SIRVA Cookie Policy

WHAT THIS POLICY IS ABOUT

This policy details how SIRVA uses cookies and cookie-like files and technologies on its website. In the spirit of transparency, this policy provides detailed information about how and when we use cookies.

WHAT IS A COOKIE AND WHY DO WE HAVE THEM

Cookies are small files, typically of letters and numbers, that are sent to and stored in your computer ("downloaded") by the websites you visit—like ours. Cookies are stored in your browser's file directory. The cookie will help the website (or another website) to recognize your device the next time you visit. There are other terms for cookies as well, such as "Web Beacons," "Local Shared Objects," "Flash Cookies," or "Authentication Files." The next time you visit a website that has used a cookie, your browser will read the cookie and relay the information back to the website or element that originally set the cookie. We use the term "cookies" in this policy to refer to all files that collect information in this way.

YOUR CONSENT

When you visit our websites, use our mobile applications, or our web-based services—and your browser settings accept cookies—we consider this as acceptance of our use of cookies.

This policy and your consent both apply to this website, application, or web-based service as well as all other websites, applications and web-based services of SIRVA and our affiliates. For information about SIRVA and our affiliates, please visit www.sirva.com/company/about-us.

TYPES OF COOKIES THAT WE MAY USE

Persistent Cookies – These are the types of cookies that may be most familiar to you. A persistent cookie helps us recognize you as an existing user so it's easier to return to our site. They are stored on a user's device between browser sessions, which allows the user's preferences, choices, or actions across a site (or in some cases across different websites) to be remembered.

Session Cookies – Similar to persistent cookies, session cookies allow websites to link the actions of a user during a "browser session," or what pages a user has accessed as they browse around a site. They could also be used for security where a user is accessing services, sending emails, or to facilitate use of webmail. Session cookies, however, expire after a browser session—and so they would not be stored long-term.

First and Third-Party Cookies – Whether a cookie is 'first' or 'third' party depends upon the website or domain that places the cookie. First-party cookies, in basic terms, are cookies set by a website visited by the user (i.e., the website displayed in the URL address bar). Third-party cookies are cookies that are set by a domain other than the one being visited by the user. If, for example, a user visits a website, and a separate company sets a cookie through that website, this would be considered a third-party cookie.

Although we do not use cookies to create a profile of your browsing behavior on third-party sites, we do use aggregate data from third parties and the data from your profile and activity to show you relevant, interest-based advertising.

HOW SIRVA USES COOKIES

Essential Cookies – We use cookies and similar tools across our websites to improve their performance and enhance your user experience. For example, they can help us to remember your username and preferences, analyze how well our website is performing, or even allow us to recommend content we believe will be most relevant to you.

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<u>Performance Cookies</u> – We use cookies and other technologies to ensure everyone who uses our websites and applications has the best possible experience. Cookies also help us keep your account safe.   By utilizing cookies to analyze how our visitors use our websites and to monitor website performance, we can better provide a high-quality experience by customizing our offering and quickly identifying and fixing any issues that arise. For example, we might use performance cookies to keep track of which pages are most popular, which method of linking between pages is most effective, and to determine why some pages are receiving error messages. We might also use these cookies to highlight articles or site services that we think will be of interest to you based on your usage of the website.

<u>Functionality Cookies</u> – We use functionality cookies to allow us to remember your preferences and recall your customization preferences, such as which regional edition of the website you want to see when you log in. We also use functionality cookies to provide you with enhanced services such as allowing you to watch a video online or provide a comment. Cookies may also be used to check that content is being used in accordance with our terms and conditions.

INFORMATION RETENTION

How long a cookie can remain depends on its type. Session cookies expire when you close the browser. Persistent cookies, on the other hand, can have typical expiration dates ranging from two months up to several years.

HOW YOU CAN BLOCK OR STOP USING COOKIES

Most browsers allow you to control cookies through their settings preferences. However, if you limit the ability of websites to set cookies, you may worsen you overall user experience since it will no longer be personalized to you. It may also stop you from saving customized settings like login information. Accordingly, disabling cookies may prevent you from using certain parts of SIRVA's websites. For example, if you delete your cookies from the browser, you may need to remember to re-install opt-out cookies.

If you do not want to accept cookies, you can change your browser settings on your computer or other device you're using to access our services. If you use SIRVA websites, applications and web-based services without changing your browser settings, we'll assume that you're happy to receive our cookies.

Please be aware that blocking or limiting the use of cookies may not remove advertising from the pages you visit; it will mean that the ads you see will not be matched to your interests. To opt out of advertisements, please contact us or follow the applicable opt-out policy.

OTHER USERS OF COOKIES ON OUR SITES

As we've explained above, cookies will help you get the most out of our websites.

We use or allow third parties to serve cookies that fall into the categories above. For example, like many companies, we use Google Analytics to help us monitor our website traffic. We may also use third-party cookies to help us with market research, revenue tracking, improving site functionality, and monitoring compliance with our terms and conditions and copyright policy.

We may track or allow our marketing partners to track your receipt, viewing and response to marketing emails and other web-based marketing campaigns. That information may be used to provide you with opportunities (through marketing efforts) of services and products for which you have shown interest.

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MORE INFORMATION

While we will honor your wishes if you elect to stop or limit the use of cookies, we hope that you find the information on our sites valuable and the use of cookies helpful in your interactions with SIRVA and the information, services, and products that we offer to you.

If you would like more information on how businesses use cookies, the following sites may provide you helpful guidance and information:

> www.aboutcookies.org.
> www.allaboutcookies.org.
> https://ico.org.uk/media/for-organisations/documents/1545/cookies_guidance.pdf

You may also find the following links helpful for learning more about advertisers' use of cookies:

> Digital Advertising Alliance (EU)
> Internet Advertising Bureau (US)
> Internet Advertising Bureau (EU)
> Network Advertising Initiative

If you have any queries regarding this Cookie Policy, please contact our Data Protection Office at privacy.administrator@sirva.com, or by telephone at (216) 606-7912.