

PRIVACY POLICY

Thank you for visiting our web site www.suddathinternational.com (the "Site"). This Privacy Policy (the "Policy") tells you how Suddath International ("Suddath") uses personal identifiable information ("PII") collected at this Site. Please read this Policy before using the Site or submitting any PII. By using the Site, you are accepting the practices described in this Policy.



Suddath has been awarded TRUSTe's Privacy Seal signifying that this Policy and practices have been reviewed by TRUSTe for compliance with [TRUSTe's program requirements](#) including transparency, accountability and choice regarding the collection and use of your PII. The TRUSTe program covers the website www.suddathinternational.com, it does not cover the client login portion of the Site or mobile applications. TRUSTe's mission, as an independent third party, is to accelerate online trust among consumers and organizations globally through its leading privacy trustmark and innovative trust solutions.

Suddath complies with the U.S.-E.U. Safe Harbor framework and the U.S.-Swiss Safe Harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union and Switzerland respectively. Information regarding the both the E.U. and Swiss Safe Harbor Frameworks can be found at: <http://export.gov/safeharbor>

If you have questions or concerns regarding this Policy, you should first contact privacy@suddath.com. If contacting us does not resolve your complaint, you may raise your complaint with TRUSTe by Internet at http://www.truste.org/consumers/watchdog_complaint.php, by mail at WatchDog Complaints, TRUSTe, 55 Second Street, 2nd Floor, San Francisco, CA, USA 94105, by phone at 415-520-3400, or by fax at 415-520-3420. If you are mailing TRUSTe to lodge a complaint, you must include the following information: the name of company, the alleged privacy violation, your contact information, and whether you would like the particulars of your complaint shared with the company. For information about TRUSTe or the operation of TRUSTe's dispute resolution process, see http://www.truste.org/consumers/watchdog_complaint.php or request this information from TRUSTe at any of the addresses listed above. The TRUSTe dispute resolution process shall be conducted in English.

Collection of Information

We collect PII, like names, postal addresses, email addresses, etc., when voluntarily submitted by our visitors. The information you provide is used to fulfill your specific request. This information is only used to fulfill your specific request, unless you give us permission to use it in another manner, for example to add you to one of our mailing lists. We do not share, sell, rent or trade PII with third parties for their promotional purposes.

Cookie/Tracking Technology

The Site may use cookie and tracking technology depending on the features offered. Cookie and tracking technology are useful for gathering information such as browser type and operating system, tracking the number of visitors to the Site, and understanding how visitors use the Site.

Cookies can also help customize the Site for visitors. PII cannot be collected via cookies and other tracking technology. However, if you previously provided PII, cookies may be tied to such information. Aggregate cookie and tracking information may be shared with third parties. We did not link information collected through tracking technologies to PII.

Service Providers

We use other third parties to facilitate and provide international transportation services, such as crating/assembly, customs clearance, trucking, air or ocean freight services, packing and unpacking. Information you provide to Suddath through the Site may be used when, pursuant to the requirements of your relocation, you are in need of any of the services listed above. Suddath will share only that PII which is relevant to the specific relocation services being provided by the third party. We do not sell your PII to third parties and these third parties are prohibited from using your PII for any other purpose.

Distribution of Information

We reserve the right to disclose your PII (i) to governmental agencies or other companies assisting us in fraud prevention or investigation; (ii) as required by law; and (iii) when we believe that disclosure is necessary to protect our rights and/or comply with a judicial proceeding, court order, or legal process served on our Web site. We will only disclose PII to governmental agencies or other companies when trying to protect against or prevent actual or potential fraud or unauthorized transactions or investigating fraud which has already taken place. PII is never provided to these governmental agencies or companies for marketing purposes.

Third Party Websites

Suddath may also permit you to access third party sites, directly from our Site to provide you with value-added information, functionality or services. If you provide PII through these sites, your information may be shared with these third-party entities. Please note that party's privacy policy and its terms and conditions will apply to you. We encourage you to learn about each third party's privacy policy before sharing PII with them.

Updating Your PII

You can update, change or delete your PII by accessing the Relocation Zone® and signing in using your username and password. Once you sign into the Relocation Zone®, you can update your PII by clicking on the "My Profile" button and then the "Start Change Request" button. If you forget your password when signing in to the Relocation Zone®, there is a link you can click on which will email you a new password. If you forget your username or wish to access your account information, you need to contact your relocation counselor. We will respond to your request within 30 days.

Commitment to Data Security

Your PII is kept secure. Only authorized employees, agents and contractors (who have agreed to keep information secure and confidential) have access to this information. Emails generated by the Site are for the sole purpose of facilitating your relocation services. An opt-out option is available to you through your Suddath relocation counselor. Opting out may cause interruptions in, and/or loss of, relocation benefits provided to you by your employer. Please contact your relocation counselor or call (904) 390-7100 for more information on opting out.

The security of your PII is important to us. When you enter sensitive information (such as bank account information) on the Relocation Zone® portal, we encrypt that information using secure socket layer technology (“SSL”) and Secure HTTP. To learn more about SSL, follow this link: <http://www.webopedia.com/TERM/S/SSL.html>

We follow generally-accepted industry standards to protect PII submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your PII, we cannot guarantee its absolute security.

Data Retention

We will retain your information for as long as your account is active or as needed to provide you services. Please contact us if you wish to cancel your account or request that we no longer use your information to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

If you have any questions about security on our Web site, you can email us at privacy@suddath.com

Privacy Contact Information

If you have any questions, concerns, or comments about our Policy you may contact us using the information below:

By e-mail: privacy@suddath.com

By Phone: (904) 390-7100

By Mail: The Suddath Companies, 815 South Main Street, Jacksonville, Florida 32207

If you are not satisfied with our response you can contact TRUSTe [here](#).

The effective date of this Privacy Policy is November 2011.

Changes to this Privacy Policy

If we decide to change our Policy, we will post those changes to this Policy, the home page, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this Policy at any time, so please review it frequently. If we make material changes to this Policy, we will notify you here, by email, or by means of a notice on our home page. Any changes to the Policy will only apply to activities and information on a going forward, not retroactive, basis.