

PRIVACY POLICY

DOCU-HUB OPERATIONS SERVICES

Effective Date: December 2, 2025

Data Controller: The Proprietor, Laura Clarke (DOCU-HUB OPERATIONS SERVICES)

1. DPA COMPLIANCE STATEMENT

DOCU-HUB OPERATIONS SERVICES is committed to protecting the privacy and confidentiality of your personal data in full compliance with the **Jamaican Data Protection Act (DPA)**. We are a registered Data Controller with the Office of the Information Commissioner (OIC).

2. DATA COLLECTED (CDD/KYC Protocol)

We collect data strictly for the purposes of **Identity Verification** (CDD/KYC) and **Accurate Form Preparation**. This data includes:

- **Identity Data:** Full Name, TRN, Date of Birth.
- **Source Documents:** Copies of government-issued photo ID (Passport, Driver's License, National ID), Birth Certificates, and Proof of Address (e.g., utility bill).
- **Contact Information:** Email Address and Phone Number (primarily for secure communication).

3. HOW DATA IS PROCESSED AND STORED

3.1 Security Safeguards (Mandatory Encryption)

- All digital client files are processed and stored using **Mandatory Encryption** (e.g., AES-256) and are securely backed up via **Google Drive**. This data is maintained in controlled environments accessible only by the Proprietor.
- Data transfer (receiving and sending) occurs only via **Secure Channel Requirements** (e.g., encrypted upload links or end-to-end encrypted messaging). Standard email is not used for sensitive data transfer.

3.2 Data Retention and Destruction

In adherence to the DPA's **Retention Limitation** standard, data related to a completed filing (Core Form Preparation or DCC) is permanently and securely destroyed **90 days** after service completion. Data is not kept longer than necessary.

4. SHARING AND DISCLOSURE

We will **never** share, sell, or disclose your personal data to third parties, except in the following limited circumstances:

1. To comply with a **mandatory legal or statutory requirement** (e.g., a formal court order or request from a Jamaican regulatory body).
2. If you have given **explicit, written consent** for a specific purpose.

5. YOUR RIGHTS UNDER THE DPA

As a data subject, you have the right to request access to the personal data we hold about you and request its correction or deletion prior to the 90-day retention period ending.