

Royal International Privacy Policy

Effective Date: January 1, 2026

1. Introduction

Royal International is committed to protecting the privacy, confidentiality, and security of the personal data entrusted to us by our clients, website visitors, partners, and stakeholders. As a global provider of specialized relocation, logistics, and infrastructure solutions—including data center migration, high-value asset rigging, cleanroom environments, and specialized white-glove delivery—we recognize that the responsible management of personal data is foundational to commercial trust and regulatory compliance.

This Privacy Policy explains how Royal International collects, uses, processes, stores, shares, and protects your personal data when you interact with our global website, available at <https://www.royalintl.com>, purchase our corporate or residential logistics solutions, or communicate with our representatives. We operate as a data controller or data fiduciary, depending on the jurisdiction, determining the purposes and means of processing personal data under applicable global regulations.

2. Company Information

The entity responsible for processing your personal data under this Privacy Policy is Royal International. All operational and administrative processing of personal data is coordinated via our global headquarters. Our primary corporate contact information is as follows:

Royal International

3rd Floor, 3D5, Gundecha Onclave,
Kherani Road,
Sakinaka, Kurla West,
Mumbai Suburban,
Maharashtra – 400072,
India

For any inquiries regarding data protection, consent withdrawal, or the exercise of your statutory rights, please consult the contact methodologies detailed in Section 21 (Grievance Redressal) and Section 22 (Contact Information) of this document.

3. Scope of this Policy

This Privacy Policy governs the processing of personal data collected directly or indirectly through the digital platforms, physical operations, and commercial engagements of Royal

International. The scope of this policy spans our customer bases and regulatory environments globally, specifically including but not limited to:

- **India:** Pursuant to the Digital Personal Data Protection Act (DPDP Act), 2023, and the Information Technology Act, 2000.
- **European Union & United Kingdom:** Pursuant to the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018 (UK GDPR).
- **Singapore:** Pursuant to the Personal Data Protection Act (PDPA) 2012.
- **United States:** Pursuant to state-level omnibus privacy acts, including the California Consumer Privacy Act (CCPA) as amended by the California Privacy Rights Act (CPRA).
- **Middle East & Gulf Cooperation Council (GCC):** Including the United Arab Emirates (UAE), Saudi Arabia, Qatar, Oman, Bahrain, and Kuwait, in alignment with their respective localized personal data protection frameworks and civil statutory regulations.

This policy applies to all external individuals whose personal data is processed by us, including corporate client representatives, direct retail shippers, prospective employees, vendors, and general website users. It does not apply to data that is entirely anonymized, de-identified, or stripped of personal qualifiers such that the individual cannot be re-identified by any technical means.

4. Information We Collect

To deliver our enterprise logistics, relocation, and complex industrial movement services effectively, Royal International must collect and process specific categories of data. We systematically adhere to the principle of data minimization, ensuring that we collect no more personal information than is strictly necessary for the fulfillment of our stated operational and legal obligations.

4.1. Personal Information

We collect direct identifying information from corporate contact personnel, individual customers, and procurement officers. This includes, but is not limited to: full names, corporate job titles, business departments, physical business addresses, residential relocation origins and destinations, primary phone numbers, corporate or personal email addresses, and official identification documentation required for cross-border shipping clearances.

4.2. Service Information

In the execution of specialized commercial movements, we collect detailed shipping manifests, inventory descriptions, structural floor plans of facility origins and destinations, technical dimensions of high-value equipment, bills of lading, customs declarations, shipping

tracking data, insurance value declarations, and payment confirmation details processed via secure third-party institutions.

4.3. Technical Information

When you browse <https://www.royalintl.com>, our servers automatically log technical metadata transmitted by your browser. This includes internet protocol (IP) addresses, browser variants and version specifications, network service providers, referral URLs, page exit points, time and date stamps of server interactions, and precise clickstream records mapping your interactions within our digital infrastructure.

4.4. Cookies

We utilize essential, functional, analytical, and behavioral marketing cookies to retain your operational preferences across sessions, authenticate administrative portal users, measure marketing channel performance, and pre-populate multi-stage inquiry forms. Detailed cookie behaviors are outlined under Section 9 of this policy.

