

Updated: November 15, 2020

## **My Real Move's Privacy Policy**

This Privacy Policy describes the personal data collected by Abode, Inc. ("My Real Move", "us", "we"), how that data may be used, with whom it may be shared, and your choices about such uses. By using the website [moved.com](https://moved.com) (the "Site") and the services, features, content, applications or widgets, as well as mobile device applications offered by My Real Move and related communications (collectively with the Site, the "Services"), you are accepting the practices described in this Privacy Policy. This Policy forms an integral part of My Real Move's Terms of Use (<https://moved.com/legal/moved-terms-of-use.pdf>), which is incorporated by reference. Any capitalized term used but not defined in this Policy will have the meaning defined in the Terms of Use. Please read this Privacy Policy carefully when using the Services.

### **The Information My Real Move May Collect**

1. Personal Data You may be required to submit certain personal data when you register and use our Service. If you choose to withhold any personal data requested by us, it may not be possible for you to gain access to parts of the site and for us to respond to your query. We, as Controllers, use the data we collect to operate and maintain our Services offered.

The personal data which you may provide to us could include:

- Your name
- Your contact information (including home and business address, email address, phone number);
- Your pictures;
- Your payment information;
- Information about your furniture and other personal belongings;
- Your geographical location.

My Real Move may also request information about a Requester's location, home, and household goods, such as the number of rooms and detailed descriptions of items to be disposed of or sold. If you are a Mover, My Real Move may also request certain additional information in order to verify your identity and/or comply with tax obligations, such as your company name and state of formation, employer identification number, social security number, government issued identification, and/or a completed IRS Form W-9. My Real Move may also request information about a Mover's skills, availability, and rates. My Real Move does not store any financial information provided by a Requester, even though we may request information about you and your credit card and/or bank account. My Real Move does not store user financial data due to its use of third party agents, such as Stripe, as its financial transaction

facilitator. Please refer to such third parties' Terms and Privacy Policies for more information about how these parties use your information. We do not store any user financial information, even though we may request information about yourself and your credit card and/or bank account. Financial information is handled, processed, and stored by the third party financial transaction processing companies. To the extent that My Real Move uses third party providers such as Stripe for financial transaction services, we believe that such third parties take the privacy of your personal data seriously and will use your information only in accordance with the terms of their privacy policies. While My Real Move uses industry-standard Secure Socket Layer (SSL) encryption technology, no system can be completely secure. Therefore, My Real Move does not promise, and you should not expect, that such content or information you submit to the Site or Services may not be inadvertently collected and that any such content or information will remain secure. The information you provide to us will be kept in our database. We will use reasonable means to protect the integrity and safety of the database. However, we cannot guarantee that third parties will not improperly access the database. My Real Move relies on third party professional hosting solutions that use reasonable care in maintaining security measures to protect you and our systems against unauthorized access to, or alteration, disclosure, destruction or loss of personal data hosted on our system. You also may give us permission to access your information on other services. If you connect to the Services using your Facebook, Google, or other third-party service credentials (each, a "Supported Platform"), you authorize us to collect your authentication information, such as your username, encrypted access credentials, and other information that may be available on or through your Supported Platform account, including but not limited to your name, pictures, and friends/followers lists. The information we get from Supported Platforms may depend on your settings or their privacy policies.

2. Non-Personal Data That We Collect Like many sites on the Internet, the Site automatically collects information from your browser when you visit the Site. This information may include web log information such as your web request, browser type, device type, browser / device language, referring / exit pages and URLs, platform type, number of clicks, domain names, landing pages, pages viewed and the order of those pages, the amount of time spent on particular pages, the date and time of your request, and one or more cookies that may uniquely identify your browser or device [see "Cookies" below]. In order for My Real Move to work with your iPhone, iPad, Android phone, or other mobile device, My Real Move must collect your Device Identification Code or "DIC". The DIC is a special type of identifier used in software applications in order to provide a unique reference number for applications like those used by your mobile device. Your DIC is not shared with other users. In addition, with your permission, we will access your location information from GPS-enabled devices that you have enabled or when you use location-based Services. This information is logged for internal use by My Real Move, including helping diagnose technical problems and to administer the Site and Services in a manner that allows us to constantly improve the quality of the Services provided to you. We may also combine all of this non-identifying information with other non-identifying information to infer interests or demographic characteristics.

