

PRIVACY POLICY

This Privacy Policy applies to the Daryl Flood Companies, its affiliates and subsidiaries including the following covered entities: Daryl Flood Relocation, Inc., Daryl Flood Logistics, Inc., Daryl Flood International, Inc., Daryl Flood Workplace Services, Inc., VERSA Relocation, Inc., Dependable Relocation Services, Inc., Dependable Relocation – Austin, Inc., Dependable Relocation – El Paso, Inc., Dependable Relocation – Lubbock, Inc., and Dependable Relocation – San Antonio, Inc. (collectively as “ D F I ”, the "DFI Companies", "We" or "Us"). Responsibility for our Privacy Policy resides with DFI's Legal department, with assistance from its Information Technology department for technical matters. We publicly communicate our Privacy Policy through this website and certain communications with customers.

Information Covered

This policy applies to all non-public, personal information that may be used to identify you as a visitor to the websites at www.darylflood.com, www.dependablerelo.com, www.versarelocation.com, www.mystoragehero.com, and www.darylfloodlogistics.com (the “Websites”) as our customer, or as a potential customer ("Personal Information", as defined below), that is obtained by Us in connection with the Websites or providing a product or service to you as part of our operations.

EU-US & Swiss Privacy Shield

DFI complies with the EU-U.S. Privacy Shield Framework and Swiss-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information transferred from the European Union and Switzerland to the United States. DFI has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit <https://www.privacyshield.gov/>

Pursuant to the Privacy Shield Framework, DFI is responsible for the processing of personal data it receives and subsequently transfers to a third party acting as an agent on its behalf. DFI 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, DFI is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission. In certain situations, DFI may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Collection of Personal Information

We rely on many sources of information to understand and meet our customers' and potential customers' needs and to fulfill our business objectives, including Personal Information that may be collected by the DFI Companies or our agents, contractors, subcontractors, employees, or other representatives or third-party companies authorized to act on our behalf ("Representatives").

Personal Information may include your name, street and email address, phone number, and may also include financial information such as credit card or other bank account data, if applicable. In the case of moving and storage services, this information may also include your origin address and destination address, details about the nature of the goods being shipped, including any photographic, video, and/or other digital image capture

of those goods, and the names and contact information for other persons involved in the shipment or authorized to provide direction on your behalf. We limit our collection of Personal Information to that which is necessary for its in purpose.

The sources of Personal Information may include:

- Information you provide to Us or to our Representatives in person or on the telephone;
- Information provided when you visit the Websites or communicate with Us by email or other digital medium;
- Information that you may supply to Us in written or electronic surveys;
- Information about your past transactions with any of the DFI Companies;
- Information to or from consumer reporting agencies; or
- Information from anyone that you have authorized to provide such information to Us.

What We Do With Your Personal Information

Provide Services. We may use the Personal Information that you provide in order to respond to a request for an estimate; furnish a requested product or service to you; respond to your email or other inquiry; to help improve our services; or to send to you updates or notices about our products and services that We think may be of interest to you. In order to provide you with the full range of services you request from Us, it may be necessary for Us to share Personal Information among the DFI Companies or with our Representatives, or other companies that We have engaged to provide services on our behalf. We require those companies to use your Personal Information solely for the purposes for which it was provided and consistent with this Privacy Statement. If you request a quote on a DFI Websites, and provide express consent, We reserve the right to share the provided Personal Information both with our DFI Companies and our Representatives.

Conduct Surveys. From time to time, We may use survey forms to better understand our customers' needs, to evaluate our services, and to create products and services that respond to their interests. Customers may decline to participate in these surveys. The DFI Companies will not disclose survey response information outside of the DFI Companies, other than to our survey vendor(s) who assist Us in collecting and analyzing such information, to our Representatives or other authorized service providers, solely for the purpose of improving our products and services, or to provide aggregated data for customized reports to our customers for performance, evaluative, qualitative, or metric driven purposes.

Comply With Legal Processes. There are situations where We may disclose to third parties the Personal Information We collect as permitted or required by law. This may include disclosure to government entities, courts or other entities, such as in response to subpoenas or other legal or regulatory processes, or to protect against fraud.

Other Business Interests. We may also combine your Personal Information with other consumers' Personal Information or other publicly available information to help Us satisfy our legitimate business interests, such as performing trend analysis or market studies; identify consumer preferences or interests; set prices; perform billing functions; establish credit; or comply with government regulations. We may also share anonymized data, such as statistical or demographic information in aggregate form, with third parties for research or marketing purposes. However, this anonymized data will not contain your individually identifiable Personal Information.

Credit Reporting Agencies. We may report information about your account(s) to credit bureaus and/or

consumer reporting agencies. Late payments, missed payments, or other defaults on your account(s) may be reflected in your credit report and/or consumer report and may affect your ability to obtain credit.

