

# PRIVACY POLICY

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VisumPro B.V., Parkstraat 83, 2514 JG, The Hague

## Definitions

The following definitions apply in this Privacy Policy:

- **Client:** the party doing business with VisumPro B.V.
- **VisumPro:** private company with limited liability VisumPro B.V. (Ch. of Comm. 56139241) and all its brands.
- **Issuing Body:** the body, being an embassy, consulate, ministry or other body, which issues or provides documents requested by the Client.

## Introduction

VisumPro acts as an intermediary in visa and legalisation applications to Issuing Bodies. Our Clients authorize us to process applications and to carry out any subsequent administrative actions.

VisumPro appreciates the trust Clients have in us when they give us access to their personal data. Since we cannot render our services without processing personal data we explain in this Privacy Policy how we handle and protect your personal data.

VisumPro reserves the right to change this Privacy Policy at all times. If we make changes which alter the way in which we gather, use or share personal data, we will change this Privacy Policy accordingly. We recommend you read this Privacy Policy at regular intervals, so that you stay informed about our most recent policy and working methods.

## Data Gathering

Your use of our websites and/or our services means that we can gather your information or request it from you. This includes your first names, family name, sex, date and place of birth, address, telephone number, e-mail address and passport details.

Once VisumPro is processing your application, on the application form of the country in question additional information may be required. This additional information may include data about your family situation, education, employment history, travel history and financial details. Certain visa issuing or government bodies may request additional sensitive information about ethnicity, race, religion, biometrical information and information about criminal records.

Which data we have to gather partly depends on the Issuing Body which processes your application. We only gather those data of our Clients required by an Issuing Body to process an application or to render the services requested by our Clients.

## Data Sharing

Without your permission your data are not shared with third parties. Your data are shared however with the Issuing Bodies in order to process your application. The Issuing Bodies may share your data with other (foreign) government bodies for instance to prevent terrorism.

Certain data are also shared in order to be able to render an extra service you may have requested. For instance, we can only return your documents if we share your name and address details with a courier service.

When we call in an external party to finalize a service we will only share those details required to provide the service in question. In order to protect your data we are under the obligation therefore to conclude a Processing Agreement with all our suppliers in which they agree to safely and securely store your data and to not use them for any other purpose than included in the agreement with VisumPro.

On our website sometimes you are redirected to websites of foreign embassies or other external parties. VisumPro is not responsible for the way in which these parties handle your data. Please refer to the privacy statement on the website in question.

## Data Storage

The data you share with us are stored on internal and secured systems. Access to these systems is only provided to trained employees of VisumPro and, if necessary, to external auditors. We take a range of technical, administrative and physical measures to protect your personal data against loss, misuse and change.

## Data Removal

You have the right to access, correct or remove your personal data. Besides, you have the right to withdraw your permission for us to process your data or to object against the processing of your personal data by VisumPro B.V. You also have the right to data portability. That means you can ask us to see which of your personal data we actually have in our possession.

You may submit a request to access, correct, remove, transfer your personal data or a request to withdraw your permission or lodge an objection to process your personal data to [info@visumpro.nl](mailto:info@visumpro.nl).

In order to ensure that your application is really submitted by you, we kindly request you to enclose a copy of your identity document. In this copy please black out your passport photograph, MRZ (machine readable zone, the strip with numbers at the bottom of your passport), passport number and Citizen Service Number (*Burgerservicenummer*, *BSN*). This is to protect your privacy. We will respond to your application as soon as possible but at the latest within four weeks.

## Contact

If you have any questions or remarks after reading our Privacy Policy, or you wish to report a sensitive item, please contact us at:

E-mail: [info@visumpro.nl](mailto:info@visumpro.nl)

VisumPro B.V.  
Data Protection Officer  
P.O. Box 90423  
2509 LK The Hague

In conclusion VisumPro B.V. would like to point out that you may lodge a complaint with our national supervisory body, the Dutch Data Protection Authority (Dutch DPA) via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>