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# Privacy Statement

Last modified 6th February 2021

We at Taj Relocations (collectively, "Taj Relocations", "We", "Us", or "Our") recognize the importance of protecting the privacy of personal data (as defined below, "Personal Information") collected by us. This Privacy Statement describes how Taj Relocations Pvt. Ltd. collects, uses, discloses, retains, and transfers Personal Information, in performing Visa & Immigration ( V & I) and Destination services including human resources data transferred to us for processing on behalf of our customers, as well as human resources data of our employees. Information obtained and shared with you through this web site is our confidential information unless expressly indicated otherwise. It also describes your choices regarding use, access and correction of your Personal Information. Personal Information may be requested/collected to enable the delivery of our services, to operate our business and to make the experience of using this site faster and more effective.

By using this web site, you consent to the terms of this Privacy Statement and to Taj Relocations Pvt. Ltd. processing of Personal Information for the purposes stated above, as well as those explained where Taj Relocations Pvt. Ltd. collects Personal Information on the web. IF YOU DO NOT AGREE TO THIS PRIVACY STATEMENT, YOU CANNOT USE THE SITE. Should our Privacy Statement change, we intend to take every reasonable step to ensure that these changes are brought to your attention by posting all changes prominently on our web site for a reasonable period.

## Scope of this Privacy Statement

This Privacy Statement applies to the following sites only: [www.tajrelocations.com](http://www.tajrelocations.com), , owned and operated by Taj Relocations Pvt. Ltd. (collectively, "Taj Relocations Pvt. Ltd.", "We", "Us", or "Our").

Our site might contain links to third-party web sites. When you click on those links, you will go to a third-party site where you will be subject to that site's privacy statement and we encourage you to read that policy statement. Please be aware that we are not responsible for the privacy practices of those other web sites and we expressly disclaim any liability for their actions, including actions relating to the use and disclosure of Personal Information by those third parties.

Taj Relocations Pvt. Ltd. collects Personal Information in order to operate our business of providing Visa and Destination services, assignment management, and relocation related services. We may transfer Personal Information to companies, which may include our affiliated companies, and others that help us to provide our services.

In some cases, Taj Relocations Pvt. Ltd. acts solely as a processor of the Personal Information at the direction of our client. In those instances, an individual who seeks access to, or who seeks to correct, amend, or delete inaccurate Personal Information should direct the query to the



client. If such a query is directed to Taj Relocations Pvt. Ltd., we will review with our client and Taj Relocations Pvt. Ltd. or the client will respond to you within a reasonable timeframe.

We will retain Personal Information for as long as needed to provide our services and as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

#### 1. What is Personal Information?

Personal Information means any information that may directly identify you, any designee you appoint to manage your Taj Relocations Pvt. Ltd. Online account or a member of your family, including name, address, mobile or other telephone number, e-mail address, government identification number, date of birth, photograph, financial account, or other similar data elements that may be created or made available in connection with your Visa and Immigration (V & I) OR Relocation.

#### 2. Collection, Use, Transfer and Protection of Your Personal Information

##### 2(a). Use of Personal Information

We process your Personal Information as necessary for Taj Relocations Pvt. Ltd. to provide visa & relocation services under the terms of its contractual obligations with your employer or membership group consistent with the legitimate interests of your employer or membership group (i.e., our corporate or government entity client). If you provide us with sensitive Personal Information, we will process it based on your consent. This information is only used to fulfill your specific request unless you give us permission to use it in another manner (ex. to add you to one of our mailing lists). We do not share, sell, rent or trade PII with third parties for their promotional purposes. We will share your personal information with third parties only in the ways that are described in this Policy (see the section entitled "Service Providers" below).

