

# WALRAS IMMIGRATION AND CITIZENSHIP SERVICES



## PRIVACY POLICY

### 1) Introduction

This document on Privacy Policy contains important information on

- 1) who we are?
- 2) what type of information we collect?
- 3) how and why, we collect, store, use and share your personal information?
- 4) your rights with regard to your personal information and how to contact us if you have a concern or complaint

By using our website and services, you agree to the collection and use of information as per this Privacy Policy.

Walras Immigration and Citizenship Services reserve the right to modify this Privacy Policy. This Privacy Policy document was published on 15 July 2021 and was updated on 18 July 2021. If we make any changes to this policy or make any updates, we will ensure to post the updated policy. It is your responsibility to get updated with our most recent Privacy Policy every time you use our website and our services.

### 2) Who we are?

Walras Immigration and Citizenship Services provide advice to clients in matter related to Canadian immigration and authorised to represent clients in their application for Canadian immigration.

We collect and use and are responsible for certain personal information about you which would enable us to provide you the services you require from us. We are regulated under applicable data protection legislation and we are responsible as data controller for that personal information for the purpose of that legislation.

### 3) What type of information do we collect?

Walras Immigration and Citizenship Services collect information necessary to advise you on your concerns related to Canadian immigration and to be able to represent you on your immigration applications. The requested information includes, but not limited to your name, title, address, email address, telephone number, date of birth, family information, educational background, employment history, travel history, financial records, memberships, health related information, biometrics and information about criminal history, emergency contact details and service payment details. If you use our website or services on behalf of another person and sharing another person's details with us, you must get their permission to share their personal information.



We may also collect additional information automatically when you access or use our website. Such additional information collected may include publicly available information, internet protocol address and location data, cookie placed on a computer or mobile devices. We may use cookies, web beacons and other tracking technologies to collect information about your interaction with this site including your browsing behaviour, purchase behaviour and other engagement with the services.

We may obtain information about your use of our website including the type of browser you use, access time and viewed pages. We may collect information about the computer or mobile device you use to access our services such as the hardware model, operating system and version, unique device identifiers, mobile network information and browsing behaviour. We may collect information about the location of your device each time you access this website.

#### **4) How do we collect information?**

Walras Immigration and Citizenship Services will communicate with our clients and collect information via our website, our emails, our WhatsApp messengers, our telephone calls or through our other social media profiles. In order to use certain portions of the website or in order to book a consultation, you may be required to complete an online registration form where you are required to provide your personal information to enable us to provide you the required services.

#### **5) How do we use your information?**

Walras Immigration and Citizenship Services collects and share your general personal information to fulfill our immigration services offered to you and the collection and processing of this information is in accordance with general data protection regulations complying with the laws and regulations under applicable privacy laws in Canada including the Personal Information Protection and Electronic Documents Act and as per the agreement made between Walras Immigration and Citizenship Services and the client. Additional sensitive information is collected and processed under the lawful basis of consent.

In most cases, we collect information solely for the purpose of being able to provide you the required services and represent you in immigration applications. We will never request more information than required to process your application. Therefore, we do not sell, rent, trade, license or otherwise disclose your personal information or financial information with any third parties except as otherwise stated in this Privacy Policy.

We may share non-personal information which are generic such as number of daily visitors to a particular web page and type of service clients choose on a certain date with third parties such as advertising parties. This non-personal information does not directly personally identify you or any user.

We may share your information with the provincial and federal immigration authorities, logistics companies, translators, solicitors, government agencies solely for the purpose of processing your



immigration application/file. We may also share your information with a third party as and when required by law such as the public authorities, law enforcement authorities or courts.

We use your information to communicate with you electronically or by paper mail such as the status of your application, send you reminders about the missing documents to complete the process. It is agreed by you that you can be contacted by Walras Immigration and Citizenship Services anytime if there is a necessity to do so to be able to process your immigration file. Customers can choose to unsubscribe or opt out of future emails. However, we must communicate with the orders you choose to place and you cannot opt out of receiving emails related to the orders you place or related to us providing you the updates of your immigration application under process.

