

Last Updated: February 2026

Your privacy is important to us. This Privacy Notice explains how Nava Moving, LLC ("Nava Moving," "we," "us," or "our") collects, uses, discloses, and protects your personal information when you visit our website, request a quote, or use our moving and storage services. By using our services, you agree to the practices described in this Notice.

## 1. Information We Collect

We collect the following categories of personal information:

- Contact Information: name, email address, mailing address, and phone number.
- Move Details: origin and destination addresses, move dates, and inventory details.
- Payment Information: credit/debit card details (processed securely via third-party processors; we do not store full card numbers).
- Usage Data: IP address, browser type, pages visited, referring URLs, and time spent on our website.
- Communications: messages, inquiries, and feedback you submit to us.

## 2. How We Use Your Information

We use your personal information to:

- Provide, schedule, and manage moving and storage services.
- Process payments and send invoices, receipts, and service agreements.
- Communicate with you about your move, including updates and delivery confirmations.
- Respond to your inquiries and provide customer support.
- Send promotional offers and service updates (you may opt out at any time).
- Improve our website, services, and customer experience through analytics.
- Comply with legal obligations and enforce our Terms of Use.

## 3. How We Share Your Information

We do not sell your personal information. We may share information with:

- Service Providers: third-party companies that help us deliver services (e.g., payment processors, IT support, storage facilities). These partners are contractually required to protect your information.
- Business Partners: affiliated moving agents or partner carriers when necessary to complete your move.

- Legal Authorities: law enforcement, regulators, or courts when required by law or to protect the rights and safety of Nava Moving or others.
- Business Transfers: in the event of a merger, acquisition, or sale, your data may be transferred as a business asset.

## 4. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to:

- Remember your preferences and settings.
- Analyze website traffic and usage patterns.
- Deliver relevant advertising through trusted third-party partners.
- Maintain the security of your session.

## 5. Data Retention

- We retain your personal information for as long as necessary to fulfill the purposes described in this Notice, comply with legal obligations, resolve disputes, and enforce our agreements. Move records are typically retained for seven (7) years in accordance with federal regulations governing household goods carriers.

## 6. Your Rights and Choices

Depending on your location, you may have the right to:

- Access the personal information we hold about you.
- Request correction of inaccurate or incomplete information.
- Request deletion of your personal information, subject to legal retention requirements.
- Opt out of marketing communications at any time by clicking "Unsubscribe" in our emails or contacting us directly.
- Request a copy of your data in a portable, machine-readable format.
- Lodge a complaint with a relevant data protection authority.

## 7. Data Security

- We implement industry-standard technical and organizational security measures to protect your personal information against unauthorized access, disclosure, alteration, or destruction. These include SSL/TLS encryption, access controls, and regular security assessments.

- However, no method of transmission over the internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

## 8. Children's Privacy

- Our services are not directed to individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we become aware that we have collected such information, we will promptly delete it. If you believe we have inadvertently collected information from a child, please contact us immediately.

## 9. California Privacy Rights (CCPA/CPRA)

California residents have additional rights under the California Consumer Privacy Act:

- Right to Know: request disclosure of the categories and specific pieces of personal information we have collected.
- Right to Delete: request deletion of your personal information, subject to certain exceptions.
- Right to Opt-Out: we do not sell personal information; however, you may opt out of data sharing for targeted advertising.
- Right to Non-Discrimination: we will not discriminate against you for exercising your privacy rights.

## 10. Changes to This Privacy Notice

- We may update this Privacy Notice from time to time to reflect changes in our practices, technology, or legal requirements. We will post any updates on this page with a revised "Last Updated" date. Your continued use of our services after any changes constitutes your acceptance of the updated Notice.

## 11. Contact Us

If you have questions, requests, or concerns about this Privacy Notice, please reach out:

- Privacy Officer, Nava Moving, LLC
- Email: [privacy@navamoving.com](mailto:privacy@navamoving.com)
- Phone: (800) 555-6282
- Website: [www.navamoving.com](http://www.navamoving.com)
- Hours: Monday–Friday, 8am–8pm ET

*This Privacy Notice is effective as of January 1, 2026. Nava Moving, LLC is committed to protecting your privacy and will never sell your personal data.*