

Privacy Policy

Visa Executive

1. Introduction

Visa Executive Pty Ltd ABN 93 120 911 275 (**Visa Executive, we, us or our**) respects your privacy and the sensitivity of the information that you entrust us with. We are committed to protecting your privacy in accordance with:

- ◆ the *Privacy Act 1988* (Cth) (**Privacy Act**), which includes the Australian Privacy Principles (**APPs**) and any related privacy codes;
- ◆ the *Data Protection Act 2018* and *United Kingdom (UK) General Data Protection Regulation (UK GDPR)* (collectively, the **UK Privacy Law**); and
- ◆ any other country-specific data protection regulations applicable to Visa Executive.

Please read this Privacy Policy (**Policy**) carefully to understand how we collect, use, disclose and store your personal information, and how you can exercise your rights to that information. We hope that this will help you make an informed decision about sharing your personal information with us.

This Policy applies to:

- ◆ our interactions with you as well as to all information collected through our website <https://www.visaexecutive.com/> (**Website**) and any and all other websites and/or platforms operated by us;
- ◆ us when handling personal information in Australia and in the UK. This Policy also sets out where there are differences between the Privacy Act and the UK Privacy Law as they apply to our handling of personal information; and
- ◆ you in addition to our terms of engagement and any other terms and conditions or regulatory requirements that apply to the services we provide to you.

2. What is personal information?

When we refer to “**personal information**” in this Policy, we mean any information that is defined as “personal information” under the Privacy Act or “personal data” under the UK Privacy Law.

In general terms, personal information is information (whether fact or opinion) about an individual who is identified or reasonably identifiable from that information or other information combined in with that information.

3. Sensitive information

Some types of personal information are classified as ‘sensitive information’/ ‘health information’, or ‘special category data’ which are subject to additional protections under the Privacy Act and UK Privacy Law, respectively. Sensitive information may include information about your racial or ethnic origin and health status, religious beliefs or affiliations, criminal record, and health information including information about a health-related service you have had or will receive, as well as test results and appointment details.

We will only collect and process sensitive information about you with your consent or if another exception applies under the Privacy Act or the UK Privacy Law (as relevant).

4. What types of personal information to do we collect and why do we collect it?

Information Collected	Why we process it	How we collect it	Legal basis for processing (UK individuals only)
About individuals whose (prospective) employer or nominated service provider engaged us to assist the individual with visa related services			
<ul style="list-style-type: none"> ◆ Your name, email address, phone number and address. ◆ Date and place of birth. ◆ Gender. ◆ Your nationality and which countries you hold citizenship of. ◆ Visa related information. ◆ Employment details. ◆ CV. ◆ Information relating to any criminal and medical history. ◆ Your device ID, device type and information, geo-location information, Internet Protocol (IP) address, standard web log information browser session data, device and network information, statistics on page views, acquisition sources, search queries, browsing behaviour and information gathered through internet cookies. ◆ Information contained in any communications between you and us. ◆ Other information required by the relevant 	<ul style="list-style-type: none"> ◆ For the purpose of providing our visa services to you, or your actual or prospective employer or nominated service provider. ◆ To identify and interact with you. ◆ To perform administrative and operational functions. ◆ To comply with any legal requirements, including any purpose authorised or required by an applicable law, court or tribunal. ◆ To provide relevant immigration-related agencies with relevant information as required. ◆ To comply with our risk management policies and procedures. ◆ To train our personnel. ◆ For direct marketing purposes. ◆ For any other purpose for which you give your consent. 	<p>Directly from you when you:</p> <ul style="list-style-type: none"> ◆ provide it to us; ◆ interact or share personal information with us via our website and social media; and ◆ communicate with us. <p>Indirectly from:</p> <ul style="list-style-type: none"> ◆ actual or prospective employer or a nominated service provider authorised by you to submit such information on your behalf ; ◆ publicly available sources (such as LinkedIn); and ◆ other third parties such as other migration agencies 	<p>The applicable legal basis will depend on the circumstances of our dealing with you.</p> <ul style="list-style-type: none"> ◆ Your consent to processing your personal data for that purpose. ◆ The processing is necessary for compliance with a legal obligation that we or another data controller are subject to. ◆ The processing is necessary to pursue our legitimate interests in providing our visa and migration services to you, or the legitimate interests of the data controller or of a third party, such as to seek and use our services or to provide our services to current and potential employees.

immigration authorities.			
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About clients procuring our services

