies of data pursuant to an access request, we reserve the right to charge an administrative fee for any request after the first; (d) when requests are manifestly unfounded or excessive, we reserve the right to charge an administrative fee or to refuse to act on the request. When the purpose for data processing is based on consent, you have the right to withdrawal consent at any time, although that does not affect the lawfulness of processing based on consent before it is withdrawn. When the purpose for data processing is based on contract, we will likely not be able to provide you services without the Personal Information we request and so will likely have to terminate the relationship.

If you wish to make a request with respect to your Personal Information, or have any questions or concerns about our policies or practices, please contact us at privacy@planescompanies.com or (US + 1) 800-514-7296. You also have the right to lodge a complaint with a jurisdictionally competent EU data supervisory authority, which can be that of the Member State of your usual residence, place or work or place of alleged infringement.

If you provide us Personal Information or are accessing the Websites from GDPR-governed jurisdictions, please be advised that you are transferring your personal information to us in the United States. **YOU CONSENT TO THE TRANSFER AND USE OF YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY.**

Effective Date and Updates

This Privacy Policy was last updated as of April 15, 2019. Your continued use of any of the Websites signifies your consent to this Privacy Policy. Planes reserves the right to change this Privacy Policy at any time by posting the revised policy on the Websites. We monitor compliance with our Privacy Policy through employee training on data security, at hire and in yearly training courses on data security. Planes' Information Technology department monitors technical developments in data security, and data organization and segregation practices for privacy purposes.