

## **Privacy Policy**

By using The Prime Visa website, you have agreed to its terms and conditions. This service entity is owned/managed (fully or partially) by non-lawyers who are not subject to the same rules as lawyers.

The Prime Visa is not a law firm and does not provide legal advice. Your use of the site and services, and communication with The Prime Visa does not create an attorney-client relationship. The attorney-client privilege does not protect your communications with The Prime Visa.

### **A) Information We Collect:**

- Personal Information

When using the site, certain Personal Information from you is collected which can be used to contact or identify you, including, but not limited to, your name, gender, date of birth, telephone number, postal address, and email address ("Identity Information"). When you place an order for services and/or pay a fee, we will collect additional payment and billing information from you, including, but not limited to, your credit/debit card information or bank account information ("Billing Information"). The Prime Visa does not store or retain sensitive information such as full credit card or debit card numbers, bank account information, or other financial information that could be used directly to access a person's financial account; however, we do store the transaction tokens that can be used to retrieve, and in some cases submit, information associated with your transaction to our service providers (such as the last four digits of a payment card).

When purchasing services, you may be required to provide information or documents necessary for the preparation or filing of forms or applications to be submitted to government agencies. Should you wish to file an application, we may receive from the government a unique receipt number assigned to your application ("Application Information"). Depending on the Services that you are seeking, Application Information may include certain sensitive personal information, including (without limitation) information about your age, race, disability, sexual orientation, religion, national origin, and/or racial or ethnic origin; your social security, driver's license, state identification card, or passport number; your immigration status; birth certificate information; employment status and information about your employer. In summary, "Personal Information" comprises Identity Information, Billing Information, Application Information, and Usage Data (defined below).

- Usage Data

Personal Information in your access to the site and services will also automatically be collected such as your computer or device hardware and software, IP address, browser type, referring website URLs, domain names, access times, log files, pages on the sites that you visit, and links you click on, and associated with information that directly relates to or could be used to identify you ("Usage Data").

- Cookies

Some devices are used when you visit the site to recognize you, track interactions with the sites, and personalize your experience as most websites do. Such devices are cookies, web beacons, pixels, and similar devices. Cookies are small data files we transfer to your computer's hard drive. Some cookies that remain after leaving the site on your computer, will be used to recognize you and it will provide a more personalized and helpful web experience when you return. Session cookies are used to know how you interact with the site and to monitor the use of the site by Prime Visa users and web traffic routing on the site. Session cookies are deleted from your computer when you log off from the site and close your browser. You maintain control over some of the Personal Information we collect through the use of cookies. Preferences may be set regarding the use of cookies through your browser settings. Should you choose not to accept cookies, you may not access portions of the site or all functionality of the services.

## B) Use of Information We Collect

- Account Creation

Personal Information you submit to us i.e. your name and email address are used at the time of account creation. Any updated Personal Information you subsequently submit, such as a new email address, to create and maintain your account.

- Business Operation

Your Personal Information and the like are used, primarily to operate our business and provide the services to you, which includes completion of immigration forms and/or fulfilling your requests for products and services (i.e. emailing you regarding application updates).

- Improvement of Our Business

Personal Information is also used to personalize the services that we provide to you. We may use your information to verify your identity, for fraud prevention, to enforce the applicable Terms of Use, and to protect the site's integrity. We may also use your information to develop new features or services and/or for improvement on the quality of our services, to detect, investigate, and prevent malicious, deceptive, fraudulent, or illegal activities, or other activities that may violate our policies or be illegal, or otherwise to comply with our legal obligations.

- Customer Service and Technical Support

Your information, including Personal Information, may be used to respond to questions you have regarding the use of our services or to provide technical assistance.

- Communications with You

We will use your contact information to respond to the inquiries that you sent to us. To communicate with you regarding our services and the services of our partners, and to market our services to you, or those of our partners, per applicable laws. Email advertising or promoting our services or those of our partners may also be sent. If you do not wish to receive such emails, you can unsubscribe using the unsubscribe link within each email, or by sending an unsubscribe request to us. We also may use information about you, including Personal Information, to improve the effectiveness of our marketing and advertising efforts.

- Internal Research

Information about you may be used including Personal Information, and other users, in aggregate form, for our internal research and analytical purposes. E.g. certain types of your information to understand which features of our services are used most frequently.

