

PRIVACY POLICY

Safeway International Moving & Shipping LLC

Effective Date: [01-01-2026] | Last Updated: [26-09-2026]

Safeway International Moving & Shipping LLC (“Safeway International”, “Safeway”, “we”, “us”, or “our”) respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store, protect and share personal information when you visit or use our website, contact us, request a quotation, or use our moving, shipping, packing, storage and related services.

Safeway International Moving & Shipping LLC is based in the United Arab Emirates and provides local and international moving services.

1. Information We Collect

Personal and Contact Information

- Full name
- Residential or business address
- Email address
- Telephone/mobile number
- Nationality, where required for shipment processing
- Identification or passport information where required for customs, immigration, shipping or regulatory purposes

Moving and Shipping Information

- Origin and destination addresses
- Moving dates and preferred schedules
- Shipment volume and weight
- Inventory or packing information
- Information regarding household goods and personal effects
- Vehicle information where vehicle relocation services are requested
- Customs and clearance information
- Delivery and consignee information
- Special handling or access requirements

Payment and Transaction Information

- Invoices
- Payments
- Payment references
- Billing information
- Company or employer details where the shipment is sponsored by an employer

2. Information Collected Through Our Website

- IP address
- Browser type and device type
- Operating system
- Website pages visited
- Date and time of access
- Referring website
- General website usage information

3. How We Use Your Information

- Respond to enquiries and requests for quotations
- Conduct surveys and prepare moving estimates
- Provide moving, packing and storage services
- Arrange transportation and delivery
- Process customs and clearance requirements through customs brokers
- Coordinate with origin and destination agents
- Arrange freight, transportation and other logistics services through third party forwarding agents
- Prepare quotations, invoices and related documents
- Process payments
- Communicate with you regarding your shipment
- Provide shipment updates and service notifications
- Handle customer service enquiries and complaints
- Maintain business and transaction records
- Meet applicable legal, regulatory, customs and contractual requirements
- Prevent fraud, misuse or security incidents
- Improve our website, services and customer experience
- Send promotional communications where permitted and, where required, with your consent

4. Sharing Your Information

- Shipping lines and carriers
- Freight forwarders and logistics providers
- Origin and destination agents
- Customs brokers and clearance agents
- Port, airport and terminal authorities
- Transportation and delivery companies
- Warehousing and storage providers
- Insurance providers and insurers
- Surveyors and packing service providers
- Payment service providers
- IT, website hosting and technology service providers
- Government authorities and regulatory bodies where required by law

International Transfers

- Because international moving involves transportation between countries, your information may need to be transferred to or accessed from countries outside the UAE. Such transfers will be handled in accordance with applicable UAE data-protection requirements.

5. Customs and Regulatory Requirements

- International shipments may require personal information and documentation to be provided to customs authorities, government agencies, ports, shipping lines, airlines, destination agents and other authorised parties.
- Such disclosure may be necessary to complete customs clearance, meet import/export requirements, process shipment documentation, verify identity or ownership, and comply with applicable laws and regulations.
- Where disclosure is required by law or by a competent authority, we may provide the relevant information as required.

6. Cookies and Similar Technologies

- Our website may use cookies and similar technologies to improve website functionality and user experience.
- Cookies may help us remember user preferences, understand website traffic, improve website performance, maintain website security, analyse website usage, and support marketing activities where applicable.
- You may be able to control or disable cookies through your browser settings. Disabling certain cookies may affect some website functionality.
- If we use third-party analytics or advertising technologies, their respective privacy policies may also apply.

7. Marketing Communications

- If permitted by applicable law, we may use your contact information to send you information about our services, special offers, company updates, moving and shipping information, and other communications that may be relevant to our services.
- Where consent is required, we will seek the appropriate consent.
- You may request to stop receiving promotional communications by contacting us or using the unsubscribe option provided in the communication.
- Service-related communications, such as quotation information, shipment updates, invoices, payment reminders and important operational notices, may still be sent where necessary to provide our services.

8. Data Security

- Safeway International takes reasonable technical and organisational measures to protect personal information against unauthorised access, unauthorised disclosure, loss, misuse, alteration and destruction.
- However, no internet transmission or electronic storage system can be guaranteed to be completely secure. We therefore cannot guarantee absolute security of information transmitted through the internet.

9. Data Retention

- We retain personal information only for as long as reasonably necessary for the purposes described in this Privacy Policy, including providing our services, maintaining business records, meeting contractual obligations, resolving disputes, and complying with legal, customs, accounting and regulatory requirements.
- The retention period may vary depending on the nature of the information and the purpose for which it was collected.
- When personal information is no longer required, we may securely delete, anonymise or otherwise dispose of it, subject to applicable legal and regulatory requirements.

10. Your Privacy Rights

- Subject to applicable UAE law and any relevant exceptions, you may have rights relating to your personal information, including rights to:
- Request access to personal information we hold about you
- Request correction of inaccurate or incomplete information
- Request restriction or cessation of certain processing
- Withdraw consent where processing is based on consent
- Request deletion of personal information where legally applicable
- Raise concerns regarding the processing of your personal information
- To exercise a privacy-related right, please contact us using the details provided below. We may need to verify your identity before responding to certain requests.

11. Children's Privacy

- Our website and services are primarily intended for adults.
- We do not knowingly collect personal information from children through our website for purposes unrelated to providing a requested service.
- If you believe that a child has provided personal information to us without appropriate consent, please contact us so that we can review and take appropriate action.

12. Third-Party Websites

- Our website may contain links to third-party websites, including shipping, insurance, payment, social media or other service providers.
- We are not responsible for the privacy practices, security or content of third-party websites.
- We recommend reviewing the privacy policy of any third-party website before providing personal information.

13. International Shipments and Data Transfers

- Because Safeway International provides international moving and shipping services, your personal information may need to be shared with service providers, agents, carriers, customs authorities and other parties located outside the UAE.
- Such transfers will be handled in accordance with applicable laws and appropriate safeguards where required.

14. Changes to This Privacy Policy

- We may update this Privacy Policy from time to time to reflect changes in our services, technology, applicable laws or regulations, or how we process personal information.
- The updated version will be published on this page with the revised “Last Updated” date.
- We encourage you to review this Privacy Policy periodically.

15. Contact Us

- Safeway International Moving & Shipping LLC
- United Arab Emirates — Dubai & Sharjah Offices
- Website: www.safewayintlshipping.com
- Email: info@safewayintlshipping.com
- Telephone: +9716-5650851
- Subject: Privacy / Personal Data Request
- We will review privacy-related requests and respond in accordance with applicable law.