How We Protect Your Personal Information and Choices You Have

We use reasonable measures to safeguard the security and integrity of your Personal Information through procedures and technology designed for that purpose. For example:

- We maintain physical, electronic, and procedural safeguards to protect your Personal Information.
- We regularly assess our security standards and procedures to protect against unauthorized access to Personal Information.
- We maintain Personal Information only as long as needed for legitimate business purposes, or as required by contractual or legal requirements, and then dispose of it in accordance with our record retention procedures.
- We limit access to Personal Information about you to those Representatives who need to know that information to provide our products and services to you.
- We do NOT sell your information to anyone or any group for any reason

You should always safeguard your own Personal Information by protecting any passwords or other identifying information used to access your account with DFI and by safely disposing of any records or reports that are no longer needed.

We offer you choices regarding the collection, use, and sharing of your Personal Information. Under the Privacy Shield Choice Principles, you have the right to opt out of (i) disclosures of personal information to third parties not identified at the time of collection or subsequently authorized or (ii) certain uses of personal information materially different from those disclosed at the time of collection or subsequently authorized, including as described herein. To request to limit the use of and/or disclosure of your personal information, please submit a written request to us at the contact information listed at the bottom of this policy.

Other Terms and Conditions

In addition, if you are one of our customers, your contract with Us may contain distinct terms and conditions, limitations of liability and/or disclaimers of warranty applicable generally to the products or services provided by the DFI Companies. Although We make reasonable efforts to limit access to our facilities and vehicles to authorized Representatives, We are not responsible for maintaining the confidentiality of information that is printed and placed in plain view on a shipping carton.

Cookies, Internet-Related Information, and "DO NOT TRACK"

A cookie is a small text file that may be placed on your computer by websites you visit and the content partners for those sites. Cookies help websites remember visitors when they return to the site. For example, a cookie can help a website remember that you've already registered, so you don't have to sign in again each time you visit. Essentially, cookies are used to customize websites based on content you view and the preferences you have indicated.

We may use the following cookies on the websites:

Strictly necessary cookies. These are cookies that are required for the operation of the Websites. They include, for example, cookies that enable you to log into secure areas of the Websites, use a shopping cart or make use of e-billing services.

Analytical/performance cookies. They allow Us to recognize and count the number of visitors and to see how visitors move around the Websites when they are using it. This helps Us to improve the way our Websites work, for example, by ensuring that users are finding what they are looking for easily.

Functionality cookies. These are used to recognize you when you return to the Websites. This enables Us to associate individual customers with their information profiles or personalize our content for you, greet you by name and remember your preferences (for example, a choice of language or region).

Targeting cookies. These cookies record your visit to the Website, the pages you have visited and the links you have followed. We will use this information to make the Websites and any advertising displayed on them more relevant to your interests. We, or third parties acting on our behalf, may use cookies to present information about DFI services to you. They may also be used to provide information by third parties unrelated to DFI regarding goods or services that you may find helpful in connection with your move or relocation. (See also the section on Google analytics below).

You have choices regarding the use of cookies. You can use the preferences in your browser to view, control and delete the cookies you have by, for example, emptying the cache in your browser. You may visit the “Help” menu on your Internet browser for more information, or check with your browser provider. You may also “opt out” of receiving advertisements or other cookies by using services such as those provided by the Digital Advertising Alliance or Network Advertising Initiative. You may find more information about their members and the “opt out” process by visiting their websites:

- Digital Advertising Alliance (DAA)’s self-regulatory opt-out page (<http://optout.aboutads.info/>)
- Network Advertising Initiative (NAI)’s self-regulatory opt-out page (<http://optout.networkadvertising.org/>)

By visiting any of the Websites without taking steps to block or remove cookies, you are consenting to the use of cookies and other web technologies in connection with the Websites, as described in this Privacy Policy.

“Do Not Track” is an initiative to develop a signal for an Internet user to notify websites that he or she does not wish to be tracked by third parties. More information on the initiative is available here: <http://www.w3.org/2011/tracking-protection/>. Do Not Track has not been standardized because the initiative has not yet come to a consensus on exactly how websites should respond to these types of signals. Like many other websites, the Websites do not respond to Do Not Track signals.

In addition, the Web servers for some of the Websites use an extended log file format which captures other information about your activity on those Websites including the date and time of visit; referring address (location from which a visitor comes to our site); type of Internet browser; and Internet Protocol (IP) address. The log file does not capture your email address or other information identifying you. We use this information to maintain and secure the Websites, monitor usage patterns, protect our intellectual property, and improve the appearance and content.

Accessing, Updating and Transferring Your PII

DFI acknowledges that you have the right to access your personal information. Upon request, DFI will provide you with information about whether we hold any of your personal information. You also have the right to request a copy of all PII that you have provided to us, as well as, have DFI transmit such personal data directly to another controller.

When the purpose for processing your PII is based on consent, you have the right to withdraw consent at any time. In certain circumstances, however, we may be required by law to retain your personal information, or may need to retain your personal information to continue providing a service, resolve disputes or enforce our agreements. When the purpose for processing your PII is based on contract, we may not be able to continue

providing services to you without such personal information and we may have to terminate our relationship.