<ul style="list-style-type: none"> ◆ Your name, email address, phone number and billing and postal address. ◆ Payment information (including credit card information or alternative payment method account information, as this information will be processed by third party payment gateway providers) 	<ul style="list-style-type: none"> ◆ For the purpose of providing our visa and migration services to you. ◆ To identify and interact with you. ◆ To perform administrative and operational functions. ◆ To comply with any legal requirements, including any purpose authorised or required by an applicable law, court or tribunal. ◆ To provide relevant immigration-related agencies with relevant information as required. ◆ To comply with our risk management policies and procedures. ◆ To train our personnel. ◆ For direct marketing purposes. ◆ For any other purpose for which you give your consent. 	<p>Directly from you when you:</p> <ul style="list-style-type: none"> ◆ provide it to us; ◆ interact or share personal information with us via our website and social media; and ◆ communicate with us. 	<p>The applicable legal basis will depend on the circumstances of our dealing with you.</p> <ul style="list-style-type: none"> ◆ Your consent to processing your personal data for that purpose. ◆ The processing is necessary for compliance with a legal obligation that we or another data controller are subject to. ◆ The processing is necessary to pursue our legitimate interests in providing our visa and migration services to you, or the legitimate interests of the data controller or of a third party, such as to seek and use our services or to provide our services to current and potential employees.
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About other individuals who interact with us

<ul style="list-style-type: none"> ◆ Your name, email address, phone number and address. ◆ Date of birth. ◆ Gender. ◆ Your nationality and which 	<ul style="list-style-type: none"> ◆ For the purpose of providing our visa and migration services to you. ◆ To identify and interact with you. ◆ To perform administrative 	<p>Directly from you when you:</p> <ul style="list-style-type: none"> ◆ provide it to us; ◆ interact or share personal information with us via our website and social media; and 	<p>The applicable legal basis will depend on the circumstances of our dealing with you.</p> <ul style="list-style-type: none"> ◆ Your consent to processing your personal data for that purpose. ◆ The processing is necessary for compliance with a legal obligation that we or another data controller are subject to.
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<p>countries you hold citizenship of.</p> <ul style="list-style-type: none"> ◆ Details of your enquiry. ◆ If you apply for a job with us: educational details, such as schools you have attended, any qualifications you have received, transcripts and/or English language test results and employment details, such as a CV, qualifications attained or examples of work. ◆ Your device ID, device type and information, geo-location information, Internet Protocol (IP) address, standard web log information browser session data, device and network information, statistics on page views, acquisition sources, search queries, browsing behaviour and information gathered through internet cookies. ◆ Information about your access and use of our website, including browser session data, device and network information, statistics on page views, acquisition sources, search queries, browsing behaviour and information gathered through internet cookies. 	<p>and operational functions.</p> <ul style="list-style-type: none"> ◆ To comply with any legal requirements, including any purpose authorised or required by an applicable law, court or tribunal. ◆ To ensure that you can perform your duties (if you have applied for a job with us). ◆ To train our personnel. ◆ For direct marketing purposes. ◆ For any other purpose for which you give your consent. 	<ul style="list-style-type: none"> ◆ communicate with us. 	<ul style="list-style-type: none"> ◆ The processing is necessary to pursue our legitimate interests in providing our visa and migration services to you, or the legitimate interests of the data controller or of a third party, such as to seek and use our services or to provide our services to current and potential employees.
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We will only use or disclose your personal information for the above purposes.

We sometimes receive unsolicited personal information. In these situations we will destroy or de-identify the information as soon as we are reasonably able to, unless the unsolicited personal information is reasonably necessary for, or directly related to, our functions or activities.

5. Third party information

If you provide us with personal information about an employee or contractor for visa processing, you must ensure you have a lawful basis to share this data with us. You confirm that you have obtained valid consent from the individual for us to collect, use, and disclose their personal information to us in accordance with this Policy, where that consent is legally required. You must let us know immediately if the individual withdraws their consent. We may also request written confirmation from you that the individual as provided you with their consent.

6. Consent (UK individuals only)

We will always ask for your express consent where we intend to rely on it as the lawful basis to process your personal information under the UK Privacy Law.

You can easily withdraw your consent at any time by contacting us using the contact details in Section 19 below.

Please also contact us if you believe that you have not freely provided your consent to us, if you have any concerns about the way that we have handled the personal information that you have consented to us processing.

7. Can you choose not to disclose your personal information or use a pseudonym?

If you contact us to make a general enquiry about us or our business, you do not have to identify yourself or provide any personal information. Alternatively, you can also notify us that you wish to deal with us using a pseudonym.