We use cookies in order to track how you use and experience our website and obtain statistical data on the website performance and to customise the website content for our clients or we ask them to perform functions on our behalf such as marketing assistance. The data we provide them does not include personal information related to our customers. Cookies are very small text files that are stored on your computer when you visit websites. We have little control over these third-party cookies, so we suggest that you check the respective privacy policies for these external services. You can set your browser to reject cookies or manually delete them. Web beacon tracks your navigation through the website and allow us to count and recognise users that visited a given page. You can turn off HTML display to generally avoid web beacon. Web server logos may record information about your browser such as IP address and cookies.

Our site may contain links to other sites which does not constitute any form of endorsement, approval, association, sponsorship or affiliation with the linked site. Walras Immigration and Citizenship Services is not responsible for the content or privacy policy of any website not operated by us to which this site links and any link which links to this website including social media buttons such as facebook button. These features may collect your IP address and might have a cookie to function, your interaction with these external website features is governed by the privacy policy of the third party providing it.

By using our services, you are giving Walras Immigration and Citizenship Services the rights to collect and process your personal information and the right to share your personal information with third party providers as stated in this document.

## 6) Your rights

You may have a number of rights under data protection legislation including rights to know

- who is processing your personal data?
- access any personal data that was collected about you
- require the organisation to correct the inaccurate personal data
- request personal data to be deleted
- prevent from collecting further data
- restrict the processing of specific categories of personal data
- transfer personal data to a recipient of your choice



- consent or withdraw consent to the processing of your personal data
- avoid the use of your personal data from the automated system such as artificial intelligence

## 7) Cancellation of the consent

You can revoke your consent and have your information erased at anytime by sending us an email or mail. We will acknowledge the receipt of your request, review the request and will inform you that your data has been removed from our database or we are not legally allowed to remove the data from our records based on the nature of the data and country of its origin.

You may also request to access your personal information held by Walras Immigration and Citizenship Services by an in-person appearance at Walras Immigration and Citizenship Services with a passport or government issued ID. Walras Immigration and Citizenship Services will erase any data as long as it is legally allowed in the country where we operate. After confirming your identity, we will provide your personal information as per our policies.

## 8) Enforcement and liability

We are committed to protecting your personal information while there are always some risks involved in transmitting information over the internet, we strive to protect against the misuse of any personal information that we receive from you via our website.

Walras Immigration and Citizenship Services has mechanisms in place to help assure compliance with the privacy protection principles. Clients may file a complaint concerning the processing of their personal data and we will take steps to remedy issues arising out of its alleged failure to comply with the mentioned principles.

Minors under 18 years of age are not authorised to use our site without the supervision of parents or guardians. Walras Immigration and Citizenship Services do not sell any services for purchase by children. We only sell services to be purchased by adults. As a parent or guardian, it is your responsibility not to allow your children to submit personal information without your permission.

After we complete processing your file, we will retain your information solely for the purpose of complying with our legal obligations, government auditing requirements, resolve disputes and enforce our agreements. At the end of the retention period, we may at our discretion destroy the personal data without notice to you.

## 9) Contact us

Please contact us at [info@walras.ca](mailto:info@walras.ca) if you have any questions about this Privacy Policy or the information, we hold about you.

## 10) Disclaimer

We respect and protect all your personal information by protecting all electronic and written records. Unauthorised accessing and/or disclosure of client's personal information by our employees or agents is prohibited and may result in legal penalties. Please note the email is not a



100% secure means of communication and we request all clients to be aware of this when forwarding any information by email. You can rest assured that all the information received by our offices by any means of communication is confidential.

All information presented in the website should not be relied as a legal advice. If you require immigration advise, you should retain our Regulated Canadian Immigration Consultant based on your specific circumstances.