4.5. Device Information

We collect structural hardware attributes from devices accessing our website or client applications. This encompasses unique hardware identification tags, operating system architectures, localized language settings, mobile network routing identifiers, and screen resolution parameters to optimize visual rendering.

4.6. Sensitive Personal Information

Royal International does not actively solicit or process sensitive personal data (such as health conditions, biometric data, political views, or religious affiliations) during standard consumer interactions. However, in limited circumstances and strictly subject to explicit consent or regulatory mandates, we may process specific high-security credentials, such as passport details, national tax identifiers, or corporate security clearance documentation, to comply with cross-border customs authorities, cleanroom ingress protocols, or international shipping safety regulations.

5. How Information is Collected

Royal International gathers personal information across our operational workflows through the following primary mechanics:

- **Direct Submission:** Information provided voluntarily by you when filling out digital quotation forms on our website, initiating customer service chat interactions, subscribing to corporate insight whitepapers, or entering contractual negotiations with our sales teams.

- **Automated Digital Tracking:** Background collection of technical and device metadata orchestrated via embedded tracking pixels, scripts, and cookies during your traversal of our public web properties.
- **Third-Party Sources:** Lawful acquisition of data from corporate employers organizing your corporate relocation, credit background verification entities, international customs brokerages, public business registries, and global business-to-business lead generation partners.

6. Legal Basis for Processing

Our operations rely upon distinct, legally validated frameworks to process your personal data, corresponding to the specific statutory demands of the jurisdictions where we interface with data subjects:

1. **Performance of a Contract:** The processing is mandatory to fulfill our contractual commitments to you or to execute preliminary procedures at your request before entering a formal corporate or retail logistics contract.
2. **Consent:** You have granted unambiguous, free, specific, and informed authorization for Royal International to process your data for explicit, defined activities, such as direct marketing notifications or cookie tracking.
3. **Legitimate Interests:** Processing is required to support the foundational business interests of Royal International, provided these corporate motivations do not override your fundamental liberties and privacy expectations. These include digital system optimizations, corporate fraud mitigation, network infrastructure protection, and general business analytics.
4. **Legal Obligations:** Processing is mandated by statutory provisions, including international customs protocols, local tax regulations, anti-money laundering compliances, and maritime security mandates.

7. Purpose of Processing

Royal International strictly utilizes your personal and operational data to support our business functions and maintain a high standard of client delivery. The primary operational objectives include:

- Validating, scheduling, and executing specialized corporate, industrial, and personal asset relocations.
- Managing high-security engineering operations, specifically data center migrations, sensitive rigging, and cleanroom handling.

- Fulfilling cross-border customs clearances, maritime freight documentation, and transport safety compliances.
- Providing live asset-tracking metrics, digital location notifications, and dedicated customer care.
- Processing financial payments, evaluating credit thresholds for corporate terms, and issuing legal invoicing.
- Securing our cloud infrastructure, detecting cyber-security anomalies, and executing comprehensive fraud prevention.
- Optimizing website functionality, testing layout revisions, and enhancing corporate web performance.

8. Marketing Communications

We may periodically distribute corporate updates, service modifications, technical logistics whitepapers, or promotional offerings to our established business contacts and users who have explicitly opted into our marketing databases. All marketing communications are distributed in strict compliance with global anti-spam regulations, including the CAN-SPAM Act, the EU ePrivacy Directive, and regional electronic communication statutes.

Every commercial email dispatched by Royal International contains a clear, functional digital "Unsubscribe" mechanism. You possess the absolute right to object to processing for direct marketing purposes at any time. Upon receiving an opt-out request, our administrative systems will automatically restrict your contact profile from promotional lists within the statutory timeframe, ensuring no further marketing communications are delivered unless explicitly re-authorized.

9. Cookies and Tracking Technologies

Our website utilizes cookies and similar tracking scripts to distinguish your profile from other visitors, manage session persistence, and capture traffic metrics. When you first access our website, a transparent consent management banner provides you with granular options to allow or decline separate categories of cookies.

Essential cookies are deployed by default to enable fundamental website navigation, secure administrative portals, and enforce layout parameters; these cannot be deactivated through our standard configuration tools. Analytical and marketing tracking tools are deactivated by default and will only initialize upon your explicit affirmative action granting consent. You may modify your cookie selections or revoke consent at any time through our website configuration control center, or by configuring your web browser to reject or block tracking scripts entirely.