We will collect, use, disclose, retain and transfer Personal Information only for purposes of managing and facilitating your visa or destination services, including: -

#### **Visa & Immigration**

##### **Inbound & Outbound Visas**

- Business Visa
- Employment / Work Permit visa
- Dependent / Family Visa
- Newborn Visa
- Registration at Local Government Authorities
- Visa Extension /RP Renewal
- Change of address
- Change of entity from one city to another / from one Jurisdiction to another

##### **Apostille, Attestation with Government Bodies and Embassies**

- Translation of Certificates
- Foreign Consulate Attestation
- Notarizations
- Consular Support Attestation of documents from MHA/Embassy



### **Tracking & Alerts**

- Expiration Tracking and Renewals
- Regular updates on the case

### **Global Destination Services:**

- Look See/ Orientation Trip
- Home Search and School search
- Assistance in short-term and long-term serviced apartments
- Settling in services
- Tenancy Management
- Property Management
- Lease/tenancy renewal
- Rental Assistance (Furniture/appliances/furnishings)
- Expense Management
- Departure Assistance - Assistance in wrapping everything up when it's time to leave

### **Intercultural Solutions:**

- Cross cultural Training
- Language training
- Spouse support/Partner assistance program

Any access to your Personal Information is restricted to those individuals that have a need to know to fulfill their job responsibilities. We will not use Personal Information for any other purpose incompatible with the Visa and Destination Purpose outlined in this Privacy Statement, unless it is required or authorized by laws that apply to Taj Relocations Pvt. Ltd. or otherwise authorized by you.

### **Collection of Personal Information**

While most of the Personal Information collected by Taj Relocations Pvt. Ltd. is supplied by our clients, our suppliers, and our customers as part of the Visa and Destination services, we may, at times, ask you to (or you may voluntarily in Taj Relocations Pvt. Ltd. Online) update or confirm a subset of that Personal Information on this web site. To do this, you may be asked to register to use this site. Additionally, your Personal Information may be shared with our affiliates, and third-party suppliers (e.g. Government officials at FRRO, our extended team in other locations, Consulates, Trainers , moving companies etc.) where necessary to support and solely for the Visa & Destination services, which may include making Personal Information available to your employer or membership group. In addition, we may collect Personal Information from our suppliers and from client and potential client contacts. That Personal Information may be used by Taj Relocations Pvt. Ltd. to market and/or provide our services to those clients and potential clients.

### **Transfer of Personal Information**



We will share your Personal Information with our affiliates and with third parties for any legitimate reason related to the Relocation Purpose and only in the ways that are described in this Privacy Statement. In addition, your information may be stored and secured in databases outside of your home country. For example, we may disclose Personal Information (a) to local subcontractors of Taj Relocations Pvt. Ltd. who provide Visa & Destination services in countries in which Taj Relocations Pvt. Ltd. does not have offices; (b) to governmental authorities, courts, external advisors, or other similar parties located in or outside out of your home country. Some of those countries may have different data protection standards than your home country. We exercise appropriate due diligence in selecting our third-party service providers, and contractually require them to treat your Personal Information confidentially, and implement appropriate technical, organizational, and administrative controls to safeguard it against unauthorized access, use, or disclosure.

We remain responsible for the handling of your Personal Information by those affiliates and third parties as provided in the EURA / GDPR guidelines.

Taj Relocations Pvt. Ltd. may disclose Personal Information about you in special cases when we have reason to believe that disclosing this Personal Information is necessary to identify, contact or bring legal action against someone who may be violating Taj Relocations Pvt. Ltd.' terms of use or terms of service, or may be causing injury to or interference (either intentionally or unintentionally) with any of Taj Relocations Pvt. Ltd.' rights or property, other Taj Relocations Pvt. Ltd. customers, or anyone else. Taj Relocations Pvt. Ltd. may disclose or access Personal Information when we believe in good faith that the law permits it, as required by law, such as to comply with a subpoena, and for administrative and other purposes that we deem necessary to maintain, service, and improve our products and services.

### **Data Retention**

We retain your Personal Information only to the extent necessary to perform contractual obligations and to meet the compliance obligations that apply to our multi-jurisdictional business, as reflected in our record retention policy. When we no longer need your Personal Information, we will securely remove, deactivate, or de-identify your Personal Information from our systems. If you wish to request that we no longer use your Personal Information for the Relocation Purpose, contact us as specified in Contacting Us/Correction/Updating Personal Information/Exercising Your Rights. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes and enforce our agreements.

