

Privacy Policy

NETMOVE respects your privacy. We have developed this Privacy Policy to inform you how we protect your information.

If you are acting on behalf of another person, you are responsible for ensuring that the person you are acting on behalf of are in agreement with you supplying their personal data to us to make the booking on their behalf and that they are aware of the contents of this policy. You should show this policy to anyone whose personal data has been supplied to us.

If you do not agree to our use of your personal data in accordance with the terms of this policy, set out below, we cannot accept your booking or provide you with services as the processing of your personal information is essential in carrying out the services you have requested.

Our Policy

Our Privacy Policy governs the manner in which NETMOVE collects, uses, maintains and processes information collected from our customers. It also makes it easy to understand and convenient for people to make informed decisions about the management of their personal information. This Privacy Policy applies to all our employees and partners involved in your moving process, whether in Brazil or abroad. We comply with all local and worldwide privacy laws.

Information Covered by this Policy

Our Policy applies to all, non-public, personal information NETMOVE receives that may be used to identify you the customer as well as any related person or company that is related to the moving service.

Information we collect

We collect the following information about you:

- Name;
- Address;
- Email address;
- Telephone numbers;
- Employment position;
- CPF number;
- RG/RNE number;
- Passport number;
- Information required to enable us to provide you with services;

Collection of Information

We rely on many sources of information to understand and meet your needs. We may collect personal information about you from:

- Applications, personal interviews during visits, at pre-move surveys, over the phone, through email, video surveys or through our Web sites.
- Company employers.
- Anyone who you have authorized to provide information.
- Other sources, in connection with the customer related to the moving process.

We do not knowingly collect personal information from children and will destroy such information if it is disclosed to us without proper parental consent.

Use of Personal Information

Why we collect personal information

We collect personal information to provide you with services that you may request from us. Netmove is data controller, therefore, responsible for checking the migration status of foreigners (permanent or temporary visa) and analyzing the documentation of Brazilians, naturalized Brazilian citizen and foreigners, in order to submit the quotes in accordance with the services to be provided and to provide the complete information related to the moving process.

Information Sharing within NETMOVE

In an effort to provide you with the full range of moving services they may need, NETMOVE takes an integrated approach to the services we provide. In order to be able to provide the full range of services for your needs and make recommendations about a variety of the services offered by us, we may share personal information among companies that support us in the moving process.

Information sharing with our suppliers

NETMOVE ensures that your data may be shared only with partners, suppliers or organizations to enable us to deliver what you contracted us for. Below you will find a list of the above mentioned companies / organizations involved in the moving services:

- Brokers
- Steam Shipping Lines
- Airline companies
- Freight forwarders
- Customs authorities
- Origin & Destination agents (moving companies)
- Insurance broker
- Any other companies or organizations you have authorized us to disclose the information to and others as permitted or required by law.

For customers protection, we require all of our partners involved on your relocation to agree in writing to provide at least the same level of privacy protection as is required by this Privacy Policy.

We will not share your personal information with anyone other than the firms who are providing service related to the moving process of your goods unless you have authorized us to do so, or as otherwise indicated in this Policy or as required by law. When required to make disclosures pursuant to a court order, governmental directive or in the event of suspected violation of this privacy policy, by the laws terms, NETMOVE undertakes to submit the information, limiting itself to the minimum necessary to meet the requirements.

We guarantee that, under any circumstances, any personal information you provide will not be sold or used for commercial purposes.

How we use your information

We will use your personal information for the purposes listed below:

- Schedule a pre-move survey;
- Preparation of a quotation for our services;
- Communication with you during the whole moving process, providing you with service information;
- Instructing and engaging third parties such as but not limited to sub-contractors, service providers, shipping lines, airlines, agents at origin our destination, to assist with the provision of services.

Choice

Aware of the rights of data subject contemplated by Article 18, of Law No. 13,709 / 2018, you will always be given a chance to confirm the treatment made and to obtain the data we have, request the correction, block or revocation when choosing not to allow the use of your personal data that is incompatible with the purposes for which it was originally received or unauthorized by you. This also includes, if changes are made to the privacy policy, which requires your additional consent to use the information.

We will not collect any sensitive information (e.g., racial, religious, or health information) without obtaining your explicit prior consent.

Only if you give us your consent, NETMOVE may use your e-mail so that you can be informed of our services and news through the publications made in our newsletter.

In all our periodic emails, you can request, if you wish, the removal of your email address from our mailing list so that you do not receive our newsletters.

In order to provide clarity of the services provided, if you would like to update, correct and / or obtain a copy of your data that are in our possession, or, even, opt for the total or partial exclusion of your data from our records, please email us at quality@netmove.com.br.

Access

NETMOVE reserves the right to deny access to information related to investigations or potential or actual litigation where the burden or expense of providing access would be disproportionate to the risks of the individual's privacy, or where the rights of other individuals would be violated.

Data retention period

We will make every reasonable effort to keep accurate personal information while we are serving you. We appreciate your cooperation in maintaining completed and up-to-date personal information and will facilitate your efforts in this regard.

We maintain personal information only if needed for the purposes for which it was collected or as required by contractual or other legal requirements.

Personal data and documents related to the services provided will be kept for five (5) years from the date of service completion due to tax and accounting requirements.

Data Integrity & Security

We maintain physical, electronic, and procedural safeguards to protect your personal information. We regularly assess security standards and procedures to protect against unauthorized access to personal information.

We use tools and technologies, such as encryption and security devices, to preserve the integrity and confidentiality of your personal data and to protect it from unauthorized access as well.

We maintain agreements with external suppliers and others with whom we do business limiting the use of your personal information only for the purposes intended in providing the service. These suppliers and other companies are bound to uphold our procedures regarding privacy under the terms of our agreements with them.

We limit access to personal information about you to those employees who need to know that information to provide products and services to you.

As a resource for accessing the information and news inserted in our website, we may indicate links to view other websites, if you have an interest in completing the information provided. NETMOVE assumes no responsibility for other websites content and does not monitor, share, accept the form and storage tools that may collect, or process or store your personal information. We suggest you to check the Privacy Policies of these websites as well, so that you are aware of the use of personal information that you may provide.

Changes to this Statement

NETMOVE will use their discretion to update this Privacy Policy from time to time. Your continued use of our services constitutes your agreement to this Privacy Policy. In case any changes to our Privacy Policy are significant, we may request new consent to continue providing our services.