10. Third-Party Analytics and Advertising

To evaluate our digital market outreach and optimize our platform layout, Royal International integrates specialized analytical tools managed by external service providers. These integrations allow us to evaluate demographic data and trace traffic patterns across our website properties.

We utilize Google Analytics to understand aggregate audience behaviors. The information generated by these tracking scripts is generally transmitted to and archived upon servers operated by Google LLC. We enforce strict IP anonymization features on our website properties, which truncate your IP address within the European Economic Area or participating treaty nations before data storage, preventing the association of network metadata with your direct identity.

Furthermore, we deploy targeted optimization scripts including Google Ads and the Meta Pixel. These scripts trace conversion activities following engagement with external advertisements. This tracking allows us to serve highly relevant business communications to prospective corporate partners based on their past engagement with our website. You can adjust your privacy settings via external platforms (such as your Google Ads Settings or Meta Privacy Controls) or utilize universal browser opt-out signals (like the Global Privacy Control) to permanently restrict these specialized marketing associations.

11. Information Sharing and Disclosures

Royal International does not sell, lease, trade, or commercially exploit personal data. We disclose personal data exclusively to trusted partners and designated external processors under strict contractual constraints, or as mandated by law. Data transfers are limited to the following categories of recipients:

- **Third-Party Processors and Cloud Services:** Enterprise data processing infrastructure hosted via secured cloud hosting entities (such as Amazon Web Services or Microsoft Azure), customer relationship management platforms, and enterprise resource planning software.
- **Logistics and Operational Partners:** Affiliated regional shipping operators, local freight forwarders, specialized crane operators, warehousing facilities, and delivery networks required to execute physical segments of a corporate relocation.
- **Regulatory and Customs Authorities:** National customs administrations, port handling authorities, maritime border forces, tax revenue agencies, and civil aviation security departments in relevant transit and destination countries to secure import/export clearances.

- **Financial and Payment Processors:** Banking networks, commercial merchant clearinghouses, and payment gateway providers tasked with processing corporate transactions and executing anti-fraud checks.
- **Professional Advisors and Legal Compliance:** Corporate legal counsel, independent financial auditors, insurance underwriters, and public regulatory enforcement agencies where disclosure is mandated to preserve corporate safety, investigate compliance violations, or defend legal positions in courts of law.

All third-party processors operating on behalf of Royal International are legally bound by comprehensive data processing agreements. These agreements mandate that vendors deploy robust security protocols, restrict data usage exclusively to our authorized directives, and practice strict data minimization.

12. International Data Transfers

Given the global footprint of Royal International, personal data captured in one jurisdiction may be transferred across international borders, processed, and stored within our corporate databases or vendor facilities located worldwide. These transfers are necessary to execute complex cross-border corporate movements and global supply-chain infrastructure.

To safeguard personal data transiting regulatory borders, we deploy legally recognized transfer mechanisms designed to enforce data protections equivalent to those in the country of origin. For data originating within the European Union or the United Kingdom, transfers to jurisdictions lacking an adequacy decision by relevant authorities are secured using the European Commission's Standard Contractual Clauses (SCCs) alongside the UK International Data Transfer Addendum. For cross-border transfers originating out of India, data handling aligns completely with the cross-border provisions of the DPDP Act, 2023, and applicable central government notifications. Regardless of destination, we enforce strict encryption and rigorous operational access controls to safeguard data integrity.

13. Data Security

Royal International has implemented comprehensive technical, physical, and administrative security frameworks to shield personal data against unauthorized extraction, accidental erasure, malicious alteration, or unlawful disclosure. Our security mechanisms are regularly evaluated against global industry benchmarks.

Our core data protection measures include: advanced cryptographic encryption for data in transit using Transport Layer Security (TLS) protocols, and data at rest utilizing Advanced Encryption Standard (AES-256) algorithms. We enforce strict role-based access controls (RBAC), restricting visibility of personal information exclusively to personnel who require it

to complete their assigned duties. All data modifications and system interactions are tracked via automated, immutable audit logging setups to trace security events. Furthermore, we maintain network perimeter defenses, continuous vulnerability scanning, automated patch deployment cycles, and secure physical barriers at our operational office centers and equipment storage facilities.

