



CANAL MOVERS AND LOGISTICS CORP.
P.O. BOX 0832-2457, World Trade Center
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Fax: +507.2328101 Email: info@canalmovers.com
www.canalmovers.com



Privacy Policy

Aiming to adequately provide services required by its customers, Canal Movers and Logistics Corp. will obtain specific information related to the requested service, e.g. names, residential addresses and / or work / phone numbers of the customer and / or other contact persons, among others.

We wish to inform how we collect, use your personal information.

Our Privacy Policy explains:

- What information we collect and why we collect it
- How do we use the information we collect
- How we retain your personal information
- How and why we disclose your personal information to third parties

Information we collect

We collect information to provide better services to all our customers. We need to identify things like:

- Name and surname
- Residential address, city and country of origin and / or destination (only if necessary for the requested service).
- Details about access to your residence, i.e. parking area, level where your residence is located.
- Mobile phone numbers and / or residential.
- Email address.
- Contact details of your employer (if expenses are covered by it).
- Estimated number of items (household goods) listed during a survey inspection.
- Photography of fragile and valuable items.
- Copy of your passport or identity card.
- Vehicle ownership title (if vehicle shipment is requested).
- Photocopy of credit card front and back, form filling AMEX (only for payments by AMEX).
- Social Security Number (required only for moving bound for the United States).





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How we use the information we collect

We use the information we collect from all our customers in order to provide, protect and improve and / or to develop other services.

Your name, home address, contact phone numbers and e-mail will be entered into our database after the initial contact for our inspector to visit his home and survey your household goods in order to determine the total estimated to be packed and transported. During in-house survey photographs will be taken of fragile and valuable pieces to provide these details to our operational staff, and be able to build wooden boxes where fragile items will be placed, and packers could easily identify them once at your residence.

The copy of your identity card or passport is required to continue export / import process of your goods. The same applies to your vehicle's registration title.

Canal Logistics Corp. Movers and only accepts payments with American Express credit cards. To pay thru this mean a copy of your credit card will be required on both sides, and you will also be asked to fill out a form provided by American Express that will be used for payment purposes along with your identity card or passport.

If your move is destined for the United States, you'll need to provide us with your social security number.

How to retain your personal information

- **Physical Documentation:** All personal information will remain into the physical folder containing all documents related to the service provided. Each folder is archived for a period of 7 years. This is the maximum period in which it was detected that a customer may require our services again and this information is critically useful to provide the new service required.

- **Digital information:** Personal customer information collected in our database is managed and retained through the application of the following points:

Password Protection

For automated systems must be assigned individual accounts that require a periodic change of password.





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IT security policies

In addressing the issue of security we must take into account that there is no security method 100% safe or reliable. You can only reduce the chances that a system is vulnerable or minimize the duration and damage caused by an attack.

Information Backup

Canal Movers and Logistics Corp. keeps copies of all information from computers. In this way information is stored in a portable unit located anywhere in Panama City to have another backup.

How and why disclose your personal information to third parties

Why?

Canal Movers and Logistics Corp. provides packing services and international transport. Handling our customer's goods outside the Republic of Panama is done through what henceforth will be referred to as AGENTS. These agents are supported by international federations such as [FIDI](#), [LACMA](#), [IAM](#), [OMNI](#). Due to the nature of the services we provide we have to share with them the necessary information for services provision.

How?

Your personal information is shared with our agents through e-mail, fax, telephone, physically or in any other possible way to allow the continued operation flow of the services provided to our customers.

NOTE: From April 2015 all FIDI agents agreed to meet requirements that ensure that the personal information of all its customers is collected, used, maintained, disclosed and disposed of in accordance with the provisions of the FAIM 3.1 standard, specifically in the FD 5.1 DATA (Privacy) Protection Management requirement; Management Information Protection (Privacy). For more information on the program FIDI FAIM 3.1 click [here](#).

How we dispose of personal information of our customers

a. Physical documentation

After seven years the folder where a shipment information is stored is destroyed within the premises of the organization. It will not move to a third party location for destruction or for any other purpose, such as storage. In case there is no other option, this can be done only if a Canal





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Movers and Logistics Corp. representative is allowed to be present during documentation handling and destruction.

b. digital documentation

Digital information related to each shipment is destroyed after 7 years. This is, for example, bills of lading (B / L), customs liquidations, service assessment surveys, customer signatures in inventories, etc.

Note: The data that have statistical use will be maintained by the organization. These data will be those related to the client's name, your company, the agent used for removal, volume, weight, number of rooms and dates of service provision.

Walter M. Laffitte
President & CEO

