



Privacy Policy

CSC Visa Application Centre for the Government of Canada

Last updated: 2013-02-1

CSC has adopted this privacy policy in order to assure users of our commitment and dedication to privacy. The following privacy policy applies to the website "www.csc-cvac.com" and to services provided within our Visa Application Centres.

CSC respects your right to privacy. We invite you to visit our site to search or browse without providing your name or registering with us. However, if you choose to give us personal information that we may need, we wish to let you know how we will manage and protect such information. Also, in visiting and browsing this site, Cookies may be used that will collect your IP address, as further described below.

Your personal information is not collected on behalf of the Government of Canada, but your information and documents will be provided to Canada in order to facilitate the processing of your visa application(s) and/or request(s). Disclosure to Canada is made with your written consent. All personal information, once disclosed to the Government of Canada, will form part of a personal information bank, within the meaning of the Privacy Act and will be controlled by Citizenship and Immigration Canada.

All personal information collected, used and retained by the CSC Visa Application Centre through this website and under our control will be managed and protected in accordance with the requirements of any applicable laws of the country where the Visa Application Centre (VAC) is found. In addition, as a Service Provider, CSC has agreed that it will manage and protect this information in accordance with the requirements of the laws of Canada, specifically the Privacy Act.

At any point of collection, you will be asked for your consent to the collection and/or disclosure of the personal information requested and you will be informed of the purpose for which it is collected and how to exercise your right of access to personal information you provided. Please understand that if you choose not to provide certain information, documents or the consent to disclose the information to Canada, it may be impossible for CSC to provide you service and you will have to apply directly to the Consulate General of Canada.

Personal information about individual visitors is used by CSC staff and Citizenship and Immigration Canada employees who need to know the information in order to facilitate the processing of your application, to respond to your request or to ensure the security of your information. We only share the information you give us with 3rd parties (such as the FedEx courier) if we advise you in advance and obtain your consent. We do not use the information to create individual profiles, nor do we disclose the information to anyone outside of CSC or the Government of Canada.

Upon request, you have the right to be informed of the existence, use, and disclosure of your personal information that we have collected, and you may have access to your personal information upon request.

You may contact us to challenge the accuracy and completeness of the information and request that it be amended as appropriate.

We will destroy all personal information, in any form, within our control collected from you about within 30 days of returning your passport to you.

Registration

Registration is not required to gain access to our site. Our web pages do not automatically gather any specific personal information from you, such as your name, telephone number or e-mail address. However, there are sections of our Site in which you would be asked to provide this type of information,

for example in order to send us an e-mail. Your information would be captured only if you supply it voluntarily, for the purposes of processing your request.

Personal Information

Any time CSC collects information that you voluntarily submit, it is CSC's will to inform why this information is being requested and how it will be used. We may collect personal information from you including phone, electronic mail address, and other information you choose to provide at various times, for example, when you complete an online form or request. CSC uses the personal information we collect to process your requests and to provide you with the highest quality of service. CSC will protect and secure the personal information that you submit to this Site and in our Visa Application Centres.

We will use your personal information and documentation collected at the Visa Application Centres only to respond to your requests, to submit your visa applications or permit applications to the Government of Canada and to return your documents to you. CSC will not sell, distribute, or give your personal information to any third party without your knowledge and consent. CSC shall not be liable for any personal information that you submit to external vendors or to any web site linked to our Site.

How we protect your personal information

We take appropriate security measures (including physical, electronic and procedural measures) to help safeguard your personal information from unauthorized access and disclosure. For example, only authorized employees are permitted to access personal information, and they may do so only for permitted business functions. In addition, we use encryption in the transmission of your sensitive personal information between your system and ours, and we use firewalls to help prevent unauthorized persons from gaining access to your personal information.

Collection of IP addresses and the use of "Cookies"

When you visit our Site, some information such as your Internet protocol address, Internet service provider, operating system, the Site from which you arrived, and the time and date of your visit may be collected automatically as part of the software operation of this Site. This intake of information is not personally identifiable. CSC uses this information solely for its own internal development purposes, for example, to see what pages are most frequently visited in order to improve the Site. After it is used for development purposes, this information is deleted and purged from our systems.

We do not use "cookies" to determine sites previously visited. A cookie is a small file that a web site can send to your browser, which is then stored on your system by your browser. If you are uncomfortable accepting cookies from our Site or any other, you can set your browser to notify you when a Site attempts to send you a cookie, giving you the opportunity to decide for yourself whether or not to accept the cookie. You can also set your browser to turn off cookies.

Children's usage of our Site

Our website is intended for adult use only. It is not intended for children, and we ask that minors not submit any personal information to us.

Changes to this Privacy Policy

We will occasionally update this Privacy Policy to reflect changes in our practices and services. When we post changes to this Privacy Policy, we will revise the "last updated" date at the top of this Privacy Policy. If we make any material changes in the way we collect, use, and/or share your personal information, we will notify you by sending an e-mail to the e-mail address you most recently provided us in your account, profile or registration (unless we do not have such an e-mail address), and/or by prominently posting

notice of the changes on our website. We recommend that you check our website from time to time to inform yourself of any changes in this Privacy Policy or any of our other policies.

Contact

If you have any questions about this Site, please email your nearest Canada Visa Application Centre. If you have any questions about the administration of the Privacy Policy in our Visa Application Centres, please contact us.