14. Data Retention and Deletion

We retain personal data only for as long as necessary to fulfill our business objectives, complete contracted logistics projects, manage corporate accounting records, or satisfy mandatory statutory retention periods under applicable international laws.

When the purpose for processing concludes, or upon a valid statutory deletion request, we implement systematic data sanitization procedures. Electronic records are permanently purged from active production directories, archival repositories, and backup databases using secure digital overwriting techniques that prevent reconstruction. Physical paper documentation containing personal parameters is destroyed using high-security cross-cut shredding mechanisms. In limited contexts where specific transaction histories must be preserved for tax or statute-of-limitations compliances, data profiles are completely isolated, securely archived, and excluded from standard processing operations.

15. Your Privacy Rights

Depending upon your location and local statutory provisions, you possess clear legal rights regarding how Royal International handles your personal information. These rights generally encompass:

- **Right of Access and Correction:** The right to demand a formal summary of the personal data we hold regarding your identity, alongside the right to compel immediate corrections to inaccurate or incomplete profiles.
- **Right to Deletion (Erasure):** The right to request the permanent deletion of your personal records from our storage frameworks, subject to specific regulatory retention exemptions.
- **Right to Object or Restrict Processing:** The right to contest specific processing operations, such as direct marketing outreach or analytics tracking, or to freeze processing operations under specific legal contexts.
- **Right to Data Portability:** The right to demand the transmission of your personal data in a structured, commonly accessible, machine-readable format to yourself or another corporate controller.

- **Right to Manage Consent:** The right to withdraw previously granted consent at any time without impacting the lawfulness of processing operations executed prior to the withdrawal.

To exercise any of these statutory rights, please submit a written request to our Data Protection Team via the contact points noted in Section 22. We will authenticate your identity before processing any data requests to protect your privacy, and we aim to respond to all valid requests within the statutory timeframes defined by your local jurisdiction.

16. International Privacy Rights

This section provides specific updates for individuals residing in jurisdictions with distinct statutory disclosures:

16.1. India (DPDP Act, 2023)

Data subjects in India (referred to as Data Principals) possess the right to access a summary of personal data being processed, request correction or erasure of outdated data, and seek grievance redressal through our designated Grievance Officer or subsequently escalate complaints to the Data Protection Board of India. Data Principals may also nominate a representative to exercise their statutory rights in the event of death or incapacity.

16.2. European Union & United Kingdom (GDPR / UK GDPR)

Data subjects within the EEA and UK have the right to file formal privacy complaints with their local National Data Protection Supervisory Authority (such as the Information Commissioner's Office in the UK). Where processing is grounded on legitimate interests, you possess an absolute right to object to such processing on grounds relating to your unique situation.

16.3. California (CCPA / CPRA)

California residents have the right to know what personal data categories we collect, the business purposes for such collection, and the identities of third parties with whom information is shared. You have the right to request deletion of personal information, correct inaccurate parameters, and opt-out of any prospective "sale" or "sharing" of personal data for cross-context behavioral advertising. Royal International confirms it does not engage in the sale or sharing of consumer personal data as defined under California statutes. We will not discriminate against you in pricing or service delivery for exercising your privacy choices.

16.4. Singapore (PDPA)

Individuals in Singapore have the right to access information about how their personal data has been utilized or disclosed within the preceding calendar year, and to request correction of

inaccurate data points. Withdrawal of consent must be submitted via reasonable written notice, following which we will cease processing unless otherwise permitted or required by law.

17. Automated Decision Making

Royal International does not engage in automated decision-making processes, algorithmic profiling, or automated assessment metrics that generate substantial, binding legal consequences or significantly impact our clients, website users, or partners. All complex service determinations, contract evaluations, pricing structures, and compliance decisions involve direct human review and manual corporate oversight.

18. Data Breach Notification

Royal International maintains an active, structured incident response framework to manage potential data security anomalies. In the event of an accidental compromise or unauthorized access resulting in a confirmed material data breach, we will activate our response protocol immediately to isolate the security event.

