



ACER VISA UK LIMITED – PRIVACY POLICY

In this privacy policy notice, when stated below of ‘Acer Visa’, ‘Acer Visa UK’, ‘company’, ‘we’, ‘us’ and ‘our’, we mean Acer Visa UK Limited. While, ‘you’, meaning the client. It is tempting to skip past through all this privacy policy.

This privacy policy notice describes how Acer Visa UK collect and use your personal data, in accordance with General Data Protection Regulation (GDPR) and any other national implementing law, regulations and secondary legislations. Please also note that this privacy policy notice may be amended or updated from time to time in the UK and for you to have the latest update, please make sure you visit the website to extract the privacy policy or request from any of our staff for the latest update.

We are an immigration law firm, providing UK visa and UK immigration advise and service to both private individual and business corporates. Types of services are listed on pricing matrix or fee scale, (can be requested from our staff).

Our data protection point of contract and data protection representatives can be contacted directly as follows:

- **Email:** Hello@AcerVisaUK.com
- **Telephone:** 0203 838 8022

Or Post to:

- **Address:** Acer Visa UK Limited, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ, UK

WEBSITE AND SOCIAL MEDIA

1. The company website (AcerVisaUK.com) and social media platform as stated on the website (LinkedIn, Instagram, Facebook, Twitter, My Google Business) you agree that all materials and services provided are property of Acer Visa UK including any trademarks ‘® and TM’.
2. You also agree that you will not reproduce or re-distribute anything on the website or Acer Visa UK related social media accounts content and Acer Visa UK intellectual property in any way, including electronic, digital, hardcopy, or new trademark registrations, unless with we approval.
3. We may update the information on the website from time to time without notifying you, including the fees and pricing matrix, please also refer to the company Terms and Conditions (T&C).



RESPONSIBILITIES

4. The parties agree that where such processing of personal data takes place, the Client shall be the 'data controller' and the Service Provider shall be the 'data processor' as defined in the General Data Protection Regulation (GDPR) as may be amended, extended and/or re-enacted from time to time.
5. Acer Visa UK (Service Provider), shall only Process Personal Data to the extent reasonably required to enable it to supply the Service as mentioned in these T&C or as requested by and agreed with you.
6. We shall not retain any Personal Data longer than necessary for the Processing and refrain from Processing any Personal Data for its own or for any third party's purposes.
7. When Acer Visa UK is supplying the Services to you, we may gain access to and/or acquire the liability to transfer, store or process personal data of our client (you) or the business (corporate).
8. We shall not disclose Personal Data to any third parties other than you or agents, sub-contractors or advisers on a strict 'need-to-know' basis in relation to the application/case/service and only under the same (or more extensive) conditions as set out in these T&C or to the extent required by applicable legislation and/or regulations.
9. We shall implement and maintain technical and organisational security measures as are required to protect Personal Data Processed by the Acer Visa UK on behalf of our clients.
10. The Data Protection will not apply if the controller is you (client), meaning if you send the information out or if your data was breach due to your fault, then we will not be responsible or if any information was leaked from your (client) end.
11. All employees/staff of Acer Visa UK who interact with data subjects are responsible for ensuring that this privacy policy is drawn to the data subject's attention and their consent to the processing of their data is secured.
12. It is important that data collected from you are accurate and current. Should your personal information change, it is your responsibility to notify us of these changes to be made aware by contacting us.

DATA COLLECTION

13. The personal data type we would like to collect are your; full and former names, addresses, telephone numbers, email, Unique Tax Reference number (UTR), passport information and number, national insurance number, bank account details, detail of your investments, bank statements, income information, your IP address, Family details, and all information on the client care letter.
14. Sources of collection of your personal data are from you, your employer, your appointed representative, a member of staff, face to face, or from a public source where we believe that you will be interested in what we do. Where we collect personal data from third party or public domain source, we provide a means to opt-out or unsubscribe on every message we send you.



15. Personal data we collect will be used for the following purposes:

- Contact you by post, email or telephone.
- Maintain our records in accordance with applicable legal and regulatory obligations.
- Processing your personal data for purposes necessary for the performance of our contract with you, your employer or our clients and to comply with our legal obligations.
- Processing your personal data for the purposes necessary for the performance of our contract with our clients. This may include processing your personal data where you are an employee, subcontractor, supplier or customer of our client.
- Process your personal data for the purposes of our own legitimate interests provided that those interests do not override any of your own interests, rights and freedoms which require the protection of personal data. This includes processing for [marketing, business development, statistical and management purposes].
- Process your personal data for certain additional purposes with your consent, and in these limited circumstances where your consent is required for the processing of your personal data then you have the right to withdraw your consent to processing for such specific purposes.
- Please note that we may process your personal data for more than one lawful basis depending on the specific purpose for which we are using your data.