### **Registration for Personalized Services**

If you wish to use Taj Relocations Pvt. Ltd.' personalized services, you may be asked to create an account or enroll as a delegate authorized by an existing account holder. The process of creating this account or enrolling as a delegate necessitates that you provide Personal Information about yourself. If you choose to provide us with your Personal Information on the web, we may transfer that Personal Information within Taj Relocations Pvt. Ltd. and its affiliates or to Taj Relocations Pvt. Ltd.' third-party service providers, including locations across borders and from your country or jurisdiction to other countries or jurisdictions around the world.



Taj Relocations Pvt. Ltd. strives to comply with all applicable laws worldwide that are designed to protect your privacy. Although legal requirements may vary from country to country, Taj Relocations Pvt. Ltd. intends to adhere to the principles set forth in this Privacy Statement even if, in connection with the above, we transfer your Personal Information from your country to countries that may not require an "adequate" level of protection for your Personal Information. In other words, our goal is to provide protection for your Personal Information no matter where that Personal Information is collected, transferred, or retained.

### **Requests for Periodic Industry Updates**

If you request Periodic Industry Updates, we collect Personal Information, which is submitted directly to our web hosting services vendor's system to create automatic e-mails to people who choose to subscribe. The information we collect is not used in any other way and is not retained once you end your subscription to Periodic Industry Updates. If you would like to discontinue receiving this information, you may update your email preferences by using the "Unsubscribe" link found in emails we send to you or by contacting us at [information.security@tajrelocations.com](mailto:information.security@tajrelocations.com)

### **Requests Visa and Immigration (V & I) & Destination Services**

If you submit a request through this site to find information about our services, you will be asked to provide Personal Information and we refer this information to respond to your request. For example, if you ask that I would like to have a house on rent, would like to take a Orientation Trip, interested in cultural training for my family, Visa /FRRO formalities, you will be directed to a Head of the Department who will assist you by proving the required information.

### **2(b). Passive Collection**

As is true of most websites, we gather certain information automatically. This information may include Internet protocol (IP) addresses, browser type, Internet service provider (ISP), referring/exit pages, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system, date/time stamp, and/or clickstream data to conduct research, analyze trends in the aggregate for internal audits and third-parties, generally to improve our services, and administer the site.

### **Tracking Technologies**

Technologies such as cookies or similar technologies are used by Taj Relocations Pvt. Ltd. and our marketing partners and analytics providers. These technologies are used in analyzing trends, administering the site, tracking users' use of the site and to gather demographic information about our user base. We may receive reports based on the use of these technologies by these companies on an individual as well as aggregated basis.

We use cookies for session control and for authentication. Users can control the use of cookies at the individual browser level. If you reject cookies, you may still use our site, but your ability to use some features or areas of our site may be limited.

### **Behavioral Targeting / Re-Targeting**



We partner with a third party to display advertising on our website or to manage our advertising on other sites. Our third-party partner may use cookies or similar technologies in order to provide you advertising based upon your browsing activities and interests.

## **2(c). Use of Information with Respect to Third Parties**

We reserve the right to share your Personal Information with our clients and third-party service providers, as described herein, in order to help us deliver our services. As authorized by your employer or membership group, we may also share your Personal Information with third parties who offer or provide you with other services related to the Visa & Destination Services. Those third parties (for example schools, and lenders) will offer and/or enter direct relationships with you and will not be subject to our control. We encourage you to read their privacy policies/statements. Please be aware that we are not responsible for the privacy practices of those third parties.

Taj Relocations Pvt. Ltd. may also disclose Personal Information if Taj Relocations Pvt. Ltd. is involved in a merger, acquisition, or sale of all or a portion of its assets, in such case, 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.

Service providers are also an important means by which Taj Relocations Pvt. Ltd. maintains its web site and mailing lists. Taj Relocations Pvt. Ltd. will take reasonable steps to ensure that these third-party service providers are obligated to protect Personal Information on Taj Relocations Pvt. Ltd.' behalf.

