



DATA PROTECTION POLICY

Policy brief & purpose

The Glens Removals & Storage **Data Protection policy** refers to the company's commitment to treat information of employees, customers, stakeholders or other interested parties with the utmost care and confidentiality.

With this policy we ensure that the company behaves in a fair and moral manner concerning the gathering, storing, and handling of data. This process will be carried out with transparency and respect toward the rights of individuals who entrust Glens Removals & Storage with their information.

Glens Removals & Storage Data Protection Policy will make sure that all client personal Data entering their system will not by any means be published, distributed, or sold. Glens Removals & Storage may only provide information to third parties in accordance with the provision of the services of Removals & Storage. This may include purposes of administrative, commercial, and operational services. The Data will be treated confidentially and in accordance with the current legal framework on privacy issues. Glens Removals & Storage is committed to protecting your privacy and personal information. This Privacy Policy Information details the type of Personal Information we collect, and how it is used, protected, and disposed of.

Scope

This policy applies to all parties (employees, job candidates, customers, suppliers, etc.) who provide any amount of information to the company. The policy will be followed by all employees of the company and its subsidiaries as well as suppliers, consultants, partners, and any other external entity. The policy thus refers to anyone who is in close collaboration with Glens Removals & Storage or acts on its behalf and may need occasional access to Glens Removals & Storage data.

Privacy Policy Information Glens Removals & Storage

Personal data entering Glens Removals & Storage by any means will not be published, distributed, or sold. They may only be provided to third parties in accordance with the provision of the services of Glens Removals & Storage including administrative, commercial, and operational derived from such



services activities, and will be treated confidentially and in accordance with the current legal framework on privacy issues.

Privacy Principles

Glens Removals & Storage is committed to protecting your privacy and personal information. This Privacy Policy Information details the type of Personal Information we collect, and how it is used, protected, and disposed of.

Glens Removals & Storage takes privacy seriously. In support of this, we present the fundamental principles of our perspective regarding your privacy:

1. **Trust:** We value the trust you are giving us to share with us your personal information. Use your personal information in a way that is fair and worthy of that trust.
2. **Transparency:** You have a right to clear information on how to use your personal information. We will always be transparent with you about what information we collect, what we do with it, with whom we share, and whom to contact if they have any questions.
3. **Personal attention:** If you have any concerns or questions about how we use your personal information, we will work with you to resolve them.
4. **Prevention:** We will take steps to protect your information from being used incorrectly and to keep it safe measures.
5. **Comply with the law:** comply with the law and regulations that apply for protection and will work with the appropriate authorities

Administration: it has a privacy policy properly documented and communicated to the internal company personnel. Active employees are notified by email freshening policy, and new employees will be given this policy; this will be registered through a blog that will be in charge of the Human Resources department. This can be located in the quality management system based on the intranet.

Backup database:

As a backup of the information generated by different users on Office 365 , you have a cloud storage – Microsoft OneDrive on Windows Azure with the File Services role installed.

Within the File Server it has been implemented the Shadow Copy technology of Microsoft Windows Server itself, this allows us to have copies of the file at different times of day minimizing the loss of information by the user.

All information is duplicated to the other three backup servers using technology Microsoft Distributed File System (DFS). One of these servers is outside the main facilities of the Group as a tool for contingency and business continuity.



Notice of Privacy

This policy is notified to our employees, suppliers, and customers in order to have proper use of information and provide better quality service, so it is important to define in this policy the way we collect, use, retain and disclose information.

Customers will be informed of this privacy notice by a link in terms and conditions within the quote we sent to our clients.

The information is collected as follows: through online forms, and surveys of service. Through the information we collect on the services we offer. Through phone calls, emails, social networks, and some other services that have been made by another group company and our international partners who use the information to provide the various services that our company offers and to maintain continuous and direct contact with our customers.

Consent

Glens Removals & Storage will not collect, use or disclose your personal information without your consent. In many cases, we ask for explicit consent however in other cases because of your actions and behavior we could deduce your consent.

You have the right to tell us if:

- 1) You do not want us to contact you in the future;
- 2) Want a copy of the personal information we have about you;
- 3) You want to correct, update or erase your personal data from our records, as long as we give/ misuse your personal information.
- 4) Want to report any misuse of your personal information.

Use, retention, and disposal of personal information:

The information collected will be limited to commercial use and will be retained for the same purpose. The information is fully available to the judicial authorities. And only will be removed or modified when there is any violation of the laws.

Access:

In compliance with the legal provisions of the country, any natural or legal person may request information to see how Glens Removals & Storage handles your personal information.

Disclosure of information to third parties

Your information is required for different stages of the services we use, always will be shared with the parties involved in the execution of these, which can be:

- 1) Movers at destination or origin.
- 2) Customs agents
- 3) Land and sea transport agents
- 4) Shipping Companies
- 5) Airlines



All these entities are aware of our commitment and privacy policy. Therefore it is important to note that we take steps to ensure that everyone involved in the service knows and maintains the fundamental principles of this policy.

We may share your information to:

- 1) Reinforce the applicable terms of use of the Glens Removals & Storage site
- 2) Conduct investigations of possible violations of applicable laws,
- 3) To detect, prevent and protect against fraud and technical or security vulnerability
- 4) Comply with laws and regulations, work together for any legal investigation, and to comply with government requirements.

We may share your information with:

- 1) Law enforcement or governmental authorities in cases where they have followed the corresponding process to request us to share the information with them.
- 2) We may also share your personal information with companies, organizations or individuals outside Glens Removals & Storage considering that disclosure of such information is necessary for legal reasons.

Security of the information

The information is limited only to people who are in contact with customer services. Similarly, the electronic support is properly encrypted, and only the IT staff and authorized senior management have access.

Accuracy of information

We ensure that the customer has legal capacity and has provided us with a duly authorized identity document (ID card, passport), additionally, the customer fills out forms where a series of data is required in order to comply with this policy.

Monitoring and Enforcement

There is a Quality Committee that ensures supervision with the support of IT and Internal Audits.

Use, Choice, and Acceptance

Your decision to provide us with your personal information is voluntary. Before Glens Removals & Storage provides you with services, you may choose to prohibit us from using your personal information and thereby prohibit us from using or sharing any such personal information with our approved suppliers and subcontractors who assist us in providing Glens Removals & Storage services. If you do choose to opt out, we may be unable to provide you with the Glens Removals & Storage services that you require.

Reviews of this Statement



We reserve the right to modify this privacy statement. At least once a year, this policy will be examined and, if required, modified. After evaluation, it will be sent out to everyone who needs it before being posted online.

How to Reach Us

You can contact Glens Removals & Storage Management at any time by sending an email to glens@zol.co.zw, making a phone call at 08677009686, or dialing +263 242 620711-5.

If you have questions regarding our Privacy Policy, and how it is implemented, failure to adhere to this Privacy Policy, and/or our general practices, please contact us at glens@zol.co.zw.

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