



## Data Privacy Protection Procedure

Date: August 25, 2025

Purpose: To protect customer's sensitive data

Scope: Applies to all registered shipments

Data collection is limited to information specifically needed for transportation and customs clearance. Data collected includes passport, driver's license, Social Security number and credit card number. Access to that data is limited to authorized users within the company, only transmitted to trusted partners during transit and deleted upon delivery, or as required by law. Our IT department has system architecture drawings that map the workflow, cradle to grave, of our customer data from lead generation to completion of any sales/service. All integrations are documented, which illustrate where data flows between internal systems.

Notice is communicated via the following statement on the documents listed below: **All data collected is strictly for the transportation and customs clearance of your shipment. Access is limited to authorized users within the company, only transmitted to trusted partners during transit and deleted upon delivery, or as required by law.**

- Booking Confirmation
- Credit Card Form
- Invoice

**Links posted on our website define our privacy policy.**

<https://www.nationalvanlines.com/cookie-policy/>

<https://www.nationalvanlines.com/privacy-policy/>

Consent is implied since the shipment can't move without the required documentation. Customers initiate contact through our lead generation process, and consent is given as

part of their outreach. Consent is implied as a condition of initiating communications with us. Collection of data is solely through the lead generation process and obtained where consent is implied through customer outreach. Privacy policy on website provides full details.

Use, retention and disposal is limited to the purpose and scope stated above and fully addressed in the online privacy policy.

Access, as described in our online privacy policy, is limited to authorized users within the company, only transmitted to trusted partners during transit and deleted upon delivery, or as required by law. Access is not granted to customers. IT implements stringent role-based access controls in all systems. Users are only allowed access to systems and data required for their specific role. Additional permissions are granted only after request is logged, reviewed and validated. Business leadership approval is required.

Disclosure to third parties is accomplished by the following statement on our e-mail communication (from Pasha e-mails) ... **CONFIDENTIALITY DISCLOSURE: This message is intended only for the use of the individual or entity to whom it is addressed and contains information that is privileged and confidential. If you are not the intended recipient, you should not disseminate, distribute or copy this communication. If you have received this in error, please notify us immediately and delete the original message.**

Security for privacy: we follow the rules, per state, to address any potential data breaches immediately, should they occur.

Quality of data received is verified with the customer if there are any discrepancies. Instructions on how users can update their personal data to ensure accuracy, completeness, and relevancy are fully contained in online privacy policy.

Monitoring and enforcement: IT uses centralized event logs from various tools, which provide real time updates to any threats.

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This procedure will be reviewed annually, updated if necessary and communicated to internal personnel.

