

VFS GLOBAL PRIVACY NOTICE FOR VENDORS

1. Introduction

At VFS Global, we're committed to protect and respect your privacy.

This Privacy Notice explains how VFS Global and its worldwide companies & subsidiaries ("VFS Global," "we," or "us") handles your personal information when you interact with us as a vendor.

We may change this Privacy Notice from time to time. We will always make the latest Privacy Notice available to you via this page. Any changes to this privacy policy will apply to you and your data immediately.

In respect to the services provided by VFS Global, this Privacy Notice describes:

- Who are we (VFS Global)?
- Contact information of Data Controllers.
- How do we collect your personal information?
- What information do we collect?
- Lawful basis for processing your personal data.
- How is your information used?
- How long do we hold your data for?
- Who do we share your information with?
- Transferring your personal information offshore.
- Your rights.
- How VFS protects your information.
- Monitoring.
- Technology.
- Contact us.

2. Who are we (VFS Global)

VFS Global is the world's largest outsourcing and technology services specialist for governments and diplomatic missions worldwide.

VFS Global manages the administrative and non-judgmental tasks related to visa, passport, travel documents, identity management and other citizen services such as passport renewals for its client governments and diplomatic missions. This enables them to focus entirely on the critical task of judgemental assessment and decision making.

VFS Global provides certain logistic support to visa/ permit or travel document applications on behalf of its client governments and in accordance with the respective contracts with them regarding such services/ support.

Apart from the visa/ permit or travel document application processing services and citizen services, VFS Global also provides additional services called Valued Added Services (VAS).

3. Contact information of Data Controllers

VFS Global is responsible for processing the personal data you provide as part of your vendor relationship with us.

The contact information for the Data Controller (VFS Global) is:

VF Worldwide Holdings Ltd,

Unit 3105, 31st Floor,

Jumeirah Business Centre, 1 Tower, Cluster G, 1 / 6 Jumeirah Lakes Towers,

P.O. Box 114100, Dubai, UAE.

4. How do we collect your personal information?

We collect information about you as our vendor during your engagement with VFS.

We will obtain addition information from a third-party due diligence service provider concerning you and the directors of the company and the company itself.

Please note; it is not mandatory to provide your personal data, however, without providing the required personal data, we will not be able to complete your onboarding process as a vendor in our systems and as a consequence of that we will not be able to pay your invoices.

5. What information do we collect?

VFS Global processes the following listed information provided by you in order to onboard you as one of our vendors. Please note that not all of this information may be regarded as "Personal Information" however in the spirit of transparency we are notifying you of the information that will be collected.

Details of Vendor Which includes:

- Full Name
- Father's Full Name
- Contact Number
- Gender (Male / Female)
- Date of Birth
- National ID
- No. or Passport No.
- A Government issued valid Identity Proof document e.g. Passport / Driving Licence / PAN / Aadhar or equivalent document.
- Country of Location / Residence
- Place of Birth
- Nationality
- Email Address

Complete Postal Address of Registered Office:

- City & Country
- Contact Numbers
- Email Address
- Type of Company
- Company Registration / Tax Numbers:
- PAN / TIN / GST / VAT / INN CIN / OGRN
- Any Other Registration Numbers (If available)

Bank Details:

- Bank Name
- Bank Address
- Bank Account Number

Details of all main Partners / Owners / Shareholders which includes:

- Full Name
- Father's Full Name
- Contact Number
- Gender (Male / Female)
- Date of Birth (DD / MM / YYYY)
- National ID No. or Passport No.
- Country of Location / Residence
- Place of Birth
- Nationality
- Email Address
- A Government issued valid Identity Proof document e.g. Passport / Driving Licence / PAN / Aadhar or equivalent document.

For Companies:

- Certificate of Registration or equivalent document PAN Card or Tax registration document
- Following information may be requested is to be provided, only if the annual contract value is more than 10,000CHF:
 - Latest year's turnover
 - Details of Directors / Key Controllers:
 - Full Name
 - Contact Number
 - Father's Full Name
 - Gender
 - Date of Birth
 - National ID No. or Passport No.
 - Country of Location / Residence
 - Place of Birth
 - Nationality
 - Email Address
 - Details of Business References of existing clients:
 - Full Name of Company
 - Name of Contact person
 - Complete Address
 - Article of Association/List of Shareholders or equivalent documents

- Last year's Audited Balance Sheet
- List of Top Customers

6. Lawful basis for processing your personal data.

If the data protection law in your country of residence allows, we will use the lawful basis of “performance of contract or leading to the performance of a contract”. If the data protection law in your country of residence does not have the lawful basis of “performance of contract leading to the performance of a contract”, then we will ask for your consent for the processing of your personal data in order to engage you as a vendor.

