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Tel

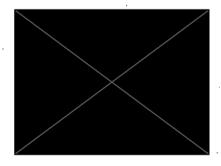
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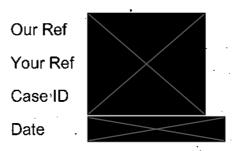
Fax

0370 336 9998

Web

www.gov.uk/uk-visas-immigration







Venezuela



Dear

Your claim for asylum and Humanitarian Protection made on refused.

What this means for you

You can appeal this decision. Instructions on how to appeal are in the 'next steps' section of this letter.

If you do not appeal you must leave the country.

If you think there are reasons why we should allow you to stay in the UK you must tell us now. Instructions on how to do this are in the 'next steps' section of this letter.

The reasons for this decision are set out on the next page.

Yours sincerely,

Zoe Pleavin

Asylum Operations

On behalf of the Secretary of State

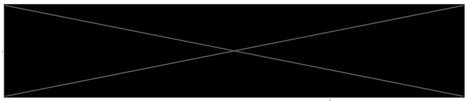
Reasons for Decision

- 1. You have applied for asylum in the United Kingdom and asked to be recognised as a refugee. You claim to have a well-founded fear of persecution in on the basis of your political opinion.
- 2. I have considered your claim on behalf of the Secretary of State.
- 3. I have also considered whether you qualify for a grant of Humanitarian Protection in line with paragraph 339C of the Immigration Rules.
- 4. In light of all the evidence available, I have decided that you have not established a well-founded fear of persecution so you do not qualify for asylum. Your asylum claim is therefore refused under paragraph 336 of HC395 (as amended).
- I have also decided that you have not shown that there are substantial grounds for believing that you face a real risk of suffering serious harm on return from the UK so you do not qualify for Humanitarian Protection. Therefore, your claim has also been refused under paragraph 339F of the Immigration Rules.
- 6. I have also considered whether the circumstances of your case mean that your removal from the UK would breach your right to respect for family and private life under Article 8 of the European Convention on Human Rights. This consideration has been determined in accordance with Appendix FM and paragraphs 276ADE(1) to 276CE of the Immigration Rules, by virtue of paragraph 326B of the Immigration Rules.
- I have decided that you do not qualify for leave on the basis of your family or private life in the UK. Your application is refused under 276CE.
- 8. I have also considered whether you may be eligible for a grant of limited or indefinite leave to enter or remain in the United Kingdom in accordance with the published Home Office Asylum Policy Instruction on Discretionary Leave or whether there would be a breach of your Human Rights under Articles 2, 3 and 8 of the ECHR.
- 9. I have decided that you do not qualify for Discretionary Leave.



Summary of your claim and future fear

10. The following paragraphs are a summary of your statements and evidence in support of your application for asylum and are based on:



Copy of letter from Stalin Gonzalez of Un Nuevo Tiempo and translation dated 25 October 2019

Various printouts including UNHRC Guidance on Venezuelans, and Spanish articles not translated

Printouts of internet articles from Caraota Digital in regards to political activity of applicant

You claim that:

- 11. You are an active member of Un Nuevo Tiempo in Venezuela (SCR Q5.5).
- 12. Your work as a councillor meant that you carried out audits on the mayor of Caracas, Erika Farias. Your work relating to the "rubbish crisis" the country had at the end of last year came out which resulted in radicals who supported the mayor's regime threatening you (AIR Q21).
- 13. In January 2017 you were appointed as General Secretary of the Metro Council in opposition to the national government (AIR Q27). Your role was to be an independent in the chamber. Your problems started when the government decided to eliminate the metro mayorship and the council in December 2017 (AIR Q24 and 25).
- You actively supported the workers in their strike against the government in regards to wages and salaries (AIR Q26). During one of the strikes on 26 December 2017, you defended the workers against the national guard (AIR Q29 and 30). This happened in front of the Vice Presidency of the Republic in Caracas (AIR Q32). You complained to one of the officers about their treatment of the workers. He threatened you and said that if you kept protesting they were going to get you (AIR Q37 and 38). One of the workers, a partially disabled man, was pushed so you complained about this to the officers and they detained you for an hour where they humiliated you (AIR Q45, 46 and 47).
- 15. Your detention featured in several media articles which made you more of a target of radical mayor Erika Farias. You kept denouncing the problems within the administration of the mayor so you believe you became a problem for the



government (AIR Q51). You made a report on 14 January 2018 about the situation in the barrio where the mayor grew up (AIR Q52) and at the next council meeting you were told that you were going too far and the bodyguards of the councillors threatened you (AIR Q53).

