



## **BALLANTYNE & BEYOND MOVING, INC. PRIVACY STATEMENT**

Ballantyne & Beyond Moving, Inc., is committed to the security and the privacy of our clients and protecting the personal information of our customers. This Privacy Policy explains how we collect, use, and safeguard users' information, as well as how individuals may access or correct their information.

Ballantyne & Beyond Moving, Inc., is a relocation and logistics service provider. We maintain this website to familiarize you with our services, allow you to request additional information and pay invoices. We are committed to safeguarding the data of our customers and prospective customers.

This policy describes how we protect your privacy in our handling of personal information we obtain from you via this website or while providing relocation services.

### **Notice:**

We notify customers, clients, and suppliers of our privacy policies and procedures regularly; this privacy policy is available on <http://ballantynemoving.com>.

### **Information We Collect**

We collect, use, and share information needed to conduct our business of providing moving and storage services to our customers.

The types of information we may collect depends on the service provided, but may include information obtained from you, your employer, or elsewhere including:

- Information you provide to us, such as your shipper's address, telephone number, email address, zip code, country (all at origin and destination)
- Information about an impending relocation may be collected via a site survey or over the telephone by one of our move coordinators, or from a relocation company or corporate relocation department, or directly from the shipper.
- Information may also be obtained from a customer's transactions or experiences with us; such as your payment history and claims records.

We also collect personal information with your consent via this website and/or secure mail/email communication. This information may include your name, mailing address, telephone number, e-mail address, or other information about your needs as a customer that identifies you personally. This site does not require credit information or credit card numbers.

We may also receive personal information from suppliers who provide services to you or your dependents. The types of personal information we receive from third parties may include the address where services provided and contact phone number, which are provided to verify location of services and appropriate contact data.

All such information will be treated in accordance with this privacy policy and we may use this information to:

- Verify vendor billing accuracy
- Verify accuracy of contact data

**Tracking Technologies:**

To monitor the effectiveness of our website and improve its usefulness, we may collect certain information from users' connections including the number of visitors, the times of visits, the types of browsers and operating systems being used, and from which servers the connections originated, pages visited, country and language used.

As is true of most websites, we gather certain information automatically. This information may include Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to analyze trends in the aggregate and administer the site.

We and our partners use cookies or similar technologies to analyze trends, administer the website, track users' movements around the website, and to gather demographic information about our user base as a whole. You can control the use of cookies at the individual browser level, but if you choose to disable cookies, it may limit your use of certain features or functions on our website or service.

**Disclosure to third parties:**

We take our responsibilities regarding your privacy seriously. Your personal information will only be used for the intended purpose. We will not sell, rent, lease, share or otherwise redistribute the information we receive from you with anyone outside Ballantyne & Beyond Moving, Inc.

We may also be required to disclose your personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

We may also disclose your personal information as required by law, such as to comply with a subpoena or other legal process, when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request. If we are involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our website, of any change in ownership, uses of your personal information, and choices you may have regarding your personal information.

**Data Protection:**

We have implemented and maintain all appropriate technical, administrative, and organizational measures required to ensure a level of confidentiality and security appropriate to the risks represented by holding and processing your data, to prevent unlawful or unauthorized processing or access, and to prevent accidental loss, disclosure, destruction of, or damage to the data.

Ballantyne & Beyond Moving, Inc. uses Authorize.net for online credit card and ACH purchases. Ballantyne & Beyond Moving, Inc. does not store customer credit card or ACH information. Please refer to Authorize.net on how transactions <https://www.authorize.net/about-us/terms.html>.

**Choice and Consent:**

Using this website or providing personal information for relocation services confirms your consent and agreement to the terms of this privacy policy. If you disagree to the terms of this policy, please do not use this website or provide personal information.

**Right of Access & Claims:**

Upon request we will provide you with information about whether we hold any of your personal information. You may access, correct, or request deletion of your personal information by contacting us. You may contact us to review or update information we have collected about you or in the event of any claims or disputes relating to information collected. Please contact our Privacy Officer at 804.547.1800. We will respond to your request within a reasonable timeframe.

**Use, Retention, Disposal:**

We limit the use of personal information to the purposes identified in this privacy notice and for which the individual has provided implicit or explicit consent. Data is retained as long as necessary to provide services, per contractual agreements and to meet legal or regulatory requirements.

**Amendments to Privacy Policy:**

This privacy policy is subject to periodic review and revision. Your continued use of the site serves as implied consent to the revisions. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this website prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices. If you have questions about this privacy policy, please contact our Privacy Officer at 803.547.1800.

**Responsibility:**

Information on this website is the property of Ballantyne & Beyond Moving, Inc. who are solely responsible for its content and retain exclusive rights to the dissemination and distribution of this information as well as add, modify, or remove content at any time. We are not responsible for the content or privacy practices of other websites to which we provide links.

**Date of Last Change**

This privacy policy is subject to review and change. It was last modified on June 4, 2020.

**Contact Us**

For questions about our privacy practices, please contact us at:

Ballantyne & Beyond Moving, Inc

136 Marvin Road

Fort Mill, SC 29707

info@ballatynemoving.com