

The Travel Visa Company Limited of Gloucester House, Church Walk, Burgess Hill, West Sussex, RH15 9AS ("We") are committed to protecting and respecting your privacy.

This policy together with our 'Website Terms of Use' and 'Terms and Conditions' sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the Act), the data controller is The Travel Visa Company Limited of Gloucester House, Church Walk, Burgess Hill, West Sussex, RH15 9AS.

Information Gathered

The Travel Visa Company will collect personal information from the application form which you submit to us upon instruction; passports and any other documentation provided to us for the purposes of your visa application. This will include but is not limited to the User's name, contact details such as your address, phone and email, holiday destination, travel history, and credit/debit card details. It could also include 'sensitive' information such as medical history and criminal convictions involving moral turpitude or a violation related to a controlled substance.

Personal information may also be gathered from when you write, fax, telephone or email us to make an enquiry.

Use of Personal Information

The Travel Visa Company uses your personal information to assess your suitability for a visa application and submit a visa application on your behalf. For the purpose of providing you with our services, we will disclose the information to third parties such as Embassies, High Commissions and foreign passport offices (who could be located outside the UK/EEA).

In order for you to travel overseas, it may be mandatory (as requested by government authorities) to disclose your information for immigration, security and anti-terrorism purposes, or any other purposes which they determine appropriate. Even if not mandatory, we may exercise our discretion to assist where appropriate.

The Travel Visa Company also uses information held about you in the following ways:

- To ensure that content from our site is presented in the most effective manner for you and for your computer;
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- To carry out our obligations arising from any contracts entered into between you and us;
- To notify you about changes to our service.

The Travel Visa Company does not sell or pass on data to any third parties but we may use your data on behalf of a third party.

The Travel Visa Company may also collect details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

We may also disclose information to organisations who act as "data processors" on our behalf, or to other organisations who perform business functions on our behalf, some of whom are outside the UK/EEA. These functions include administration, providing services (and contacting you where necessary), customer care, business management and operation, re-organisation/structuring/sale of our business (or our group companies), risk assessment, security and crime prevention/detection, research and analysis, marketing, monitoring, measuring and assessing customer purchasing preferences and trends, dispute resolution, credit checking and debt collection.

Due to privacy laws, The Travel Visa Company is unable to discuss your personal details and/or visa applications with any third party enquiring on your behalf (including family) unless you provide your consent authorising us to do so.

IP Addresses and Cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:

- To estimate our audience size and usage pattern;

- To store information about your preferences, and so allow us to customise our site according to your individual interests;
- To speed up your searches;
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Where we store your personal data

By submitting your personal data, you agree to the below outlined transfer, storage or processing of said data. The Travel Visa Company will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

We have taken all reasonable steps to have appropriate security measures in place to protect your information. Outside the European Economic Area, controls on data protection may not be as wide as the legal requirements in this country. The transmission of information via the internet is never completely secure. We exclude our liability for personal data lost in transmission to the website.

Your Rights

Access to this website is conditional on your agreement that all information contained in it and all matters which arise between you and us will be governed by English law. Access is further conditional on your agreement that any dispute or matter which arises between you and us will be dealt with by the Courts of England and Wales only to the exclusion of the Courts of any other country.

If any exclusion(s) or limitation(s) contained in these Terms of Use is found, in whole or part, to be unlawful, void or for any other reason unenforceable for any purpose(s), that exclusion(s) or limitation(s) or the part(s) in question shall be deemed severable and omitted from these Terms of Use for that purpose / those purposes. Such omission shall not affect the validity, effectiveness or enforceability of the other provisions of these Terms of Use.

We may alter these Terms of Use at any time. If we do so, all subsequent use of our website will be governed by the newer version. You must check these Terms of Use regularly.

Access to Information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Changes to our Privacy Policy

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to info@thetravelvisacompany.co.uk.