3. Cookies and Use of Cookie Data Like many sites on the Internet, when you visit the Site, My Real Move may assign your computer one or more cookies to facilitate access to the Site and to personalize your online experience. Through the use of a cookie, My Real Move also may automatically collect information about your online activity on the Site, such as the web pages you visit, the time and date of your visits, the links you click, and the searches you conduct on the Site. My Real Move may use this data to better understand how you interact with the Site, to monitor aggregate usage by our users and web traffic routing on the Site, and to improve the Site and our Services. Most browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies. If you choose to decline cookies, please note that you may not be able use some of the interactive features offered on the Site. In addition, please be aware that other parties may also place their own cookies on or through the Site, and may collect or solicit personal data from you. Other cookies may reflect de-identified demographic or other data linked to the registration data you have submitted to My Real Move in hashed, non-human readable form. No personally identifiable information is contained in these cookies. If you use My Real Move's mobile device applications, My Real Move may also use mobile cookies. A mobile cookie is a small data file transferred to your mobile device for record-keeping purposes. These mobile cookies help My Real Move track session-based information and also better understand the effectiveness of the Services. These mobile cookies do not contain any personally identifiable information.

4. Information Collected by Third Parties If you connect your My Real Move account to a Supported Platform, the Supported Platform may share information about your account with My Real Move. You understand and agree that Supported Platforms' or other third parties' use of information they collect from you is governed by their privacy policies, and My Real Move's use of such information is governed by this Privacy Policy. We require each of these partners to have lawful rights to collect, use and share your data before providing any data to us.

5. Agents My Real Move employs or engages other companies and individuals (including but not limited to Stripe) to perform business functions on behalf of the Site and Services. These persons are provided with personal data required to perform their functions, but are prohibited by contract from using the information for other purposes. These persons engage in a variety of functions which include, but are not limited to, removing repetitive information from user lists, analyzing data, providing marketing assistance, processing credit card payments, and providing user services. Any supplied billing information (if collected by and through the Site, as opposed to being directly inputted and collected by and through third parties such as Stripe) shall be encrypted for transmittal to a third party intermediary for processing. Such billing information is used only to bill a Requester for those purchases you choose to make through the Site or Services. The process is designed to protect your billing information against unauthorized misappropriation by third parties. As the technological landscape is constantly changing, no security system is absolutely secure. My Real Move cannot and does not guarantee the security of any of its databases and information contained therein, nor can My Real Move guarantee any supplied information will be absolutely secure from interception during transmission to the Site and/or Services over the Internet.

## **How My Real Move Uses the Information It Collects**

My Real Move may use information that it collects as described above to:

- deliver the services that you have requested;
- provide you with customer support;
- address user complaints;
- improve the Site and Services;
- communicate with you by email, phone, or SMS/text message about our products, services, or content;
- enforce or exercise any rights in My Real Move's Terms of Use or Privacy Policy;
- comply with a legal request;
- investigate suspected fraud, harassment or other violations of any law, rule or regulations; and
- perform functions as otherwise described to you at the time of collection.

Through your settings within the Site and Services, you can choose which communications you receive from us and manage your profile information.

## **Mover Services Transaction Information**

Please note that to the extent you include any personal data in any content you upload to the Site or Services, we have the right to use and/or publish that content in connection with the operation of the Site or Services. As part of the Mover Services transaction process, My Real Move will facilitate the sharing of information between Requester and Mover to facilitate the provision of Mover Services. As part of the process of performing Mover Services, Movers may obtain a Requester's name, email address, phone number, current and/or former home address, information regarding your home and personal belongings, and/or other information. As part of the process of receiving Mover Services, Requesters may obtain a Mover's name, company name, employee/contractor names, email address, phone number, license information, insurance information, and/or other information. Mover and Requester may use this information only for My Real Move-related communications or for My Real Move-facilitated transactions. My Real Move has not granted you a license to use the information for unsolicited commercial messages or unauthorized transactions. Without express consent from that person, you must not add any My Real Move user to your email or physical mailing list or store or misuse any information.

