

Privacy, Confidentiality & Third-Party Engagement Policy

VisaBuddy

A Vertical of Studien College – Higher Education Consultants
(Previously known as Emergel Interactive Pvt. Ltd.)

1. Purpose of This Policy

This policy governs the privacy, confidentiality, data handling, and professional boundaries applicable to clients, agents, sub-agents, freelancers, and institutional partners engaging with VisaBuddy and Studien College – Higher Education Consultants.

It is established to ensure process integrity, regulatory compliance, data protection, and professional conduct across all visa-related services.

2. Client Contact & Data Confidentiality

All client information, including personal data, contact details, application records, and communication history, is treated as strictly confidential.

- Client data is collected and processed solely for service delivery and compliance purposes
- Data is not shared with third parties without explicit consent, except where legally required
- Unauthorized use, sharing, or solicitation of client data is strictly prohibited

3. Agent & Sub-Agent Data Sharing Responsibility

When agents, sub-agents, or third-party partners submit client profiles:

- Prior informed consent from the client must be obtained
- VisaBuddy becomes the authorized processing entity once the case is transferred
- Any attempt to bypass official communication channels is prohibited

4. Direct Client Engagement & Bypass Policy

If a client approaches VisaBuddy outside the agreed engagement framework:

- The case may be treated as a direct engagement
- Revised service charges may apply
- The original agent holds no claim unless formally documented
- VisaBuddy reserves the right to decline or reclassify such engagements

5. Non-Intervention & Professional Boundaries

Agents, sub-agents, freelancers, or representatives:

- Shall not interfere with internal processing or decisions
- Shall not request access to confidential systems or data
- Shall not represent VisaBuddy without authorization

6. Office Access & Conduct

Physical access to VisaBuddy or Studien College offices is permitted only by prior appointment, for authorized individuals, and for defined professional purposes.

7. Data Protection & Regulatory Compliance

VisaBuddy adheres to applicable data protection laws, secure data storage, and controlled access to sensitive information. Any misuse or breach may result in legal or contractual consequences.

8. Limitation of Liability

VisaBuddy shall not be responsible for miscommunication caused by unauthorized intermediaries, data misuse by agents or sub-agents, or dissatisfaction arising from bypassed engagements.

9. Policy Enforcement & Amendments

VisaBuddy reserves the right to enforce, amend, or update this policy without prior notice and to terminate engagements for non-compliance. Continued engagement constitutes acceptance of this policy.

10. Contact & Clarifications

All privacy-related concerns must be addressed in writing to:

connect@studiencollege.com

ceo@studiencollege.com

Professional Notice

VisaBuddy operates on defined processes, written communication, and ethical engagement standards. Respect for privacy, boundaries, and structure is a non-negotiable requirement.