OUR LEGAL BASIS FOR PROCESSING CLIENTS PERSONAL DATA

- 16. We are to assist you as appointed agents to help fulfil your legal responsibilities in Visa and Immigration applications and other documents and services relating to your applications.
- 17. In some circumstances we may anonymise or pseudonymise the personal data so that it can no longer be associated with you, in which case we may use it without further notice to you.
- 18. If you refuse to provide us with certain information when requested, we may not be able to perform the contract we have entered into with you. Alternatively, we may be unable to comply with our legal or regulatory obligations.
- 19. We may also process your personal data without your knowledge or consent, in accordance with this notice, where we are legally required or permitted to do so.

CONSENT

- 20. By consenting to this privacy policy, you give us permission to process your personal data specifically for the purposes identified and that it is required by us to process your personal data. We will ask you for sensitive personal data in which you must be explicitly given to us and we will always tell you why and how the information will be used and kept. You may withdraw the consent at any time by contacting us as specific in this privacy policy above.



DISCLOSURE

21. We will not pass on your personal data to third parties, exact for when there is a need for us to in order for us to use third-party service providers and agents for the purposes of completing your application, service and tasks to you on your behalf. Example to enable your application process with the relevant evidence and information needed to the Home Office on your behalf.

RETENTION PERIOD

22. Personal data will be kept for as long as necessary to fulfil the purposes for which it is collected for. Documents and record will normally be kept by us regarding your case/application file for minimum 6 years as part of the Office of the Immigration Services Commissioner (OISC) code of standards requirement. After we reserved the right to automatically destroy the file without further notice, unless you make arrangements/notification in advance to collect it from us thereafter, before it is destroyed.

YOUR RIGHTS AS A DATA SUBJECT

23. Under certain circumstances, whiles we are in possession of or processing your personal data, you have the following rights:
- Right to restrict the processing, where certain condition applies to have a right to restrict the processing.
 - You will also have the right to object to certain types of processing and application, as we are only here to give you the best advice

CHANGE OF PURPOSE

24. Should your personal data be used for a new purpose, we will notify you and communicate with you in writing for your approval before starting any new purpose.



COMPLAINTS

25. If at any stage you have any concerns regarding the conduct of your personal data being processed by Acer Visa UK Limited, or how your complaint has been handled, please raise them with us (contact and address as stated on our website, signature email or letterhead).
26. Full details of our complaint's procedure can be obtained from any of our staff.
27. If we are unable to resolve the matter to your satisfaction or you wish to pursue your complaint through other channels, you are entitled to contact the supervisory authority (Information Commissioner's Office – ICO) at any time. The ICO is a non-departmental public body which report directly to the Parliament of the United Kingdom. ICO can be contacted at:
 - **Address:** Information commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
 - **Telephone:** 0303 123 1113

FORM OF ID ACCEPTED IN ORDER TO ACCESS YOUR DATA

28. If you request your personal data we hold, we require the following form of ID in order for the information to be sent and only to be sent to the address or email initially provided: Passport, UK Driving License, Birth Certificate.

HOW DO WE PROTECT YOUR DATA?

29. We will follow appropriate security procedures in the collection, storage and use of your information to prevent unauthorised access by third parties.
30. Our system is password locked, with only authorised personnel able to access.
31. We have put in place commercially reasonable and appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.
32. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.
33. However, unfortunately, the transmission of Information via the Internet is not completely secure. We cannot ensure the security of your Information transmitted by you to us via the internet. Any such transmission is at your own risk and you acknowledge and agree that we shall not be responsible for any unauthorised use, distribution, damage or destruction of your Information, except to the extent we are required to accept such responsibility by the GDPR, The Privacy and Electronic Communications Regulations or the Data Protection Act. Once we have received your information, we will use security procedures and features to prevent unauthorised access to it.



34. Please remember that when you use a link to go from our website to another website or you request a service from a third party, our Policy no longer applies. You're browsing and interaction on any other website or your dealings with any other third-party service provider, is subject to that website's or third-party service provider's own rules and policies. We do not monitor, control, or endorse the Information collection or privacy practices of any third parties. We encourage you to become familiar with the privacy practices of every website you visit or third-party service provider that you deal with and to contact them if you have any questions about their respective privacy policies and practices. This Policy applies solely to Information collected by us through our website or services and does not apply to these third-party websites and third-party service providers.

Last Updated: 28/05/2022