

Privacy policy

Updated on 25.05.2018

Introduction

We, at Rilvan Moving and Relocations, respect your privacy and undertake to protect the privacy of our customers' personal data.

This Privacy Policy describes our rules and practices regarding the collection, use and storage of your information.

We encourage you to read our Policy carefully and keep it in mind to make informed decisions.

In this Privacy Policy you will read about:

- What kind of information we collect. How we collect your information
- How we use the information we collect
- Who we share with and what purpose
- Customer Rights
- For how long we keep the information we collect
- How we protect your information
- How to contact us.

What kind of data we collect. The purposes of the processing

RILVAN mainly offers the following types of services:

- (i) Services related to the relocation of foreign citizens (but not limited to) abroad from Romania, or vice versa, generically called "destination services", including:
 - On arrival: guided tour; temporary housing; house searches; partner-career assistance; school searches.
 - During stay: accommodation / consulting; house maintenance; car registration; course of adaptation to the traffic rules in the destination country; course of cultural differences.
 - On departure: services related to home release, termination of utility contracts, mail forwarding, etc.
- (ii) Immigration services in connection with obtaining legal documents to work and reside in Romania, including:
 - On arrival: assistance with procedure and necessary documents; assistance with translation and legalization of documents; notary assistance; ITM notification; other services related to obtaining foreign citizens the right to stay and work in Romania.
 - During the stay: obtaining the Romanian driving license, the Romanian criminal record, etc.
 - On departure: cancellation of immigration documents, authorization to leave the country.
- (iii) Other services such as: concierge, walking tour of Bucharest, private tours in Romania, property management, etc.
- (iv) Moving services, including: local, international moves, office moves, moving vehicles, storage services.
- (v) Goods transport, including air, sea, road, logistics services.
- (vi) Customs clearance services, including customs formalities, warehousing, intrastate.

In order to provide these services, RILVAN requires personal data relating to the individuals for or in connection with whom these services are provided ("individuals concerned"). These data can be collected primarily from the target person or from the RILVAN client (who may be the employer of the target person or a company in the same group of companies with his employer, or a company that provides the same kind of services as RILVAN) .

The personal data received are only necessary for the fulfillment of the legal and contractual obligations and include, as the case may be: name, surname, address, email, telephone number, age, employer, position, data on professional qualifications and qualifications, nationality, nationality / citizenship, marital status, husband / wife

data, children's data, personal data, copies / original of the documents containing personal data,

By sending their personal data to RILVAN, the RILVAN customer on behalf of his employees and / or the individuals directly concerned authorizes the use of RILVAN's personal data for RILVAN's services, including the necessary transfers to third parties of their personal data . Individuals concerned may request that transfers not take place, in which case RILVAN will not be able to make travel arrangements.

RILVAN also processes personal data relating to the above-mentioned activities for archiving purposes (in accordance with legal requirements) for evidential purposes (for the protection of rights in court and the exercise of other rights in accordance with legal provisions) for the purpose of solving complaints , in order to achieve statistical or marketing situations, as well as to manage and monitor customer contracts.

RILVAN also processes personal data if it selects and recruits individuals who are applying for a job available in RILVAN. In this case, RILVAN will collect personal data that includes mainly: name and surname, telephone number, e-mail address, previous studies and professional experience, other data that are normally specified in a resume / resume, address IP of the computer on which personal data is transmitted.

In the case of people visiting our website, www.rilvan.eu/en, RILVAN may collect the IP address and information about the computer operating system used by the target person when accessing the site, the browser used, application version, language settings, web pages accessed by the candidate.

How we use the information we collect

We use personal information in the ways described in this Policy regarding the protection of personal data.

Your personal data will only be passed on to a third party to the extent necessary to achieve the purpose for which they were collected and only on the basis of confidentiality and data protection commitments on their part in accordance with Applicable legislation.

In order to fulfill its services, RILVAN will have to transmit the personal data of the individuals concerned, other affiliated companies or partners, such as IT, financial, transport, real estate, or other suppliers or subcontractors but only for the purposes specified herein and on the basis of a confidentiality engagement by which they

undertake to keep such data safe, that they will take reasonable and appropriate steps to ensure that they process the personal data transferred to them in accordance with the Applicable Policy and Legislation.

However, RILVAN can not guarantee that a third party transmitting personal data for the purpose of performing its services will comply with the provisions of this Privacy Policy, its own privacy policy or applicable Legislation.

Your data may also be transmitted to police, prosecutors, courts or other institutions that exercise state authority, insofar as they have legal powers to receive such data and in strict accordance with the applicable legal provisions.

Your data is not the subject of a self-automated decision-making process, including creating profiles that produce legal effects on you.

Data transfer outside the EEA

RILVAN does not normally transmit your data outside the European Economic Area (EEA), but if such transmission is required, we will ensure that it will only be done for the purposes specified in this Policy and with warranties appropriate in accordance with Applicable Legislation.

Customer Rights

You have the right to request:

- a. Confirm that your personal data is processed and accessed.
- b. Receive a copy of the personal information you have provided to us in a structured, commonly used and readable format.
- c. Request a rectification of the personal information we have collected from you.
- d. Ask to delete your personal information.

Object theft of your personal data by us.

- f. Ask to restrict the processing of your personal data by us.
- g. You are not subject to a decision based solely on automatic processing, including profile creation.

h. Submit a complaint to the Surveillance Authority regarding the protection of personal data.

These rights may be exercised in good faith, without prejudice to the rights of others or the fulfillment of legal or contractual obligations by RILVAN, under the applicable law.

If you choose to exercise any of the rights you have under the Applicable Law by addressing to RILVAN in this respect, we will disclose information about your request to our customer from whom we have received your data for the purpose of performing the requested services.

If you wish to exercise any of the above mentioned rights or to receive more information, please contact us at: RILVAN, Bucharest , Topraisar 29 street , district 1 , email adress: gdpr@rilvan.eu

We will respond within a reasonable time after verification of the applicant's identity.

The length of time your data is stored

We will keep your data valid for the duration of our contract with the customer and for a further period of 2 years from the date of its termination, except when such data has to be kept for a longer period of time, in order to comply with legal obligations (eg. Accounting Law, etc.) or in order to achieve the goals set forth in this Policy.

How we protect the personal data we process

Maintaining the safety of the personal data of the individuals concerned is of paramount importance to RILVAN. All personal data processed by RILVAN are subject to strict standards to ensure that processing is safe and that appropriate privacy levels are maintained. Unauthorized persons are not allowed access to personal data.

RILVAN adopts reasonable and appropriate technical and organizational measures to protect personal data against loss, misuse, unauthorized access, disclosure, alteration and destruction.

RILVAN will only process personal data for the purposes of this Policy and will not process personal data for any purpose incompatible with the intended purposes.

While we take reasonable steps to protect personal data, we can not be responsible for the acts of unauthorized or abusive access, and we can not offer the warranty, express, implied or otherwise, that such incidents can not occur.

Personal data is not transmitted to a third party except under the terms of this Policy and in compliance with applicable law.

RILVAN will take all necessary measures to ensure that the processing of personal data will be carried out in accordance with the Applicable Legislation.

Updates or changes to the privacy policy

We may update or modify this Privacy Policy periodically or when we consider it necessary and the most recent version will be posted on our site (the date of the last update being mentioned under the title). We encourage you to consult this privacy policy regularly to keep up with the latest version.

How can you contact us?

If you have any questions about the information we collect from you and about how we use it, please contact us at: RILVAN, Bucharest, Topraisar 29 street , district 1 , email adress : gdpr@rilvan.eu

About Us:

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