

Effective Date: 10 Nov 2017

Revised Date: 25 Sept 2025

PRIVACY STATEMENT

Your personal information is important to Interconex, Inc. (Interconex). In order to facilitate your relocation information about yourself, those accompanying you, the location of your possessions, contact information, details about your possessions, collection of documents, information necessary to interact with governmental agencies and any necessary information concerning your employment if applicable will be collected and utilized. If you are relocating with a corporation or on your own some of the aforementioned information may be provided by your employer, your relocation company or an overseas freight forwarder consigning services to one of our offices on your behalf.

Interconex operates globally, as such, your personal information is subject to the EU General Data Protection Regulations (GDPR), the EU-U.S. Data Privacy Framework (EU-U.S. DPF), the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. Data Privacy Framework (Swiss-U.S. DPF) Principles, any local laws as well as laws present in Canada, Germany, and Singapore. This Privacy Statement details the information we gather and what we do with it. Information provided or obtained during this process is Interconex' confidential information unless expressly stated otherwise.

This means Interconex does not sell or share personal information for monetary or commercial benefit, nor for behavioral advertising, consistent with the definitions under the CCPA/CPRA and PIPEDA. Interconex may share information with other companies in conjunction with your physical move. Interconex operates both as a controller and processor. Upon conclusion of your relocation and within the limits of the law all personal information will only be kept as long as needed to comply with legal and contractual obligations; as such, personal information will no longer be shared, information will be archived and information will eventually be anonymized.

WHAT WE GATHER & WHAT WE DO WITH IT

Personal information identifies the specific individual associated including name, address, phone numbers, email, driver's license, passport, work visa, bank account information, Tax ID, etc.

- All personal information collected is necessary to arrange services, facilitate your relocation and interact with authorities.
- Personal information will only be shared with those parties or authorities involved in facilitating your relocation.
- Interconex will remain reasonably responsible for all personal information shared with affiliates and Third Parties as provided by both DPF Principles, GDPR and any Addendums.



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- Interconex and their network suppliers have strict private policies in place.
- Interconex does not share or sell any information with/to marketers.
- Interconex shares SMS information with trusted vendors and service providers as necessary to facilitate relocation-related communications and ensure service delivery.
- Interconex does not utilize personal information to profile.
- Interconex acts as both a controller and processor of the information at the direction of the client and or client and account.
- Any individual who seeks to access, correct, amend or delete inaccurate information should direct their request to Interconex. Interconex will review the inquiry or discuss the inquiry with the controller and reply within a reasonable period.
- Interconex reserves the right to disclose any information necessary to identify, contact or bring legal action against anyone who may be intentionally or unintentionally violating, causing harm/interference/injury to Interconex property, rights, other Interconex' Customers, Governmental Agencies, etc.
- Interconex may access and or disclose personal information in good faith as the law permits, as required by law to comply with a subpoena or for administrative purposes.

Data Retention

Personal information will be retained as long as your record is active and thereafter consistent with data retention policies. If you elect to cancel services or request we no longer use your information Interconex will cease to share your information, archive and anonymize as legally and contractually allowable.

Suppliers & Third Parties

Interconex may share personal information with clients, affiliates, and third-party service providers as required to deliver contracted moving services and as allowed by law.

Interconex may disclose personal information in the event of a merger, acquisition or sale of all or a portion of its assets; in the event of such a change notice will be posted on the website as well as any choices you may have.

The Interconex supply chain is an important piece of how services are delivered. Interconex will take reasonable steps to ensure all suppliers are obligated to protect personal information.

Transfer of Information and Location of Servers

Where personal information is transferred across borders, Interconex implements appropriate safeguards under applicable data transfer laws. These may include reliance on:

- Adequacy decisions issued by regulatory authorities;



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- Standard Contractual Clauses (SCCs) issued by the European Commission or UK ICO;
- International Data Transfer Agreements (IDTAs) in the UK;
- Binding Corporate Rules (BCRs), where applicable;
- Specific consent from the data subject;
- Additional technical, contractual, and organizational measures where required.

Compliance

Interconex complies with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF as set forth by the U.S. Department of Commerce. Interconex has certified to the U.S. Department of Commerce that it adheres to the EU-U.S. DPF Principles and the UK Extension to the EU-U.S. DPF with regard to the processing of personal data received from the European Union and United Kingdom in reliance on the EU-U.S. DPF and the UK Extension to the EU-U.S. DPF. Interconex has certified to the U.S. Department of Commerce that it adheres to the Swiss-U.S. DPF Principles with regard to the processing of personal data received from Switzerland in reliance on the Swiss-U.S. DPF. If there is any conflict between the terms in this privacy policy and the EU-U.S. DPF Principles and/or the Swiss-U.S. DPF Principles, the Principles shall govern. To learn more about the Data Privacy Framework (DPF) program, and to view our certification, please visit <https://www.dataprivacyframework.gov/>.

Interconex will offer EU, UK, and Swiss individuals whose personal information has been transferred to us the opportunity to choose whether the personal information it has received is to be used for a purpose other than the purpose for which it was originally collected or subsequently authorized by the individual. An individual may opt-out of such uses of their personal information by contacting us at privacy@interconex.com.