Taj Relocations Pvt. Ltd. does not intend, without your consent, to transfer Personal Information to third parties who are not bound to act on Taj Relocations Pvt. Ltd.' behalf unless such transfer is legally required or requested by your employer or membership group as part of the Relocation Purpose. Similarly, it is against Taj Relocations Pvt. Ltd.' policy to sell, without your consent, your Personal Information collected online.

## **Social Media Widgets**

Our Web site includes Social Media Features, such as the Facebook Like button and Widgets, such as the Share this button. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy statement of the company providing it.

## **Our Service Platform**

Taj Relocations Pvt. Ltd collects information under the direction of its Clients and has no direct relationship with the individuals whose personal data it processes. 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 Client that you interact with directly. We may transfer personal information to companies that help us provide our service. Transfers to subsequent third parties are covered by the service agreements with our Clients.



If you forget your password when signing into our site, there is a link you can click on which will email you a new password.

### **3. Compliance with EURA and GDPR Laws**

Taj Relocations Pvt. Ltd. complies with EURA and GDPR laws regarding the collection, use, and retention of personal information. Taj Relocations Pvt. Ltd. has certified to the EURA while getting the certification that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this Privacy Statement and the EURA and GDPR Principles, the EURA and GDPR shall govern. To learn more about the Privacy Shield program, and to view our certification, please refer to our certification given on our site.

Taj Relocations Pvt. Ltd. complies with the EURA and GDPR laws for all onward transfers of Personal Information for the services that are undertaken by them.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact third party dispute resolution provider. Where applicable for employee matters, in the context of employment relationship, and employee data that Taj Relocations Pvt. Ltd. processes in its role as a service provider, Taj Relocations Pvt. Ltd. commits to cooperation with the chosen panel as applicable, to investigate unresolved complaints.

### **5. Security**

The security of your Personal Information is important to us. Taj Relocations Pvt. Ltd. maintains its systems in accordance with reasonable industry standards to reasonably secure the Personal Information of its customers against unauthorized access, accidental or intentional manipulation, and loss, both during transmission and once it is received. However, no data transmission over the Internet can be guaranteed to be 100% secure, and you use the site at your own risk. If you have any questions about the security of your personal information, you can contact us using the addresses noted in the “Contact Us” section below.

#### **Blog**

[www.tajrelocations.com](http://www.tajrelocations.com) offers publicly accessible blogs or community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal information from our blog or community forum, contact us at [information.security@tajrelocations.com](mailto:information.security@tajrelocations.com). In some cases, we may not be able to remove your personal information, in which case we will let you know if we are unable to do so and why.

### **6. Children**

This site is not directed to children under the age of 13 (“Children”), and we do not knowingly collect any information on this site, including Personal Information, from Children.

### **7. Changes in this Privacy Statement**





If we decide to change our Privacy Statement, we will post those changes to this Privacy Statement here, and any other places we deem appropriate so that you can be aware of what Personal Information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this Privacy Statement at any time, so please review it frequently. If we make material changes to this Statement, we will notify you here or by other means we deem appropriate, prior to the change becoming effective.

#### 8. Contacting Us/Correction/Updating Personal Information

You may contact us through the methods stated below for a number of purposes, including: (1) if you no longer wish to use the site; (2) to opt-out of communications or unsubscribe from any industry updates as described in “Requests for Periodic Industry Updates”; (3) to receive information or special offers; (4) to provide feedback and comments on this Statement; (5) to request access to your Personal Information, deletion or correction of your incorrect Personal Information and/or to confirm if we hold any of your Personal Information; and (6) to make inquiries whether we hold or process on behalf of a third party, any of your Personal Information or complaints/objections regarding our Privacy Statement and/or privacy practices.

By email to: [Information.security@tajrelocations.com](mailto:Information.security@tajrelocations.com)

By mail: Taj Relocations Pvt. Ltd., Unit 008, 5<sup>th</sup> Floor, Tower B, EMAAR Digital Greens, Sector 61, Golf Course Extension Road, Gurugram, Haryana, India - 122102.

**Office: +91 124 4817000**

We will respond to your request within a reasonable timeframe.