- 16. You stepped back from making complaints against the government for a few months and carried on with your council work until June 2018. You then supported a protest for some neighbours because of the water supply. An officer of the national guard recognised you. A few days later you arrived at your girlfriend's house and you were surrounded by radicals of the government. They pointed guns at you (AIR Q54).
- 17. You were only threatened once with guns (AIR Q59). Alternatively you were threatened twice with guns (SCR Q4.1).
- 18. You have not received any further threats since June 2018 (AIR Q62). And you had no threats between the one at the protest in December 2017 and the gun threat in June 2018 (AIR Q66).
- 19. You felt pressed to leave the country because of these threats and because of what had happened to other young leaders who oppose the government (AIR Q69). Alternatively, you had made a visa application to visit your friend in the UK which was granted on 20 April 2018 (VAF 482403) in order to attend his wedding and see his new home.
- You left Venezuela on 26 July 2018. You claim that you were originally coming to see your friend Jorge Periera in August 2018 but moved the visit forward to July 2018 because of the threats you had received (AIR Q77 and 78). Alternatively, you were originally planning on coming to see your friend on 20 July 2018 until 10 August 2018 (VAF 482403 application form). Your mother sold her car in order to pay for you to come to the UK (AIR Q102). Alternatively, your friend Jorge Periera paid for your visit (VAF 482403 application form) as and you had both previously been to Spain together in 2015.
- 21. You have claimed that on return to Venezuela you will be killed by the government as you went on television and appeared in newspapers saying that you opposed the government regime.

Immigration History

22. You arrived in the United Kingdom on 27 July 2018 by plane and claimed asylum on 27 July 2018.



Visa Matches

23. It is noted that you were granted a visit visa (VAF 482403) to the United Kingdom on 20 April 2018 for 6 months, expiring on 13 January 2019.

Article 8 - Family/Private Life

24. You claim that removing you to Venezuela or requiring you to leave the UK would be a breach of your Article 8 ECHR rights because of your right to a family and private life.

Substantive consideration of your claim for asylum

25. Your claim for asylum has been considered and the material facts of your claim have either been accepted, rejected or found to be unsubstantiated by comparing the evidence you have given with the information we have available about your claim and country. This is the approach required by the courts as set down in the Court of Appeal case of **Karanakaran 2000 EWCA**Civ. 11.

Convention Reason

26. You claim to have a well-founded fear of persecution in Venezuela on the basis of your political opinion.

Nationality

- 27. In order to be considered as a refugee, a person must be outside their country of nationality (or country of former habitual residence if they are stateless) and be unable or, owing to a fear of persecution, unwilling to return to it before they can qualify for international protection as a refugee (or be eligible for Humanitarian Protection).
- Your nationality has been accepted on the basis of documentary or other supporting evidence. You came to the UK on a visit visa (VAF 482403) and also your Venezuelan passport (085747764). Your identity and nationality were accepted as part of your visa application.
- 29. Therefore taken together with all of the other evidence available, it is accepted that you come from Venezuela.



Material Facts Consideration

30. You have submitted documents in support of your claim. They have been considered in line with the case-law of **Tanveer AHMED IAT 2002 UKIAT 00439 STARRED**. This means that it is for you to show that any documents you rely on to support your case can be relied on. Your documents have not been viewed in isolation. This means that it has have been considered as part of all the available evidence that they relate to.

Supporter of Un Nuevo Tiempo

- Consideration has been given to your claim that you are politically active against the government in Venezuela and that you are an active supporter of Un Nuevo Tiempo (AIR Q27 and 28 and SCR Q5.5).
- 32. You were questioned about Un Nuevo Tiempo at your asylum interview. Your responses to AIR Q86 101 in regards to the party, when it was established, who the president is, what the enrolment for membership entails, your responsibilities within the party, the logo and the manifesto were largely consistent with background information.

https://www.refworld.org/docid/591610f74.html

https://www.britannica.com

https://www.state.gov/j/drl/rls/hrrpt/humanrightsreport/#wrapper all accessed 24 January 2019.

33. It is noted that your response to membership of the party is not wholly consistent with background information. You were asked if there is any official process to join UNT to which you said "No party in VEN opposition requires official process, you just start to attend meetings and collaborate" (AIR Q88). Background information states:

"The website of the UNT contains an electronic registration that individual's complete in order to become a member of the party (UNT n.d.m)" (https://www.refworld.org/docid/591610f74.html accessed 24 January 2019).

