



Privacy Policy

Asia United Group (“AUG”, “we”, “us”) is committed to protecting personal data in accordance with applicable data protection laws, including the Personal Information Protection Law of the People’s Republic of China (PIPL), the Hong Kong Personal Data (Privacy) Ordinance (PDPO), the Singapore Personal Data Protection Act (PDPA), the EU General Data Protection Regulation (GDPR), and other applicable laws.

This Privacy Policy explains how we collect, use, disclose and protect personal data in connection with our logistics, relocation and related services.

Depending on the services provided, your personal data may be controlled by the relevant Asia United Group entity providing services to you.

For global operations, Asia United Group Hong Kong serves as the regional coordination entity, while local entities act as data controllers for services performed within their jurisdiction.

In order for you to be able to browse and communicate on our website with complete peace of mind, we have put in place a confidentiality charter. We reserve the right to amend this charter on the basis of changes to the Asia United Group website or to the legislation in effect.

1. Personal data collected

1.1. Online forms on the website

The personal data collected is the data that you willingly provide when you fill in one of the online forms on the website, in order to request a quote for one of the services offered by Asia United Group on our site, to get in touch with Asia United Group or to give us your opinion as regards whether or not you are satisfied with the services offered.

The personal data collected thus includes:

- Your contact details: surname, first name, postal address, telephone number (landline and/or mobile), email address
- If applicable, in the case of a request for a quote for a removals service and/or storage of furniture, data related to the proposed move: address of destination and pick-up address, scheduled date of the move, reason for the move (change of job or other reason), any special requirements associated with the move (storage of furniture and transporting of vehicle)



- If applicable, in the case of a request for a quote for a vehicle transportation service, data related to the transportation of the vehicle in question: address of destination and pick-up address, scheduled date of transportation and make and model of the vehicle

- If applicable, in the case of a request for a quote for a parcel delivery service, data related to the delivery in question: arrival address and departure address, scheduled date of despatch and number of parcels.

1.2. Cookies

Asia United Group can also collect information automatically by using cookies deposited on the device that you use (computer, tablet, mobile, smartphone) when you visit the site, as long as it has your consent to do so, and you can withdraw your consent at any time.

We use cookies and similar technologies to:

- operate and improve our website;
- analyse usage and performance;
- support security and fraud prevention.

Where required by law, we obtain your consent before using non-essential cookies.

Cookies are used based on consent or legitimate interest, depending on applicable legal requirements.

2. Purpose of processing personal data

The relevant Asia United Group entity providing services to you acts as the data controller of your personal data.

Asia United Group Hong Kong acts as the regional coordination entity. Where multiple entities are involved, personal data may be shared between them for operational purposes.

We collect and process the following personal data only for specified, explicit and legitimate purposes related to the provision of our services:

- (a) Performance of a contract (e.g. providing logistics and relocation services);
- (b) Compliance with legal and regulatory obligations (e.g. customs, immigration, tax);



(c) Legitimate business interests (e.g. service improvement, fraud prevention, operational management);

(d) Consent, where required by applicable law (e.g. marketing communications, cookies).

We use personal data for the following purposes:

- Providing logistics, transportation and relocation services;
- Customs clearance, regulatory compliance and documentation;
- Customer service and communication;
- Account management and shipment tracking;
- Fraud prevention, security and risk management;
- Business analytics and service improvement;
- Marketing and communications (where permitted by law).

We do not carry out automated decision-making or profiling that produces legal or significant effects on individuals.

3. DATA SHARING

We may disclose personal data to:

- Affiliates within Asia United Group;
- Carriers, agents, subcontractors and logistics partners;
- IT and service providers;
- where required to comply with legal obligations, law enforcement requests or regulatory requirements.
- Professional advisors (legal, financial, insurance).

Such disclosures are limited to what is necessary for the purposes described above.

3A. Cross-Border Transfers

Due to the global nature of our business, personal data may be transferred to and processed in jurisdictions outside your country.



Where required by applicable law, we implement appropriate safeguards, including contractual protections, regulatory approvals and data transfer assessments.

For transfers of personal information from China, we comply with the Personal Information Protection Law (PIPL), including applicable cross-border transfer requirements.

The Company shall not be liable for unauthorized access, loss or breach of personal data arising from systems or infrastructure not under its direct control, including those of third-party service providers.

4. Retention periods

We retain personal data only for as long as necessary to fulfil the purposes for which it was collected, including to comply with legal, regulatory and contractual requirements.

Retention periods may vary depending on the type of data and applicable laws.

5. Marketing

Asia United Group offers a free service for subscribing to updates and newsletters from Asia United Group. Subscribers receive information about Asia United Group, transport and international removals at regular intervals. Unless you give your advance and express consent, Asia United Group undertakes not to use your personal data for the purposes of marketing, in particular for the sending of promotional messages, news, subscriptions to the newsletter, or any other operation related to the provision of information.

You may withdraw your consent for the receiving of marketing messages at any time by clicking on the erasure link included in the electronic marketing messages that are sent to you, or by editing the settings in your personal account or by sending an email to unsubscribe@asiaunitedgroup.com

6. Your rights

Depending on your jurisdiction, you may have the following rights:

- Access your personal data;
- Correct inaccurate data;
- Request deletion of your data;
- Object to or restrict processing;



- Withdraw consent where processing is based on consent;
- Request data portability (where applicable).

Residents in the European Economic Area may have additional rights under GDPR.

For individuals located in China, rights shall be exercised in accordance with PIPL requirements.

Requests to exercise these rights may be subject to identity verification and applicable legal limitations.

7. Security of personal data

We implement reasonable technical and organisational measures to protect personal data against unauthorized access, loss, misuse or alteration.

However, no system is completely secure, and we cannot guarantee absolute security.

Asia United Group implement's appropriate technical and organisational measures to protect personal data, including access controls, encryption and regular security assessments.

8. Cyber/Fraud disclosure

We are not responsible for losses arising from unauthorized access, hacking or fraudulent communications beyond our reasonable control.

Users should independently verify any payment instructions or sensitive communications.

9. Contact details

For any privacy-related inquiries, please contact:

Email: privacy@asiaunitedgroup.com

Address: Asia United Group, Unit: 23-25, Level 31, Metroplaza, Tower One, 223 Hing Fong Road, Kwai Chung, N.T., Hong Kong

Where required by law, local representatives may also be contacted.

Asia United Group will make every effort to act on your requests within a reasonable period of time and, in any event, within the time-limits set by the regulations in effect.