GDPR – General Data Protection Regulation

Contained within this page is information about how we comply with the GDPR regulation and what this means practically for our customers. If you have any questions you can ask to speak to us about GDPR by calling UK: +44 (0)20 7993 8744 or through our contact us page.

What is GDPR?

GDPR or General Data Protection Regulation is a new European wide rule for how companies treat customer data. The regulation applies from 25th May 2018.

What information do we collect?

The information we collect varies slightly from customer to customer and depends on the service that you have purchased. Customers are asked to provide only information needed for us to fulfil our service to you.

How is data about you stored?

Once you place an order on our website, we start to store the information needed to provide our service. This data is encrypted within our systems and protected further by a series of access restrictions. Data is only accessible to your assigned visa agents and in some cases to other members of staff who require access to carry out their duties within the provision of service to you.

Where required we also provide some data for the issuing of official travel documents such as tourist vouchers, official tourist confirmations and business and work invitations.

How long do we keep your data?

The duration that we keep your data varies from customer to customer and depends on how long it takes to process your application. We do not keep your data for longer than is needed for us to provide our services to you.

Payment data

We do not store your payment data.

Who to contact for more information?

If you have further questions about our GDPR compliance or wish to discuss a related point then please contact us through our contact us page. or call us on UK +44 (0)20 79938744.

Alternatively, you can contact the ICO (Information Commissioners Office) who are the UK regulatory body for GDPR by visiting their website at https://ico.org.uk