- 34. However, taking into account your responses on the whole, this does not undermine your claim to be a supporter of the Un Nuevo Tiempo.
- 35. You claim that you have been politically active for over 4 years (AIR Q24) and that you are a general secretary for the opposition to the current government regime (VAF web application and AIR Q24). You claim that you have always opposed the government (AIR Q28).



- 36. You have submitted a letter and translation from Ivan Stalin Gonzalez in regards to your membership of the Un Nuevo Tiempo. It is noted that this is of poor quality and contains several spelling errors. It is also noted that this letter is dated 25 October 2019, a time period that has not yet passed. For this reason, very little weight has been applied to this in support of your claim.
- 37. You have submitted various articles to show your activity in politics in Venezuela. It is noted that these are all in Spanish and have not been translated into English. For this reason, little weight can be applied to these in support of your claim.
- 38. Taking all of the information you have provided, and your consistent account, it is accepted that you were a supporter of UN Nuevo Tiempo. However, this does not automatically confer refugee status onto you and further consideration is given below.

Wanted by the state in Venezuela

- 39. You claim that you came to the attention of the authorities and the state in Venezuela.
- 40. You claim that you worked as a councillor and that you were also responsible for making political and fiscal oversights for Mayor Erika Farias (VAF 482403 web application). This is inconsistent with your claim to be opposed to the current government and that you always have been (AIR Q27 and 28).
- 41. You took part in a protest in December 2017 for workers rights and were detained for one hour after you complained to an officer of the national guard about their behaviour (AIR Q45, 46 and 47). This is not consistent with your account that you have never been arrested or detained in any country (VAF 482403 web application).
- 42. You claim that your detention put you in the media spotlight, as well as your activity denouncing the 'rubbish crisis' that the area had been put in because of the government and Mayor Erika Farias (AIR Q51). You made a report on 14 January 2018 in regards to the 'rubbish' situation in the barrio that Mayor Erika Farias was from which resulted in you receiving a threat from bodyguards for the government at a council meeting (AIR Q52 and 53). Due to this, you stopped with your complaints and carried on with work until June 2018 (AIR Q54). This is not consistent with your account to have been able to carry on with your work with no issues for 6 months given that your work involved audits for Mayor Erika Farias, whom you had been denouncing in public (AIR Q52).



- 43. You claim that you were threatened twice with guns (SCR Q4.1). This is not consistent with your claim that you were threatened once with guns (AIR Q59).
- 44. You claim that it was radical supporters of Mayor Erika Farias who threatened you (AIR Q21 and 67). You claim that the work you carried out to highlight the 'rubbish' crisis resulted in the hierarchy getting upset and radicals threatening you (AIR Q21). This is not consistent with your account that you can't be sure it was radicals (AIR Q54).
- You claim that you made a visa application to visit the UK on 12 April 2018 with the intention of coming to visit your friend in August 2018 but that due to the threat you received in June 2018, you moved this visit to July 2018 (AIR Q77 and 78). This is not consistent with the web application of your visa (VAF 482403). This document shows that you intended to visit the UK from 20 July 2018 until 09 August 2018. It is also noted that you do not mention any of the problems that you have faced in Venezuela due to your political affiliation on your VAF, even though you claim to have been detained by the government 4 months prior to your visa application. It is also noted that you state you intended to return to Venezuela on your VAF (482403).
- 46. You claim that you were detained in December 2017 (AIR Q 45 47). This is not consistent with your VAF 482403 where you claim you have never been arrested or detained. You have failed to show that the treatment you received amounts to persecution.
- 47. You claim that between December 2017, when you were detained for one hour, and June 2018 when you received a threat at gun point, you had no further issues (AIR Q62 and 66). This is not consistent with your claim that you were able to continue with your council work, given that you were doing work for Major Erika Farias whom you had criticised and denounced in a report in January 2018 (AIR Q52).
- 48. You claim to fear return to Venezuela as you oppose the government regime (SCR Q4.1). This is not consistent with your account that you worked alongside the opposition parties between January 2018 and June 2018 with no issues (AIR Q66). You were able to continue your work for the council even after your report denouncing the major.
- 49. You claim that in June 2018 you were threatened at gun point by radicals of major Erika Farias (AIR Q54). This is not consistent with your account that you can't be sure it was radicals as most of them had their faces covered and you didn't recognise any of the ones who didn't, but you think that it was radicals because you recognised the motorbikes they were riding as being similar to