- Status of Application

Your government receipt number may be used periodically to check your application status so we can provide pertinent general information about steps in the application process.

## C) Information Sharing and Disclosure

- Your Privacy Rights

We do not share your Personal Information with third parties for their marketing purposes without your consent. We will not sell, rent, or lease its customer lists to third parties.

- Sharing Upon Consent

We may share your information including Personal Information, with third parties if you provide us with authorization to do so. (e.g. if you include Personal Information in a review or testimonial of our Services for posting to social media platforms, such information will be publicly disclosed upon posting).

- Service Providers

We may share your Personal Information with third-party service providers, but only to the extent necessary for them to assist us in providing our services. (e.g. if you purchase services, we will share your Billing Information with third-party payment processors to the extent necessary to process your payment).

- Responses to Legal Process, Subpoenas, or Court Orders

We will not voluntarily disclose your Personal Information; however, we may disclose your Personal Information as required by law, such as in response to a court order, subpoena, or similar legal process legally requiring us to produce the information. If legally permitted and feasible, we will send you notice of our receipt of a demand for your Personal Information and provide you a reasonable time to seek to quash such demand in court, or otherwise obtain a withdrawal or modification of the demand; before complying with the demand.

- Business Transfers

In case that some or all of our assets are sold, assigned, or transferred in connection with a merger, acquisition, reorganization, or sale of assets, or in the event of bankruptcy, your Personal Information may be included. As a general matter, however, an acquiring party cannot retroactively change the Privacy Notice that was in place when we collected your Personal Information.

- Third Party Cookies

We use Google AdWords Conversion tracker and other Google services (collectively "Google Cookies") that place cookies on a browser. These cookies help us increase our sites' effectiveness for our visitors. These cookies are set and read by Google.

AdWords are also used to remarket our site across the web. It places cookies on a browser that are then read by Google or other third parties, such as advertising networks, which may then serve you an ad on a third-party website.

#### D) Age Restrictions

Our site and services are not intended for persons under 18 years old, and we do not knowingly process Personal Information from persons under 18 years old, except to the extent necessary to provide our services to the parent or guardian of such persons. You can contact us if you are a parent or guardian and believe that your child has provided us with Personal Information directly without your consent. If we are informed that a person under 18 years old has provided Personal Information for any reason other than to seek our services, we will delete such Personal Information from our files.

#### E) Security

We have put in place physical, electronic and managerial procedures to protect the security of the Personal Information we collect, both during transmission and once received. This includes, but is not limited to, encryption, access control, and audit logging of Personal Information (as necessary and applicable). However, no method of transmission over the internet or method of storage is 100% secure. We cannot guarantee that our security measures will prevent our computer systems from being accessed illegally, nor can we guarantee that the information on our computer systems will not be viewed or stolen. Accordingly, except and unless expressly otherwise outlined in a binding agreement between TPV and you, we disclaim all liability for the theft of, interception of, or loss of, or unauthorized access or damage to, your information. You acknowledge that use of the site and services is at your own risk.

#### F) Google Analytics

We use Google Analytics to collect information about the use of the site. We use the information from Google Analytics to improve the site and services. Google's ability to use and share information collected by Google Analytics about your visits to this site is restricted by Google's terms of use and privacy policy. You can prevent Google Analytics from recognizing you on return visits to the site by disabling cookies on your browser.

#### G) Changes to Privacy Notice

The Prime Visa reserves the right to make changes to this Privacy Notice at any given time. If we make any material changes we will post the revised Privacy Notice on the site prior to or upon any changes becoming effective. You should review our Privacy Notice each time you access the site or use the services. Your continued use of the site or service following the posting of any changes or notice to you of the changes constitutes your agreement to such changes.

#### H) Retention of Personal Information

At a minimum, we will retain your Personal Information for as long as it may be needed to provide you service and as needed to comply with our legal obligations or for our legitimate business purposes. Unless you request deletion of your Personal Information sooner, we may hold any of your Personal Information for the maximum period permitted by applicable law. Upon request, we will inform you about whether we hold any of your Personal Information. You may terminate your account and request deletion of your Personal Information by contacting us. In some situations, we may be legally required to retain your Personal Information or for other reasons will not be able to comply with a request to delete data.