If we cannot collect personal information about you or if you use a pseudonym, we may not be able to provide you with the information or assistance you require. For example, we will not be able to send you information you have requested if you have not provided us with a valid email address or telephone number.

8. Who do we disclose personal information to?

We may disclose your personal information to the following third parties:

- ◆ the Department of Home Affairs (**Department**) (please refer to section 9 below for more information);
- ◆ other relevant migration agencies;
- ◆ our related bodies corporate;
- ◆ intermediaries and service providers engaged by you;
- ◆ our business or commercial partners, professional advisers and agents;
- ◆ third parties and contractors who provide services to us, including customer enquiries and support services, IT service providers, identity verification, data storage, webhosting and server providers, marketing and advertising organisations, payment processing service providers;
- ◆ payment system operators and debt-recovery functions (including if you are a contractor);
- ◆ third parties to collect and process data, such as our email and cloud storage platforms, website provider, video conferencing providers, and any other service providers we use from time to time; and
- ◆ any third parties authorised by you to receive information held by us.

If your visa application process has been activated by your employer, principal or their respective nominated service provider and is related to your employment or contractor arrangement, your employer or their service provider may access the information you provide to us as part of the visa application process.

In the event we are involved in a merger, acquisition or sale of assets we may disclose personal information collected by us to such entities that we propose to merge with or be acquired by and will assume the rights and obligations regarding your personal information as described in this Policy.

We may also disclose your personal information if we are required, authorised or permitted by an applicable law.

If we disclose your personal information to third parties we will use reasonable commercial efforts to ensure that those third parties only use your personal information as reasonably required for the purpose of disclosure and in a manner consistent with applicable laws. We will only provide information to third party contractors where it is necessary for the contractor to carry out their function and subject to confidentiality provisions in our contracts with those contractors.

9. Personal information submitted to the Department of Home Affairs

We will disclose your personal information, including sensitive information, to the Department where we have been engaged to assist you in the co-ordination of your visa requirements.

The Department is authorised to collect a range of personal identifiers including a facial image, fingerprints and a signature from non-citizens, including from visa applicants. The Department requires personal identifiers to assist in assessing your identity. Please note that the Department will disclose your personal information to other Commonwealth, state and territory government departments and agencies for the purposes of administering migration legislation, and when it may assist another agency to perform a regulatory function.

The Department is also involved in international information exchanges with a number of other countries.

These exchanges include the sharing of personal identifiers, including a facial image and fingerprint data collected by immigration agencies such as this department. If, as a result of this sharing between countries, there is a match with your personal identifiers, the Department will disclose your biographic data and immigration history to the other agency. The purpose of such disclosure would be to determine if you are presenting to the Department and the other agency under the same identity and making similar claims.

For more information on how the Department of Home Affairs uses your personal information please visit <https://www.homeaffairs.gov.au/access-and-accountability/our-commitments/privacy>

10. Do we store or disclose personal information overseas?

We store personal information in Australia and we take commercial reasonable steps to ensure that the overseas recipients of your personal information comply with the legal requirements relating to your personal information under the Privacy Act or Privacy Law (as relevant).

We may send information to Visa Executive employees and contractors that are located outside of Australia and the UK, to the extent that it is necessary to perform our services or activities. These third parties are located in the United States of America, although these locations may change from time to time.

We ensure appropriate safeguards are in place to protect your personal information when we need to transfer personal information from within the UK or the European Economic Area (**EEA**) to a country that does not have data protection laws that are commensurate with the UK GDPR. These safeguards may include entering into Standard Contractual Clauses, Binding Corporate Rules, or other approved mechanisms under the UK Privacy Law or UK GDPR. When transferring data to countries that have laws in place that are deemed 'adequate' under the UK GDPR, we rely on that designation as the legal basis for the transfer.

11. Using your personal information for direct marketing

From time to time, and in support of our future development and growth, we may use your personal information to contact you to promote and market our services either through mail, SMS or email, including offers, news, prompts or event, in compliance with the Privacy Act or UK Privacy Law, as relevant. We will only do this where we have obtained your:

- ◆ express consent if you reside in the UK; or
- ◆ express or inferred consent if you reside in Australia.

You can opt-out from being contacted for direct marketing purposes by contacting us using the contact details in Section 19 below, or by using the opt-out facilities provided in each direct marketing communication that we send. Please allow a reasonable period of time for our systems to update with your new preferences, after which you'll stop receiving marketing communications.

