

# DATA PRIVACY PROTECTION PROCEDURE

V/2021

# HARSCH

The Art of Moving Forward

## 1. Introduction

Henri Harsch HH SA (Harsch) collects and manages Personal information from individuals in the context of its international moving activities. Harsch is committed to respect individual's data by handling all the Personal information collected in accordance with applicable laws and our Data Privacy Protection Policy. This document describes our practices regarding Personal information. Our values are set forth in the charter (Mission Statement) and are based on the following key considerations:



## 2. Definitions

Term	Definition
Personal information	Personal information is considered information that is about, or can be related to, an identifiable individual. It includes any information that can be linked to an individual or used to directly or indirectly identify an individual. Examples: Name, Home address, e-mail address, Phone number, Date of birth, Passport / ID card, Identification number, Physical characteristics, financial information (ex: employment contract, personal effects inventory)
Sensitive information	Some Personal information is considered sensitive. Some laws and regulations define the following to be sensitive Personal information: medical or health conditions, racial or ethnic origin, political opinion, religious or philosophical belief, trade union membership, sexual preferences, information related to offenses or criminal convictions
Privacy	Privacy is the rights and obligations of individuals and organizations with respect to the collection, use, retention, disclosure, and disposal of Personal information

## 3. Scope

Harsch management is responsible for the systematic application of this procedure, by respecting the collection, use, retention, disclosure and disposal of Personal information commitments.

This procedure is applicable for any Personal information that are collected and used for international business moving purpose. Harsch does not require Sensitive information to operate moving activities.

## 4. Statement of work

### 4.1 Management

Harsch management will ensure that:

- Each employee, working with Personal information, is fully trained to manage and handle those information
- Each employee, willing with Personal information enquiries, knows exactly what to do
- Any disclosure of Personal information will be consistent with the procedures

To meet these responsibilities, Harsch management will:

- Ensure any Personal information is collected and used only for its specific business needs
- Ensure that the information used is accurate - Ensure that the information is safely stored

### 4.2 Notice

Harsch provides notice about its Data Privacy Protection policy in its agreements and individual quotations. Policy is also available on the website [www.harsch.ch](http://www.harsch.ch). According to the origin and destination of the moving, Harsch may collect the following Personal information:

- Name
- Home address (origin and destination)
- Email
- Date of birth
- Copy of passport / ID card (for customs purpose)
- Immigration documents (for customs purpose)
- Household goods inventory and Personal effects (for insurance purpose)
- Employer details (for customs purpose)
- Flight details (for operational purpose)



### 4.3 Choice and consent

By engaging Harsch for an international moving, the customer gives his explicit consent with respect to the collection, use and disclosure of Personal information as described in this procedure.

The customer will have access to its Personal information, without limitation of time, and will have the possibility to correct it by contacting Harsch.

### 4.4 Collection

Harsch collects Personal information for the sole purpose of facilitate its operations during the international moving. Harsch uses information to manage moving operations, process claims, ensure proper billing and offer services that may suit the customer, only for the purposes identified in the notice.

## 4.5 Access

When the customer is requesting access to his data, he has to write to the following contact:

Henri Harsch HH SA  
Attn: Isabelle Harsch  
Rue Baylon 10  
1227 Carouge,  
Geneva Switzerland  
compliance@harsch.ch  
Tel: +41 22 300 43 00

## 4.6 Use

Harsch uses Personal information only in circumstances that are necessary for the purposes for which we collected the data.

## 4.7 Disclosure to third parties

Harsch discloses Personal information only in circumstances that are necessary for the purposes for which we collected the data. As an example, Harsch discloses Personal information on a need to know basis to: Customs authorities and partners involved in the moving process. Harsch will never sell Personal information to third parties.

## 4.8 Security for privacy

Harsch ensures that Personal information is safely kept at all times against unauthorized or unlawful loss or disclosure, by implementing the following measures:

- Physical access to offices is strongly secured (key / badge)
- Offices are equipped with intrusion detection, alarm and telemonitoring
- IT infrastructure access secured and regularly audited

## 4.9 Quality

Harsch maintains accurate, complete, and relevant Personal information as reasonable possible and only for the purposes identified in this procedure. Harsch retrieves Personal information from emails received, employers and/or relocation companies and from documents shared with Harsch. Please note that Harsch shares responsibility with the customer regarding the accuracy of the Personal information. If the collected Personal information is incorrect or outdated, please contact Harsch.

## 4.10 Monitoring and enforcement

This procedure is reviewed every year to ensure it remains up to date and compliant with the laws. All employees and staff who process Personal information must ensure they not only understand but also act in line with this policy and the data protection principles. If any individual notices a breach of privacy they should immediately notify Isabelle Harsch by email [compliance@harsch.ch](mailto:compliance@harsch.ch) who will investigate the complaint.

## 4.11 Usage of our Website

Our website uses “cookies”. A cookie is a piece of data stored on a site visitor’s computer to help us improve access to our website and identify repeat visitors. Cookies can also enable us to track and target the interests of our users to enhance the experience on our website. Information such as browser type, internet provider, language, region area, age range or center of interest. Those data are anonymized. This allow us to display promotional material to the user on other sites visited across the Internet.

In order to collect requests, each visitor is invited to fulfill a contact form by providing information such as name and email address. This information is used to contact the visitor about the services on our website in which he has expressed interest.