In compliance with the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF, Interconex commits to cooperate and comply with the advice of the panel established by the EU data protection authorities (DPAs), the UK Information Commissioner's Office (ICO), and/or the Swiss Federal Data Protection and Information Commissioner (FDPIC) with regard to unresolved complaints concerning our handling of personal data received in reliance on the EU-U.S. DPF, the UK Extension to the EU-U.S. DPF, and the Swiss-U.S. DPF. If you should have a complaint or inquiry, please contact Interconex:

Interconex, Inc.
Data Protection Officer
1380 Gateway Drive, Suite #5
Elgin, Illinois 60124
Tel: +1.630.246.7100
Email: privacy@interconex.com



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Interconex commits to refer unresolved privacy complaints to the EU Data Protection Authorities (DPA's). If you do not receive timely acknowledgment of your complaint or if the situation is not satisfactorily addressed, please visit the EU DPA's website at https://edpb.europa.eu/about-edpb/about-edpb/members_en or if the issue is Swiss related to the Swiss Federal Data Protection and Information Commissioner (FDPIC) at <https://www.edoeb.admin.ch/edoeb/en/home/datenschutz.html>. If your complaint is still not resolved through these channels, a binding arbitration option before a DPF Panel may be available under limited circumstances. In the event of a privacy complaint within the United States, Interconex is subject to investigatory and enforcement powers of the U.S. Federal Trade Commission.

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Additional Global Compliance Requirements

In addition to the requirements of the EU-U.S. Data Privacy Framework, UK Extension, and Swiss-U.S. DPF, Interconex complies with global data protection laws applicable to the jurisdictions in which it operates, including but not limited to:

- The General Data Protection Regulation (GDPR) (EU)
- The UK General Data Protection Regulation (UK GDPR)
- The Swiss Federal Act on Data Protection (revFADP) (Switzerland)
- The Personal Information Protection and Electronic Documents Act (PIPEDA) (Canada)
- The California Consumer Privacy Act as amended by the CPRA (CCPA/CPRA) (United States)
- The Lei Geral de Proteção de Dados (LGPD) (Brazil)
- The Personal Data Protection Act (PDPA) (Singapore)
- Applicable data localization, cross-border transfer, and security laws in all countries from which data is collected or to which it is transferred.

Where required, Interconex ensures that appropriate data transfer mechanisms are in place (such as Standard Contractual Clauses, International Data Transfer Agreements, or adequacy decisions), and that additional safeguards are implemented to ensure data security and compliance with applicable legal frameworks.

Security

Your personal information is important. Interconex maintains reasonable physical, electronic and procedural safeguards designed to protect all data. Interconex regularly reviews receipt, delivery, use, security standards, and procedures for handling all information both internally and externally to protect against unauthorized disclosure, use or access to personal information. Interconex limits contact to those employees, agents and suppliers based on the services and functions each entity is providing.

If you should have a question or concern please use the contact information under Compliance above.



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Changes to the Privacy Statement

Interconex reserves the right to amend the Privacy Statement at any time and at its sole discretion. Any changes to the Privacy Statement will be made available on the website prior to becoming effective.

Your Rights

Depending on your country of residence, you may also have the following rights under local privacy laws:

- The right to withdraw consent at any time, where processing is based on consent.
- The right to object to or limit certain types of processing, including direct marketing or profiling.
- The right to lodge a complaint with your local data protection authority.
- The right to data portability, allowing you to obtain and reuse your personal data across different services.
- The right to designate a representative to act on your behalf in exercising your privacy rights (as under CCPA or other U.S. state laws).
- The right to transparency regarding any automated decision-making or profiling.
- Requests to exercise these rights may be made by contacting Interconex at privacy@interconex.com

OUR WEBSITE

Data Collection Technology

Interconex employs limited use automatic data collection technology on all websites or services. The tracking technology includes cookies (see below) to collect information such as your IP address, Internet service provider, browser type, operating system and language, referring and exit page URLs, date and time, amount of time spent on particular pages, what sections of the websites you visit, number of links you click while on the websites and other data. Please be advised that if you opt out of any service, you may not be able to use the full functionality of the website or service. Other than rate requests explicitly submitted on Interconex forms. Interconex does not gather personal information of any kind.

Visiting other Internet Sites and Social Media

Interconex is not responsible or liable for third-party sites accessed through a Interconex website. Other Internet sites including those which may be linked to/from the Interconex website may have their own privacy policies or no policy at all. The inclusion of any link, including social media links, does not necessarily imply we endorse the third party company, its Internet site or any services it may promote.



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Cookies

Interconex websites may make use of “cookies” to measure website activity and provide analytics. A cookie is an element of data that a website can send to your browser which may then store the cookie on your hard drive. Cookies cannot be used to collect sensitive information about your computer or data residing on your computer. Most major websites use this technology and most browsers are set up to accept them.

Visitors may disable cookies by visiting their browser settings and adjusting their browser’s cookie settings; however, disabling cookies may interfere with the ability to view certain content on Interconex sites.

Revision History

VERSION	DATE	REVISION AUTHOR	SUMMARY OF CHANGES
1.9	25 Sept 2025	Silvia Louro, Director, Quality & Compliance	Revised “Call to Action” methods
1.8	24 May 2025	Silvia Louro, Director, Quality & Compliance	Document review
1.7	12 Nov 2024	Silvia Louro, Director, Quality & Compliance	Revised Suppliers & Third Parties section
1.6	01 April 2024	Silvia Louro, Director, Quality & Compliance	Document review
1.5	03 April 2023	Silvia Louro, Director, Quality & Compliance	Document review
1.4	01 April 2022	Silvia Louro, Director, Quality & Compliance	Document review
1.3	01 April 2021	Silvia Louro, Director, Quality & Compliance	Document review
1.2	20 Dec 2020	Silvia Louro, Director, Quality & Compliance	Revised compliance section
1.1	16 Jan 2020	Louis Rast, Group Director	Document review
1.0	04 June 2018	Phil Joyaux, IT Director	



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