Google Analytics

Some of the Websites may use Google Analytics and Google Display Advertising which collect anonymous Website user activity through the use of both first-party and third-party cookies. We use the Google Display Advertising features, which collect data through the third-party DoubleClick cookie, in order to:

- Serve you with relevant advertising after you leave the Websites;
- Provide us with information about how our use of various advertising services is related to visits to the Websites; and
- Identify trends in how the Websites are being used, and by what demographics, and publish those trends in reports for internal use.

Google Analytics collects your IP address. We use your IP address information to learn the geographical locations where the Websites are being used. Your IP address does not identify you personally nor does it contain Personal Information such as your name or email address.

We will not merge your Personal Information with information collected through the DoubleClick cookie without first providing you notice of the merger and obtaining your opt-in consent.

You may opt-out of Google Analytics for Display Advertising and customize Google Display Network ads using the Google's Ad Settings.

You can learn more here: https://support.google.com/ads/answer/2662856?hl=en&ref_topic=2971788.

You may also opt-out of Google Analytics tracking with the Google Analytics opt-out browser add-on, which is available here: <https://tools.google.com/dlpage/gaoptout/>.

Please note that if you opt-out of Google Analytics tracking, you will continue to receive advertisements as you browse on the Internet, but those advertisements will not be tailored to your interests.

Visiting Other Internet Sites

Other Internet sites you visit hosted by third-party businesses, including those which may be linked to or from the Websites, may have their own privacy policies or no policy at all. We are not responsible or liable for the independent privacy policies of those third-party sites. The inclusion of any link does not necessarily imply that We endorse the third-party company, its Internet site, or any products or services that it may promote or sell.

When you leave one of the Websites to visit a third-party website, the information transferred to the third party may include the referring address, which discloses the fact that you came from our Websites. This practice allows the third party to monitor its own Internet traffic.

Children's Online Privacy

None of the Websites are directed at or intended for children under the age of 13. We do not knowingly collect Personal Information through the Websites directly from children and will destroy such information if We become aware that a child has disclosed such information to us without proper parental consent.

Access, Questions and Dispute Resolution

We will provide you with a reasonable opportunity to access your Personal Information that We have collected, correct it if it is inaccurate, or delete it as appropriate. Subject to relevant local legal requirements, (a) any such

requests must be reasonable in number and scope; (b) We reserve the right to deny access to information where the burden or expense of providing access would be disproportionate to the risks to the individual's privacy or where the rights of other individuals may be violated. If you wish to make a request to access your Personal Information, or have any questions or concerns about our policies or practices, please contact privacy@darylflood.com.

In compliance with the Privacy Shield Principles, DFI commits to resolve complaints about our collection or use of your personal information. EU and Swiss individuals with inquiries or complaints regarding our Privacy Shield policy should first contact DFI at privacy@darylflood.com.

DFI has further committed to refer unresolved Privacy Shield complaints to the American Arbitration Association, an alternative dispute resolution provider located in the United States. If you do not receive timely acknowledgment of your complaint from us, or if we have not addressed your complaint to your satisfaction, please contact or visit <https://www.adr.org/Support> for more information or to file a complaint. The services of AAA are provided at no cost to you.

If your complaint is not resolved by the recourse methods above, you may invoke binding arbitration. More information is located here: <https://www.privacyshield.gov/article?id=How-to-Submit-a-Complaint>

Onward Transfer

If you choose to provide DFI Companies with your information, you consent to the transfer and storage of that information on our servers located in the United States. The information collected by DFI Companies is subject to state and federal law. If you are accessing the Websites from other jurisdictions, please be advised that you are transferring your Personal Information to Us in the United States where data protection and privacy laws may be less stringent than the laws of your country. BY USING THE WEBSITES, YOU CONSENT TO THE TRANSFER AND USE OF YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY.

Effective Date and Updates

This Privacy Policy was last updated as of June 1, 2018. Your continued use of any of the Websites signifies your consent to this Privacy Policy. The DFI Companies reserve the right to change this Privacy Policy at any time by posting the revised policy on the Websites. We monitor compliance with our Privacy Policy through employee training on data security, at hire and in yearly training courses on data security, as well as annual review of our Code of Corporate Conduct by employees, which includes information regarding our Compliance Hotline. DFI's Legal department monitors developments in data privacy law and works with other business units to initiate changes to policies and procedures as necessary, and DFI's Information Technology department monitors technical developments in data security, and data organization and segregation practices for privacy purposes.

Contacting Us with Privacy Questions or Concerns

If you have any questions, concerns or comments related to the protection of Personal Information or this Privacy Policy, you may contact us in the following ways:

- e-mail privacy@darylflood.com
- mail to Daryl Flood, Incorporated; Attn: Privacy Office; 450 Airline Drive, Coppell, TX 75019