12. How do we protect personal information?

We are committed to protecting and securing the personal information and sensitive information that we hold about you.

We apply and maintain appropriate technical and organisational measures to protect personal information under our control from misuse, interference and loss and from unauthorised access, modification or disclosure.

We take a number of different measures to protect the personal information we hold including:

- ◆ storing personal information in computer storage facilities;
- ◆ limiting access to personal information to personnel with a legitimate need to use the information consistent with the purpose for which the information was collected;
- ◆ requiring all our personnel to comply internal policies and procedures (such as for complaint handling, compliance, cybersecurity, internet usage, and IT acceptable use) in line with our commitment to take all reasonable steps to appropriately safeguard and protect personal information, and not to use personal information inappropriately; and
- ◆ destroying or permanently deidentifying personal information once it is no longer required.

While we take reasonable steps to ensure your personal information is protected, the security of transmitting information over the internet can never be guaranteed. You transmit your personal information to us online at your own risk and are encouraged to exercise care in sending personal information via the internet. Please notify us immediately if you know or reasonably suspect that your personal information has been subject to any data breach, breach of security or other unauthorised activity.

We encourage you to keep your personal information secure by maintaining the confidentiality of any passwords and account details used on our website.

In the event of a reportable data breach, we will notify affected individuals and relevant authorities in accordance with our obligations under the Privacy Act and UK Privacy Law.

To the maximum extent permitted by applicable law, we are not responsible for any loss or damage caused by circumstances beyond our control, including third-party attacks or misuse of personal information. Nothing in this Policy limits your statutory rights under the *Competition and Consumer Act 2010* (Cth) or any other applicable laws

13. How you can access or correct your personal information (Australian individuals only)

It is important that the personal information we collect is and remains accurate, complete and up to date. We encourage you to tell us promptly if your or any of your employees' personal information changes (for example: changes to names, phone numbers or addresses).

You may request access to any personal information we hold about you at any time by contacting us using the contact details in Section 19 below. We will provide access to that information in accordance with the Privacy Act, subject to any exemptions that may apply. If we are legally required to, we will identify the source of the personal information we have collected, and provide you with an explanation or summary of what we have done with your personal information. We may charge an administration fee in limited circumstances, but we will let you know in advance if that is the case.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request us to amend it by contacting us using the contact details in Section 19. Where we agree that the information needs to be corrected, we will update it. If we do not agree, you can request that we make a record of your correction request with the relevant information.

You can also ask us to notify any third parties that we provided incorrect information to about the correction.

We will deal with any request relating to access to personal information within 30 days of receipt of a request and will inform you of the outcome of your request. We will try and help where we can and will let you know if this is not possible.

You may also have rights to access your personal information under the Freedom of Information Act 1982.

14. Your rights (UK individuals only)

Overview

Under the UK GDPR you have the following key rights in regarding your personal information (data):

- ◆ Be informed: anyone processing your data must make clear what they are processing, why and who else the data may be passed to.
- ◆ Access: the right to access what data is held about you.
- ◆ Rectification: the right to have your data corrected or amended if what is held is incorrect.
- ◆ Erasure: the right to ask for your personal data to be deleted, also known as the right to be forgotten, if permitted under applicable laws.
- ◆ Restrict processing: the right to require a temporary halt to the processing of personal data.
- ◆ Data portability: the right to request for any data supplied by you to us to be provided in a structured, commonly used and machine-readable format.
- ◆ Object: the right to object to further processing of your data which is inconsistent with the primary purpose for which it was collected.
- ◆ Consider automated decision making and profiling: the right not to be subject to a decision based solely on automated processing.

Exercising your rights and accessing your information

Subject to the UK GDPR, you can exercise these rights in respect of the information that we hold about you by contacting us using the contact details in Section 19 below. We will process all requests within a reasonable time.

- ◆ Accessing or rectifying your personal information
On your request we will provide you with access to your personal information, or correct, delete, or modify the personal information you provided to us.
- ◆ Deletion
We only keep your personal information for as long as it is needed for our operations. Please refer to Section 15 below for more information.
- ◆ Object, restrict or withdraw consent
Where we base processing on your consent, you have the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.
- ◆ Portability
You may also have, for some data processed by us, a right to data portability, i.e. the right to receive your personal information in a structured, commonly used machine-readable format and transmit your personal information to another data controller.
- ◆ Automated decision making and profiling
You have the right not to be subject to automated decision-making or profiling, where it produces legal effects concerning you, or similarly significantly affects you, provided that the decision/profile **is not**:

- necessary for contracting with us;
- authorised under an applicable law which lays down suitable safeguards to protect your rights and freedoms and legitimate interests; or
- based on your explicit consent.