We will notify relevant regulatory supervisory boards, data protection authorities, and affected individuals within the explicit timelines required by applicable local laws (such as the prompt notification mandates under India's DPDP Act, or the 72-hour window defined by the European GDPR). Breach notifications will clearly detail the nature of the security incident, the categories of data involved, the anticipated consequences, the protective steps deployed by Royal International, and direct guidance on mitigating potential risks.

19. Children's Privacy

Our website, digital tracking properties, and corporate service offerings are structured exclusively for enterprise organizations, adult commercial procurement agents, and individuals of legal age. Royal International does not knowingly solicit, capture, or process personal data from children. Under no circumstances do we market our logistics operations to individuals under the age of 18 (or the relevant age threshold defined by regional jurisdictions, such as under 18 under India's DPDP Act or under 13 under the US COPPA).

If we discover that a child's personal data has been inadvertently collected through our digital platforms without verified parental consent, we will take immediate corporate action to purge that information permanently from our active storage arrays and backup architectures. If you believe we might hold data regarding a child, please contact our Data Protection Team immediately.

20. Third-Party Websites

The Royal International website may feature digital links leading to external web resources, corporate partner portals, industry associations, or social networking platforms managed by independent entities. This Privacy Policy applies exclusively to data handled directly by Royal International.

External websites operate under separate, independent privacy policies and data collection frameworks. Royal International exercises no control over, and assumes no legal liability for, the content, tracking technologies, security baselines, or privacy protocols deployed by third-party web properties. We strongly encourage visitors to carefully review the privacy disclosures of any external platforms before submitting personal data to them.

21. Grievance Redressal

In compliance with statutory requirements, including India's Digital Personal Data Protection Act, 2023, and global consumer care mandates, Royal International has established a formal Grievance Redressal mechanism to address disputes, data inquiries, and privacy complaints raised by data subjects.

Our Grievance Officer is tasked with reviewing your privacy concerns thoroughly and resolving legitimate complaints within the statutory timeframes defined by law. When submitting a grievance, please provide your full contact details along with a detailed explanation of the data handling event or operational concern. The designated Grievance Officer can be contacted directly via the channels listed below.

22. Contact Information

For any questions, clarifications, consent revocations, or data protection inquiries regarding this Privacy Policy, please reach out to our privacy management team via the following channels:

Privacy Officer / Grievance Officer

Royal International
3rd Floor, 3D5, Gundecha Onclave,
Kherani Road,
Sakinaka, Kurla West,
Mumbai Suburban,
Maharashtra – 400072,
India

Email: privacy@royalintl.com

Alternate Email: support@royalinternational.com

Phone: 1800 425 2399

23. Changes to this Privacy Policy

Royal International reserves the right to modify, amend, or rewrite this Privacy Policy at any time to reflect changing operational services, technological integrations, or international legal updates. The current version will always be identified by the "Effective Date" posted at the beginning of this document.

Material updates to this policy will be communicated clearly, either by publishing a prominent notification banner across our main digital portals or by delivering direct email updates to our registered corporate contacts, where required by local regulations. We recommend reviewing this document periodically to stay informed about how we safeguard your personal data.

24. Governing Law

This Privacy Policy, its interpretation, and any legal disputes or claims arising out of its application shall be governed by and construed in accordance with the substantive laws of the Republic of India, without reference to its conflict of law principles. This choice of law does not limit your mandatory consumer protections or statutory rights under local regulations within your home country of residence.

25. Arbitration

Any dispute, controversy, or claim arising out of or relating to this Privacy Policy, including its formulation, breach, termination, or invalidity, shall be referred to and finally resolved by binding arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time. The arbitration venue shall be Mumbai, Maharashtra, India. The tribunal shall consist of a single mutually agreed arbitrator, the proceedings shall be conducted in the English language, and the arbitral award shall be final and binding upon the participating parties.

26. Miscellaneous

If any provision of this Privacy Policy is determined by a court or regulatory authority of competent jurisdiction to be invalid, unlawful, or unenforceable, that provision shall be severed from the remainder of the policy. The remaining provisions shall continue in full force and effect to the maximum extent permitted by law. Headings used throughout this document are included solely for structural convenience and shall not restrict or alter the interpretation of the legal text.