



# BAILLY International

DATA PRIVACY AND PROTECTION POLICY

2022

International Services for household goods and personal effects

## Introduction

BAILLY S.A. needs to gather and use certain information about individuals. These can include customers, suppliers, business contacts, employees, and other people the organization has a relationship with or may need to contact. This policy describes how this personal data must be collected, handled, and stored to meet the company's data protection standards.

## Why this policy exists

This data protection policy ensures BAILLY S.A.:

- Complies with data protection best practices
- Protects the rights of staff, customers, and partners
- Is open about how it stores and processes individual's data
- Protects itself from the risks of data breach

## People, risks, and responsibilities

### Policy Scope

This policy applies to:

- The head office of BAILLY S.A.
- All staff of BAILLY S.A.
- All contractors, suppliers and other people working on behalf of BAILLY S.A. It applies to all data that the company holds relating to identifiable individuals.

This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- Any other information relating to individuals

## Data protection risks

This policy helps to protect BAILLY S.A. from some very real data security risks, including:

- Breaches of confidentiality. For instance, information being given out inappropriately.
- Failing to offer choice. For instance, all individuals should be free to choose how the company uses data relating to them.
- Reputational damage. For instance, the company could suffer if hackers successfully gained access to sensitive data.

## Responsibilities

Everyone who works at or on behalf of BAILLY S.A., including contractors and suppliers, has some responsibility for ensuring data is collected, stored and handled appropriately.

Each person that handles personal data must ensure that it is handled and processed in line with this policy and data protection principles.

## Access to your information

We are committed to providing you the right to access and update your personal data. The exercise of this right shall be made in writing to: BAILLY INTERNATIONAL ZI LA PRAIRIE RUE DE LA PRAIRIE 91140 Villebon-sur-Yvette France Email : [info@agsmovers.com](mailto:info@agsmovers.com)

## Use of information

We use the information thus collected for the following purposes:

- To obtain the Duty Free Certificate (Import)
- To obtain Export or Import Authorization from legal parties (Ministry of Foreign Affairs, ...)
- To Process Import or Export Customs operations via Air, Sea & Road
- To raise the Insurance coverage

**We are committed to use the information only for the purposes defined above. The law requires us to keep this information for a period of 10 years. Beyond these 10 years, we will proceed with the destruction of such information.**

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## Choice and consent

The personal data collected is the data that you willingly provide when you fill in one of the online forms on the website, in order to request a quote for one of the services offered by BAILLY on our site, to get in touch with BAILLY or to give us your opinion as regards whether or not you are satisfied with the services offered.

The personal data collected thus includes:

- Your contact details: surname, first name, postal address, telephone number (landline and/or mobile), email address
- If applicable, in the case of a request for a quote for a removals service and/or [storage of furniture](#), data related to the proposed move: address of destination and pick-up address, scheduled date of the move, reason for the move (change of job or other reason), any special requirements associated with the move (storage of furniture and transporting of vehicle)
- If applicable, in the case of a request for a quote for a [vehicle transportation service](#), data related to the transportation of the vehicle in question: address of destination and pick-up address, scheduled date of transportation and make and model of the vehicle
- If applicable, in the case of a request for a quote for a parcel delivery service, data related to the delivery in question : arrival address and departure address, scheduled date of despatch and number of parcels.

By default, BAILLY will not be able to provide the services offered on its site, and in particular to draw up the quotes requested and make contact with you when you have asked to do so, and respond to your reviews and comments.

## Security for privacy

The personal information we collect is kept in a secure environment. People working for us are held by the respect for the confidentiality of your personal information. To ensure the security of your private information, we use the following measures:

- Access Management - authorized person (security company / alarm / camera)
- Access management - only to authorized personnel - everyone outside the company is systematically accompanied by an employee.
- Network Monitoring Software
- Backup and data encryption
- Anti-virus
- Restricted access to information following user rights by ID / password
- Firewall (Firewalls)
- Secure data server and restricted access
- Documents stored current papers and protected

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- Regular Integrity test of our networks means of protection
- Encryption of computer communications to our partners
- Storage of old physical records in a secure records storage facility

We are committed to maintaining a high degree of confidentiality by integrating the latest technological innovations to ensure the confidentiality of your personal data as your transactions. However, as no mechanism offers 100% security, some risks are always present when using the Internet to provide personal information, including on non-secure email (unencrypted) communications.

### General staff guidelines

- The only people able to access data covered by this policy should be those who need it for their work.
- Data should not be shared informally. When access to confidential information is required, employees can request it from their line managers.
- BAILLY S.A. will provide training to all employees to help them understand their responsibilities when handling data.
- Employees should keep all data secure, by taking sensible precautions and following the guidelines below.
- In particular, strong passwords must be used and they should never be shared.
- Personal data should not be disclosed to unauthorized people, either within the company or externally.
- Data should be regularly reviewed and updated if it is found to be out of date. If no longer required, it should be deleted and disposed of.
- Employees should request help if they are unsure about any aspect of data protection.

### Data retention and disposal

These rules describe how and where data should be safely stored.

When data is stored on paper, it should be kept in a secure place where unauthorized people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

- When not required, the paper or files should be kept in a locked drawer or filing cabinet.
- Employees should make sure paper and printouts are not left where unauthorized people could see them, like on a printer.

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- Data printouts should be shredded and disposed of securely when no longer required. When data is stored electronically, it must be protected from unauthorized access, accidental deletion and malicious hacking attempts:
- Data should be protected by strong passwords that are changed regularly and never shared between employees.
- If data is stored on removable media (like a CD or DVD), these should be kept locked away securely when not being used.
- Data should only be stored on designated drives and servers.
- Servers containing personal data should be sited in a secure location, away from general office space.
- Data should be backed up frequently. Those backups should be tested regularly, in line with the company's standard backup procedures.
- Data should never be saved directly to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data should be protected by approved security software and a firewall.
- Devices storing data should be physically destroyed when no longer in use

### Data usage and disclosure

Personal data is of no value to BAILLY S.A. unless the business can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- When working with personal data, employees should ensure the screens of their computers are always locked when left unattended.
- Personal data should not be shared informally. In particular, personal data should only be sent via email if the emails are encrypted.
- Employees should not save copies of personal data to their own computers. Always access and update the central copy of any data.
- Data should only be provided to approved vendors.

### Data accuracy

It is the responsibility of all employees who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be held in as few places as necessary. Staff should not create any unnecessary additional data sets.
- Staff should take every opportunity to ensure data is updated. For instance, by confirming a customer's details when they call.

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- BAILLY S.A. will make it easy for data subjects to update the information BAILLY S.A. holds about them.
- Data should be updated as inaccuracies are discovered. For instance, if a customer can no longer be reached on their stored telephone number, it should be removed from the database.

## Monitoring and Enforcement

- Employees will be provided a copy of this policy as part of their new hire paperwork.
- Periodic reminders of this policy will be provided to all employees.
- The Telecommunications Manager will review the policy as needed and make any revisions necessary.
- Upon revision the policy will be redistributed to all employees, suppliers, and clients.