We do not use automated decision making or profiling to make decisions about you.

In certain instances, we may not be required or able to manage your personal information in the way that you have requested. If this occurs, we will give you reasons for our decision in accordance with the UK Privacy Law.

There is no application fee for contacting us about accessing or managing your personal information. However, we may charge a reasonable administrative fee for the provision of information in certain circumstances, such as if you make manifestly unfounded or excessive requests, or if you require further copies of your personal information.

Where we act as a data processor, we do so on behalf of the data controller and in accordance with their instructions. This means that should you wish to access, review, correct, transfer, modify or delete any personal information we process on behalf of the data controller, you should contact the data controller with your request.

15. How long do we keep personal information?

We destroy or de-identify personal information when we no longer need it unless we are otherwise required or authorised by law to retain the information.

Generally, we will retain your personal information for the period necessary for the purposes for which your personal information was collected (as outlined in this Policy) unless a longer retention period is required by law or if it is reasonably necessary for us to comply with our legal obligations, resolve a dispute or maintain security. Once personal information is no longer required to be retained, it is either destroyed or permanently de-identified.

16. Cookies and analytics technologies we use

Technologies we use

We use the following technologies to collect technical information and for general analytics:

- ◆ cookies, which are used to enhance Website usability and anti-spam capabilities;
- ◆ log files, which are used for contact forms and detect any bots on our Website; and
- ◆ tags, which are used to record information about how you browse our Website and measure our Website's performance.

Use of cookies

A cookie is a small piece of text sent to your browser by a website that you visit.

Visa Executive's online services, such as our Website, online services and advertisements, may use cookies. Cookies help us better understand user behaviour, tell us which parts of our websites people have visited, and facilitate and measure the effectiveness of advertisements and web searches.

Visa Executive and our partners also use cookies and other technologies to remember personal information when you use our services. Our goal in these cases is to make your experience with Visa Executive more convenient and personal.

We generally treat information collected by cookies as non-personal information. However, to the extent that Internet Protocol addresses or similar identifiers are considered personal information by local law, we treat these particular identifiers as personal information. If non-personal information is combined with personal information, we treat the combined information as personal information for the purposes of this Policy.

You may disable your web browser from accepting cookies and other tracking technologies used to collect technical information and general analytics on you when browsing our Website. If you do so, you

can still access our Website, but it may impact your user experience. You can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal.

17. Changes to this Privacy Policy

We may change or update this Policy from time to time to keep up to date with legal requirements and the way we operate our business. An up-to-date version of this Policy is available at any time on this page. If we make a significant change of our Policy we will inform you by notice on our Website or by email.

18. Queries or complaints?

If you have a query, concern or complaint about the manner in which your personal information has been collected or handled by us or would like to request access to or correction of the personal information we hold about you, please contact using the details provided below

We are committed to resolving any complaints reasonably and to ensuring that we are doing the right thing by our customers. We will make all reasonable inquiries and your complaint will be assessed with the aim of resolving any issue in a timely and efficient manner.

We will:

- ◆ respond to acknowledge your complaint within 5 days of receiving it; and
- ◆ investigate and try to resolve your complaint within 30 days of receiving it.

We will also deal with any request to provide access to or correction of personal information within 30 days of receiving it.

When it is not reasonably possible for us to adhere to these timeframes, we will contact you to let you know how long we will take to resolve your complaint/respond to your request.

If you have raised a complaint with us and you are unsatisfied with the outcome or have further concerns about the way we handle your personal information, you may refer your complaint to:

- ◆ if you reside in Australia, the Office of the Australian Information Commissioner by phone on 1300 363 992 or online at www.oaic.gov.au; or
- ◆ if you reside in the UK, the Information Commissioner's Office + 44 (0)30 3123 1113 or online at ico.org.uk/make-a-complaint/.

19. Contact us

If you reside in Australia, all questions or queries about this Policy and complaints should be directed to:

Privacy Officer

Address: 5 Longfield Street

Richmond, Victoria 3121

Australia

Email: amanda.tinner@visaexecutive.com

If you reside in the UK, please contact us at the following email address in relation to any privacy matters:

Email: admin@visaexecutive.com

This Policy was last updated in March 2025.