

PRIVACY POLICY

Transeasy Relocations (India) Pvt Ltd

Effective Date: 9 September 2026 | **Last Updated:** 9 September 2026

Transeasy Relocations (India) Pvt Ltd ("Transeasy", "we", "us" or "our") respects your privacy and is committed to handling personal data responsibly. This Privacy Policy explains what information we may collect when you visit our website, request a quotation, contact us, book or use our relocation, packing, moving, storage, logistics or related services, and how we use, share, protect and retain that information.

1. Information We May Collect

Depending on how you interact with us, we may collect information such as your name, mobile number, email address, pickup and delivery locations, moving-from and moving-to details, service requirements, preferred moving date, property or shipment information, quotation and booking details, communications with our team, billing or transaction-related information, and any information you voluntarily provide to us. Our website may also collect technical information such as IP address, browser/device information, pages visited, referral source, cookies and similar usage data where applicable.

2. How We Collect Information

We may collect information directly from you through website forms, telephone calls, WhatsApp, email, site visits, quotation requests, bookings and customer-support communications. We may also receive information through authorised representatives, corporate customers, service partners, analytics tools or other lawful sources when necessary to provide or improve our services.

3. How We Use Personal Information

We may use personal information to respond to enquiries; prepare estimates and quotations; arrange surveys or site visits; plan, coordinate and provide relocation services; communicate about pickup, packing, transportation, storage and delivery; provide customer support; maintain service and transaction records; process or reconcile payments; improve our website and services; prevent misuse or fraud; meet legal, tax, accounting, insurance or regulatory requirements; and send service updates or promotional communications where permitted and appropriate.

4. Consent and Your Choices

Where consent is the appropriate basis for processing, we aim to request it in clear language and only for specified purposes. You may withdraw consent for future processing or marketing communications by contacting us using the details below. Withdrawal does not affect processing already carried out lawfully, and certain information may still need to be retained or processed where required for an existing service, contractual obligation, dispute, legal requirement or other lawful purpose.

5. Sharing of Information

We do not sell personal information. We may share information only as reasonably necessary with employees and authorised personnel; packing, transportation, logistics, warehousing, courier, shipping or destination partners; insurers or surveyors where applicable; payment, IT, hosting, communications, analytics or professional service providers; corporate clients or authorised representatives connected with your relocation; and government, regulatory, law-enforcement or judicial authorities where disclosure is required or permitted by law. Service providers are expected to handle information only for the relevant purpose and with appropriate safeguards.

6. International Relocation and Cross-Border Processing

For international relocation, it may be necessary to share relevant information with overseas agents, shipping or airline partners, customs-related service providers, destination partners or other entities involved in completing the move. Information may therefore be processed outside India where required for the requested service, subject to applicable law and reasonable safeguards.

7. Cookies, Analytics and Website Technologies

Our website may use cookies and similar technologies to operate properly, remember preferences, understand website traffic, measure performance and improve user experience. Third-party analytics or embedded services may also set cookies according to their own policies. Where required, users may be provided choices regarding non-essential cookies. Browser settings can also be used to control or delete cookies, although disabling some cookies may affect website functionality.

8. Data Security

We take reasonable technical and organisational measures designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. However, no website, internet transmission or electronic storage system can be guaranteed to be completely secure. Customers should avoid sending unnecessary sensitive information through unsecured channels.

9. Data Retention

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected, to complete services, maintain business and transaction records, resolve disputes, enforce agreements and comply with applicable legal, tax, accounting, insurance or regulatory obligations. Information that is no longer required may be deleted, anonymised or securely disposed of, subject to applicable requirements.

10. Your Privacy Rights

Subject to applicable law and the relevant implementation requirements, you may have rights concerning your personal data, including requesting information about processing, correction or updating of inaccurate data, erasure where applicable, withdrawal of consent, and grievance redressal. To make a privacy request, contact us using the details in Section 15. We may need to verify your identity before acting on a request.

11. Children's Privacy

Our relocation services and website are not intended to collect personal data directly from children for independent use. If information relating to a child is necessary for a legitimate relocation requirement, it should be provided by a parent, guardian or other authorised person and handled only as necessary for the relevant purpose and in accordance with applicable law.

12. Third-Party Links and Services

Our website may contain links to third-party websites, messaging platforms, maps, payment services or social-media services. Their privacy practices are governed by their own policies. Transeasy is not responsible for the privacy practices or content of third-party websites or services that we do not control.

13. Marketing Communications

Where permitted, we may use contact details to share information about our relocation services, offers or related services. You may ask us to stop promotional communications at any time. Service-related communications necessary for an active enquiry, quotation, booking or relocation may continue as required.

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, website, business practices or applicable legal requirements. The revised version will be posted on our website with an updated "Last Updated" date. We encourage users to review this page periodically.

15. Contact Us / Privacy Grievances

For questions, privacy requests, consent withdrawal or grievances relating to this Privacy Policy or your personal data, please contact:

Transeasy Relocations (India) Pvt Ltd

Chummy's Chalet, 32/2, 1st Main Road, near MTB School,
Garudachar Palya, Mahadevapura, Bengaluru, Karnataka 560048, India

Phone: +91 95130 10001

Email: sales@transeasyrelo.com

Website: transeasyrelo.com

Please include sufficient details to help us identify and address your request. Do not send passwords, financial credentials or unnecessary sensitive information by email.

Website publication note: This draft is designed for Transeasy Relocations' website and reflects the company's relocation activities and currently published contact details. It should be reviewed against the website's actual forms, cookies, analytics, advertising pixels, payment tools, CRM/WhatsApp integrations and operational data-sharing practices before publication. Legal review is recommended where required.