- those of the national guard (AIR Q54). It is noted that this answer is based on speculation and not on facts.
- 50. You claim that the threat you had received in June 2018 was what pressed you to leave Venezuela (AIR Q69). This is not consistent with the visa application you had made in April 2018 with the intention of visiting the UK on 20 July 2018.
- 51. You claim that you came to the UK on 27 July 2018 using your Venezuelan passport (085747764) and a visa (482403). This is not consistent with your claim that you came to the attention of the government. You were asked how you would be able to successfully get through security at the airport and travel using your passport if you were wanted by the authorities. You stated "I wasn't sure if it was the authorities, the threat I received was from the radical group" (AIR Q82). This is not consistent with your account that you waited between June 2018, when you were threatened with a gun, and 27 July 2018 to leave Venezuela because the government have lists of people that they check at the airport, such as politicians (AIR Q72).
- 52. You stated that the region in Venezuela works in 2 ways. You believe that the radicals are the ones who threatened you, but you were unsure how you were found at your girlfriend's house. You stated "... the only way is if a member of the police core with my telephone they could locate me, the gov has done this type of thing on different occasions which takes me to the hypothesis that the radicals somehow got help from the police" (AIR Q74). This is not considered a reasonable response as it is based on speculation and by your own account, you are not sure that the authorities were involved (AIR Q82).
- 53. You claim that you were able to travel using your passport and get through security at the airport because "I had to wait at least 3 weeks for a friend who is a part of the people in government could help me find out whether I was included in the list at the airport the government has to stop members of the opposition at the airport" (AIR Q82). You stated that your friend confirmed you were not on the list (AIR Q83). This is not consistent with your account that you were high up in the opposition party and that you had publicly spoke out against the government regime and been detained because of this (AIR Q24, 29 and 39). Furthermore, it is not consistent with your claim to have been on national television denouncing the mayor (AIR Q51).
- 54. You claim that you were able to fund your travel to the UK with money received after your mother sold her car (AIR Q102). This is not consistent with your account that your friend paid for your visa in April 2018 (VAF 482403 web application). You claim that you were able to purchase a travel ticket from a travel agency (AIR Q102). This is not consistent with your account to have been in hiding and wanted by the authorities.



- 55. You submitted various articles and printouts to support your claim to have spoken out against the government. It is noted that most of these are in Spanish and there are no translations so little weight can be applied to these.
- 56. Taking the inconsistencies within your account, it has not been accepted that you are wanted by the state in Venezuela.

Summary of Findings of Fact

- 57. Following facts are accepted:
 - Nationality -
 - Supporter of Un Nuevo Tiempo
- 58. Following facts are rejected:
 - Wanted by the state

Assessment of Future Fear

- 59. You have claimed that on return to Venezuela you will be killed by the government as you went on television and appeared in newspapers saying that you opposed the government regime.
- 60. In light of the above conclusions, it is not accepted that you have a genuine subjective fear on return to Venezuela.
- 61. You have been arrested and detained on one occasion, which is inconsistent with your claim to be a high ranking public figure for the opposition. You were also able to leave Venezuela on your passport and visa with no issues from the authorities. It is not considered that you are at any greater risk of harm than the population of Venezuela in general.

Inclusion in the Refugee Convention

62. I have carefully considered your claim and together with the evidence provided and relevant information considered above, I have decided that there is no reasonable degree of likelihood that you would be persecuted on return to Venezuela.

Consideration of Humanitarian Protection

- 63. I have considered whether it would be right to grant you Humanitarian Protection in the UK in accordance with paragraph 339C of the Immigration Rules (HC395 as amended).
- 64. After carefully considering your claim, taking into account the evidence considered above, I have concluded that there are no substantial grounds for believing that there is a real risk of serious harm on return to Venezuela.

Article 2

65. You have claimed that you will be unlawfully killed or executed on return to Venezuela and that is against your rights under Article 2 of the ECHR. I have considered the evidence put forward as part of your asylum claim. You have not demonstrated either that death is virtually certain (as required by Article 2) or that there is a real risk of treatment that would amount to a breach of Article 2.

Article 3

- 66. Consideration has been given to your claim that if you are returned to Venezuela you will be tortured, face inhuman treatment or punishment or face degrading treatment or punishment. You have not demonstrated that there are substantial grounds for believing that there is a real risk that you would face treatment contrary to Article 3.
- 67. Therefore, you do not qualify for Humanitarian Protection.

