

# Privacy Policy of RedSky Mobility Solutions, LLC

This Privacy Policy covers our collection, use and disclosure of information we collect through our website [www.redskymobility.com](http://www.redskymobility.com) and service platform located at <https://www.skyrelo.com/redsky>. The use of information collected through our service shall be limited to the purpose of providing the service for which the Client has engaged RedSky Mobility Solutions, LLC and its User Companies.

## EU-U.S. And Swiss-U.S Privacy Shield

RedSky participates in and has certified its compliance with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework. RedSky is committed to subjecting all personal data received from European Union (EU) member countries and Switzerland, respectively, in reliance on the Privacy Shield Framework, to the Framework's applicable Principles. To learn more about the Privacy Shield Framework, visit the U.S. Department of Commerce's Privacy Shield List. [<https://www.privacyshield.gov/list>]

RedSky is responsible for the processing of personal data it receives, under the Privacy Shield Framework, and subsequently transfers to a third party acting as an agent on its behalf. RedSky complies with the Privacy Shield Principles for all onward transfers of personal data from the EU and Switzerland, including the onward transfer liability provisions. With respect to personal data received or transferred pursuant to the Privacy Shield Framework, RedSky is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. In certain situations, RedSky may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider (free of charge) at <https://feedback-form.truste.com/watchdog/request>. Under certain conditions, more fully described on the Privacy Shield website [<https://www.privacyshield.gov>], you may invoke binding arbitration when other dispute resolution procedures have been exhausted.

This privacy policy has been created to confirm the commitment of RedSky Mobility Solutions LLC and the companies utilizing its software (RedSky User Companies) in serving their customers, to protect and safeguard any private and confidential data that it may collect, transfer and store as a course providing their services. RedSky Mobility Solutions, LLC provides software as a service to the mobility, relocation, transport, warehousing and logistics industries through its website.

## Service Provider Collection/Use:

RedSky collects information under the direction of its Clients, RedSky has no direct relationship with the individuals whose personal data it processes. RedSky works with its Clients to help them provide notice to their customers concerning, the purpose for which personal information is collected.

We process the following types of personal information on behalf of RedSky User Companies who collect them from their Clients:

Names

Addresses & Other Contact Information

Employer

Passport Details (for customs clearance, visa/immigration processing)

Travel Itineraries

Other Personal Information required for processing of moving, relocation and mobility related services

RedSky User Companies do not collect personal information about individuals except when such individuals specifically provide such information on a voluntary basis. For example, a customer may provide name, address, telephone and other personal contact information in relation to the shipment and customs clearance of their goods from one location to another.

## **Choice**

We process information for our clients, if you are a customer of one of our Clients and would no longer like to be contacted by one of our Clients that use our service, please contact the RedSky User Company that you interact with directly. If you are a Client and would like to update your account please contact us by e-mailing [support@redskymobility.com](mailto:support@redskymobility.com).

## **Service Provider, Sub-Processors/Onward Transfer**

RedSky User Companies may transfer personal information to companies that help them provide their service. Transfers to subsequent third parties are covered by the provisions in this Policy regarding notice and choice and the service agreements with our Clients.

## **Access to Data Controlled by our Clients:**

RedSky acknowledges that you have the right to access your personal information. RedSky has no direct relationship with the individuals whose personal data it processes. An individual who seeks access, or who seeks to correct, amend, or delete inaccurate data should direct their query to the RedSky Client (the data controller). If the client requests RedSky to remove the data, RedSky will respond to their Client's request within 30 business days.

Upon request RedSky 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 logging in to your account, or contacting us at [support@redskymobility.com](mailto:support@redskymobility.com). We will respond to your request within a reasonable timeframe.

## **Data Retention:**

RedSky will retain personal data we process on behalf of our Clients for as long as needed to provide services to our Client. RedSky will retain and use this personal information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

## **Security:**

The security of your personal information and our clients' information is important to us. When you enter sensitive information (such as login credentials) we encrypt the transmission of that information using secure socket layer technology (SSL).

We follow generally accepted standards to protect the personal information 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, we cannot guarantee its absolute security. If you have any questions about security on our Platform, you can contact [nsawant@redskymobility.com](mailto:nsawant@redskymobility.com).

## **Tracking Technologies**

### **Cookies**

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this Platform. We do not link the information we store in cookies to any personal information you submit while on our Platform.

We use both session ID cookies and persistent cookies. We use session cookies to make it easier for you to navigate our Platform. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your Internet browser's "help" file.

We use cookies to enhance your user experience when using our site. For example, your language preference may be stored so that you do not have to select it each time you visit the site.

RedSky and its 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

### **Analytics / Log Files**

As is true of most web sites, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.

We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole.

We do not link this automatically-collected data to personal information. IP addresses are tied to personal information to describe the purpose for which you do this.

**Contact Information:**

RedSky Mobility Solutions, LLC  
PO Box 65057  
Washington DC, 20035-5057

Phone: +1 301 379 2370

E-Mail: [nsawant@redskymobility.com](mailto:nsawant@redskymobility.com)

**Material Change:**

We may update this privacy policy to reflect changes to our information practices. If we make any material changes we will notify you or our Client by email (sent to the e-mail address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

**Disclosure of Information for Law enforcement**

We may also disclose personal information as required by law, such as to comply with a subpoena, or similar 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, to any other third party with your prior consent to do so. If RedSky is 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 Web site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information.

**Privacy Compliance**

Our Privacy Policy is compliant with International Safe Harbor Privacy Principles. In order to demonstrate that our Privacy Policy accords with the above privacy instrument, we have voluntarily committed to a self-assessment procedure.

If you have an inquiry or concern about our Privacy Policy, please contact:

Nitin Sawant

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PO Box 65057

Washington DC, 20035-5057

Phone: +1 301 379 2370

E-Mail: [nsawant@redskymobility.com](mailto:nsawant@redskymobility.com)

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