

Importing or exporting to and from the USA

Where the service you book with, or is allocated to, Dibbens Removals includes importing or exporting your possessions into or via the U.S., U.S. Customs and Border Protection will legally obtain some of the shipper's personal information. This information includes data elements such as the shipper's name, address, passport number, and the name and address to which the shipment is consigned.

While this information is necessary for Dibbens to deliver the service we provide, it is our duty to inform you of the risk that some of this information will be published by third party companies who have access to vessel manifests and household goods shipments.

Under current U.S. law, third-party companies can access and examine vessel manifests and summary statistical reports of imports and exports, including household goods shipments. These third-party companies can copy this information for publication and disseminate to entities that have purchased their services. Because of the potential threat of identity theft, this policy has obviously prompted complaints regarding privacy issues and U.S. Customs and Border Control has facilitated a method where an individual can request confidential treatment for your shipment. Unfortunately this must be done on an individual basis.

You can request confidentiality on your shipment by writing to the following:

Laurence E. Castelli – CBP Privacy Officer
U.S. Customs and Border Protection,
Regulations and Rulings,
Office of International Trade,
799 9th Street, NW, 7th Floor,
Washington, D.C. 20229

The letter should include your full name as it appears on your passport, your U.S. Social Security number (if applicable) or your passport number together with the delivery address in the United States. If you do not have a delivery address, you should use the following address as the company that will be handling delivery of your household goods and personal effects in the United States.