Article 8 -Family life- Parent/Partner

- I have also considered whether the circumstances of your case mean that your removal from the UK would breach your right to respect for family and private life under Article 8 of the European Convention on Human Rights. This consideration has been determined in accordance with Appendix FM and paragraphs 276ADE(1) to 276CE of the Immigration Rules, by virtue of paragraph 326B of the Immigration Rules.
- 69. Under paragraph 276ADE(1)(i) your application does not fall for refusal on grounds of suitability under Section S-LTR of Appendix FM.

Consideration under Partner route

70. The requirements for leave to remain as a partner are set out in section R-LTRP of Appendix FM of the Immigration Rules. From the information you



have provided, you do not have a partner. You therefore fail to meet the requirements of paragraph R-LTRP with reference to GEN.1.2 of Appendix FM of the Immigration Rules.

Consideration under Parent route

- 71. The requirements for leave to remain as a parent are set out in Section R-LTRPT of Appendix FM of the Immigration Rules. However, for the purposes of that section, a "parent" is defined in paragraph 6 of the Interpretation Section of the Immigration Rules.
- 72. From the information provided it appears that you are not a parent. In view of this fact, it is not accepted that you meet the definition of a parent as defined in paragraph 6. You therefore fail to meet the requirements of paragraph R-LTRPT with reference to paragraph 6 of the Immigration Rules.

Private Life

- 73. In order to meet the requirements of paragraph 276ADE(1)(iii) an applicant must show that they have lived continuously in the United Kingdom for at least 20 years (discounting any period of imprisonment).
- 74. When considering the requirements outlined in paragraph 276ADE(1), it is noted that you are a national of Venezuela and that you entered the United Kingdom You arrived in the United Kingdom on 27 July 2018.
- 75. You have therefore lived in the United Kingdom for 7 months and it is not accepted you have lived continuously in the United Kingdom for at least 20 years.
- 76. Consequently, you fail to meet the requirements of paragraph 276ADE(1)(iii) of the Immigration Rules.
- 77. In order to meet the requirements of paragraph 276ADE(1)(vi), an applicant must show that they are aged 18 or above and that there would be very significant obstacles to their integration into the country to which they would have to go if required to leave the United Kingdom.
- It is not accepted that there would be very significant obstacles to your integration into Venezuela, if you were required to leave the United Kingdom because you are well educated, young and relatively healthy. You have held employment in Venezuela so it would be reasonable for you to be able to obtain lawful employment upon return. You have spent the majority of your life there so are well accustomed to the culture and you speak the official language.

- 79. Consequently, you fail to meet the requirements of paragraph 276ADE(1)(vi) of the Immigration Rules.
- 80. In light of this and on the basis of the reasons set out in the paragraphs above, your application on the basis of private life is refused under paragraph 276CE with reference to R-LTRP with reference to GEN.1.2; R-LTRPT with reference to paragraph 6 of the Interpretation Section of the Immigration Rules; 276ADE(1)(vi) and 276ADE(1)(iii) of the Immigration Rules.

Exceptional Circumstances

- 81. We have considered whether there are exceptional circumstances in your case which would render refusal a breach of Article 8 of the European Convention on Human Rights because it would result in unjustifiably harsh consequences for you, a relevant child or another family member. In so doing we have taken into account the best interests of any relevant child as a primary consideration.
- 82. You have provided no information or evidence to establish that there are any exceptional circumstances in your case.

Consideration of Discretionary Leave

- 83. I have considered whether there are any particular circumstances in your case that constitute exceptional circumstances which might warrant consideration by the Secretary of State of a grant of leave to enter the United Kingdom in accordance with the published Home Office policy on Discretionary Leave.
- 84. I have considered your claim that you should be allowed to stay in the UK based on Article 3 (medical rights) and Article 8 (physical and moral integrity) of the ECHR on medical grounds. You claim that you suffer from asthma and have a pain in your knee (AIR Q3 and 4). You state that you have seen your GP in the UK in regards to these but that you do not take regular medication, you see your GP when it is really bad (SCR Q2.1).
- 85. Your claim has been considered in line with the caselaw of **N v SSHD [2005] UKHL 31**. Following this case, it is Home Office policy to accept that a claimant's Article 3 (medical rights) and Article 8 (physical and moral integrity) would be breached by removal to their country of origin only if their illness has reached such a critical stage that it would be inhuman treatment to:

 deprive them of the care they are currently receiving, and
- send them home to an early death (unless there is care available there to allow them to die with dignity).



