

PRIVACY POLICY

To our customers

RelocAid respects the privacy of our customers and is committed to its protection. This notice summarizes our policies and practices.

When working with you in support of your relocation we inform you as follows:

Consent to share information

Before the relocation will start we will send you a consent form in which we specify what personal documents we will use for which relocation and/or immigration purpose specifically. Any information you have provided will only be used by RelocAid. It will not be passed to anyone outside our company for any other purpose, unless agreed upon with you in our consent form.

What information do we collect?

We collect information from you when you complete one of our forms. When doing so, you may be asked to enter your name, date of birth, passport number, family details, email address, mailing address, and phone number.

How do we protect your information?

We have implemented a variety of security measures to maintain the safety of your personal information. All servers are in a high security data centre and all supplied information is encrypted in our database only to be accessed by those authorised with special access rights to our systems.

Do we disclose any information to third parties?

We never sell or trade your personal information. We sometimes transfer personal information to our preferred partners or third parties for the purposes of servicing you. We will inform you on this in our consent form. This includes trusted third parties who assist us in servicing you, as long as those parties agree to keep this information confidential. We will only share information through secured and/or encrypted file transfers.

Confidentiality

All our employees are bound to confidentiality. We will handle the data you entrust us with carefully. Only authorized personnel may process your data.

Use, retention and disposal

We will limit the use of your personal information only to enable us to provide the best possible services for you. We only retain personal data as long as it is necessary to fulfil the purpose for which the data is to be used. We will destroy any documents with personal data in accordance with our retention policy, and applicable laws.

Supervision

The regulations on protecting your personal data are laid down in the General Data Protection Regulation (AVG-GDPR). The Dutch Data Protection Authority (AP) ensures that this law is complied with. In this privacy statement we inform you how we handle your data. If you want more information or if you have specific questions, please contact us.

Your rights

Following the REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), applicant has the right to:

- Right of access (article 15)
- Right to rectification (article 16)
- Right to erasure (article 17)
- Right to restriction of processing (article 18)
- Notification obligation regarding rectification or erasure of personal data or restriction of processing (article 19)
- Right to data portability (article 20)

Requests on above rights and/or complaints can be addressed to compliance@relocaid.com and we will inform you on the process that will follow.

Should you have questions or remarks, please contact us.