## **Security**

The security of your personal data is very important to us. When we collect your personal data online, we use reasonable efforts to protect it from unauthorized access. However, due to the inherent open nature of the Internet, we cannot guarantee that your personal data will be

completely free from unauthorized access by third parties such as hackers and your use of our Service demonstrates your assumption of this risk. We have put in place reasonable physical, electronic, and managerial procedures to safeguard the information we collect. Only those employees (or, in certain situations and only upon your consent, third party vendors such as moving companies) who need access to your information in order to perform their duties or are authorized to have access to your personal data. My Real Move shall investigate and report data breaches within 72 hours of becoming aware of such breach. When a breach of personal data is likely to result in a high risk to the rights and freedoms of individuals then My Real Move, as Controller, will notify the affected individuals without undue delay.

### **Third-Party Websites**

There are a number of places on the Site and the Services where you may click on a link to access other websites that do not operate under this Privacy Policy. For example, if you click on a hyperlink on the Site or the Services, you may be taken to a website that My Real Move does not control. These third party websites may independently solicit and collect information, including personal data, from you. My Real Move recommends that you consult the privacy statements of all third party websites you visit by clicking on the "privacy" link typically located at the bottom of the webpage you are visiting.

### **Children's Privacy**

My Real Move forbids the use of the Site and Services to individuals age 18 and below, without the consent of a parent or guardian over the age of 18. My Real Move does not knowingly collect personal data from children under the age of 13. When we become aware that personal data from a child under 13 has been collected without such child's parent or guardian's consent, we will use all reasonable efforts to delete such information from our database.

### **User Access to Data**

You have the right to request access to the data information we have stored on you. You can do this by emailing us at [admin@myrealmove.com](mailto:admin@myrealmove.com) We will make sure to provide you with a copy of the saved data particular to you. In order to comply with your request, we may ask you to verify your identity. We will fulfill your request by sending an electronic copy unless you expressly specify a different method of receipt.

## **Data Correction and Deletion**

If you believe the data My Real Move has collected on you is incorrect, you are encouraged to contact us to update it. Any data that is no longer needed for the purposes specified in this Policy will be deleted. You may request to have your data updated or deleted at any point by emailing us at [admin@myrealmove.com](mailto:admin@myrealmove.com)

## **Notice to California Users**

You may ask us to provide you with a list of certain categories of personal data that we have disclosed to third parties for their direct marketing purposes during the immediately preceding calendar year. You may also request the identity of certain third parties that received your personal data from us for their direct marketing purposes during the immediately preceding calendar year. You may make a request as described hereinabove once a year. To make such a request, you can contact us at [admin@myrealmove.com](mailto:admin@myrealmove.com) Please mention in your communication that you are making a "California Shine the Light" inquiry. We will respond within thirty (30) days.

## **Visiting the Site and Services from Outside the United States**

If you are using our Services from outside the United States, please be aware that you are sending information (including Personal Data) to the United States where our servers are located. My Real Move may transfer information that we collect about you, including personal information, to affiliate entities, or to other third parties across borders and from your country or jurisdiction to other countries or jurisdictions around the world. If you are located in the EU or other regions with laws governing data collection and use that may differ from United States law, please note that we will not transfer information, including personal information, to a country and jurisdiction that does not have the same data protection laws as your jurisdiction. My Real Move complies with the EU Data Protection Directive 95/46/EC framework as set forth by the European Union regarding the collection, use, and retention of personal data from European Union member countries and Switzerland. My Real Move has certified that it adheres to the requirements of notice, choice, onward transfer, security, data integrity, access and enforcement.

## **Changes to the Privacy Policy**

We reserve the right, at our discretion, to change, modify, add, or remove portions from this Privacy Policy at any time. However, if at any time in the future we plan to use personal data in a way that materially differs from this Privacy Policy, including sharing such information with more third parties, we will email you and give you the opportunity to review the revised policy before you choose to continue using our Services.

## **Governing Law**

This Privacy Policy and our legal obligations hereunder are subject to the laws of New York, United States regardless of your location. You hereby consent to the exclusive jurisdiction of and venue in the federal and state courts located in New York County, New York, U.S., in all disputes arising out of or relating to the Services.

## **Contact**

Please contact us with any questions or comments about this Privacy Policy, transfer of your personal information from the EEA to the U.S., our privacy practices, or your consent choices by email at [admin@myrealmove.com](mailto:admin@myrealmove.com)