- The evidence that you have provided does not indicate that your medical condition is at such a critical stage that it would be inhumane to remove you. Consequently, it is not accepted that your removal from the United Kingdom reaches the high threshold of severity to breach Article 3 (medical rights) and Article 8 (physical and moral integrity) of the European Convention on Human Rights on the basis of your medical condition.
- 87. Background information shows that there is private or public healthcare available in some areas, although limited, and there is also charitable organisations supporting with healthcare. It states:

"In addition to private and public facilities, there are also not-for-profit facilities run by charitable organizations, such as the Catholic Church. Others include the Voluntary Dividend for the Community. This group subsidizes welfare programs, projects, and focuses on increasing public health education and awareness. These types of facilities do play an important role in further bolstering the failing public healthcare system" (Response to an Information Request: Venezuela Medical, Healthcare system September 2018).

88. As already mentioned, you are not taking any medication for your asthma. Therefore, you do not qualify for Discretionary Leave.

Summary Refusal Paragraph

- Your claim has been carefully considered, but you do not qualify for asylum or Humanitarian Protection. It has also been decided that you fail to meet the requirements under the Immigration Rules for leave to remain on the basis of your family life or private life in the United Kingdom. Your claim was also considered in accordance with the published Home Office Asylum Policy Instruction on Discretionary Leave and you do not qualify.
- 90. The reasons for refusing you leave to enter the UK are given in detail above.



Next steps

Right of appeal

You have 14 calendar days, from the date this letter was sent, to appeal the decision to refuse your claim for asylum. Information on how to appeal, the appeal process and the fees payable are all available online at:

https://www.gov.uk/immigration-asylum-tribunal/overview.

Immigration health surcharge

If you have paid the Immigration Health Surcharge it will be refunded:

- if you do not appeal within 14 calendar days
- if you appeal and your appeal is unsuccessful.

Removal from the United Kingdom

You do not have to leave the United Kingdom

- during the time period in which you may appeal
- if you appeal until that appeal has been decided, unless your claim is certified as clearly unfounded

If you do not appeal and do not have leave to enter the United Kingdom you can be removed to Venezuela. We may remove you through a transit point in an EU member state and you may be detained or required to report to the Home Office until your removal.

If you want to seek legal advice you must do so now.

You may be detained or placed on reporting conditions.

If you think there are other reasons why we should allow you to stay in the UK

If you think you have a legitimate reason to remain in the UK you need to make an application to stay. Details of how to apply can be found on the immigration pages of www.gov.uk.

If you do not tell us as soon as you can of any reasons why you should be allowed to stay and you apply later you may lose any right of appeal against a refusal of that application.

Consequences of staying in the United Kingdom unlawfully

The factual accuracy of statements recorded in this letter has been assessed for immigration purposes only

ADM ASL.0015 ACD IA 15 of 17



If you do not intend to appeal this decision, you must now leave the country. If you stay in the United Kingdom without leave:

- you can be detained
- you can be prosecuted, fined and imprisoned
- you can be removed and banned from returning to the United Kingdom
- you will not be allowed to work
 - you will not be able to rent a home
 - you may not be able to claim any benefits and may be prosecuted if you try to
- you can be charged by the NHS for medical treatment. If you fail to pay, this may prevent you from remaining in or re-entering the UK
 - you can be denied access to a bank account
- your existing bank account may be closed or frozen and any balance withheld unless you leave
- the Driver and Vehicle Licensing Agency can prevent you from driving by taking away your driving licence.

Help and advice on returning home

The Home Office Voluntary Departure Service can be contacted for help on returning home.

The team can discuss your return, help to obtain your travel document and send it to the port of departure, help with the cost of your tickets and in some cases provide other financial or practical assistance once you have returned to your home country.

If your travel documents are held by the Home Office, please contact the voluntary returns service before you book your flight if you are paying for your own return. This will help us to ensure your passport is available for your flight.

Contact the Voluntary Returns Service

Telephone: 0300 004 0202 (Monday to Friday between 9.00am and 5.30pm)

Website: https://www.gov.uk/return-home-voluntarily/who-can-get-help



The Data Protection Act 2018 governs how we use personal data. For details of how we will use your personal information and who we may share it with please see our Privacy Notice for the Border, Immigration and Citizenship system at https://www.gov.uk/government/publications/personal-information-use-in-borders-immigration-and-citizenship. This also explains your key rights under the Act, how you can access your personal information and how to complain if you have concerns.