7. How is your information used?

Your information will only be used to:

- Perform the registration of you, your company, and directors in our vendor management system. Perform due diligence background checks on you, your company, and directors.
- Draft agreements between VFS Global and you company
- Perform reconciliations of service/products delivered.
- Receive and pay invoices.
- Transfer of funds to your bank account(s) Perform mandatory reporting activities such as Tax reporting.

8. How long do we hold your data for?

Your personal information is retained by us for the duration of our commercial relationship and for 10 years after the termination date of the commercial relationship.

We are legally required to hold some types of information to fulfil our statutory obligations (for example; invoices for taxation legislation).

9. Who do we share your information with?

We share your personal information with our due diligence service provider Refinitiv.

Their Data Privacy policy can be found here:

<https://my.refinitiv.com/content/mytr/en/policies/gdpr-productinfo.html>.

We only use partners that have adequate data protection measures in place.

We will only disclose personal information when requested by authorities or if such a request is supported by a court order.

10. Transferring your personal information offshore.

In order to onboard you and enter into an agreement we will transfer you information to another country other than the country of residency of you or your company.

The sharing of your personal data with certain recipients may imply transfers of your data out of the European Economic Area (EEA) We pay particular attention to the protection of your personal data. Thus, where such transfers out of the EEA shall take place, we first implement appropriate safeguards by signing the standard contractual clauses of the European Commission with the entity out of the EEA which processes your personal data.

11. Your rights

Under many data protection laws, you have rights with regard how your personal information is handled. These privacy rights vary from country to country, however in VFS Global we enable you to exercise a full range of data protection rights depending on the applicable jurisdiction. It includes among others:

- The right to be informed how your personal information is being used.
- The right of access and a copy of your personal information.
- The right to rectification if your personal information is incorrect.
- The right to erasure your personal information (where the law permits this).
- The right to restrict processing of your personal information.
- The right to data portability.
- The right to object to how your personal information is used.
- Rights in relation to automated decision making and profiling.
- Registering a concern about data privacy
- Requesting a copy of your personal data, correcting inaccurate personal data, deletion of personal data.

You can exercise you rights by contacting VFS Global at:

DATA SUBJECT ACCESS RIGHTS
FORM

a. Accessing your information: Authentication.

In order to protect your privacy and to authenticate that the request is genuinely from you and not from anyone else masquerading as you, we might request some additional details of your last interaction with VFS Global, some details that nobody else would know about.

This is to ensure that it is really you who is making the request and not someone else. We will only request enough information to enable us to identify you.

12. How VFS protects your information

When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information is encrypted and protected.

On our websites when you are on a secure page, a lock icon will appear in the address bar of most web browsers. This means the transfer of information from your browser to our web servers is encrypted to keep it safe.

Please bear in mind that emails may be transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, do not include personal information in an email when you communicate with us, if you do, you do so at your own risk.

13. Monitoring

a. CCTV

Please note that in VFS Global premises we intend to maintain the highest security standards in place for our staff and customers. For this reason, you will find that VFS Global uses CCTV systems where the law permits so.

The required CCTV signs are deployed in our VACs and offices and indicates that you are being recorded. This CCTV footage is kept for a certain period of time in line with our client governments / diplomatic missions' requirements and applicable local laws.

b. Guarding services.

As part of our security standards, you may find deployed in our VACs and offices guarding services. In certain locations you will be required to identify yourself prior to access our VACs and premises.

14. Technology

a. Use of cookies.

Like many other websites, the VFS Global websites use Cookies. 'Cookies' are small pieces of information sent by an organisation to your browser and stored on your device. One purpose we use them for is to help collect statistical information about your browsing actions and patterns, but they do not identify you as an individual to us. Other uses are to set your preferred language and tell your browser what pages you have already visited so that you can use the "Back" function. Cookies help us to improve our websites and deliver a more personalized service.

We provide the choice for you to accept or refuse the use of cookies when you visit our websites, and you can change the cookie settings at any time.

Please note that disabling cookies may result in a loss of functionality when using our website. For more detailed information about how VFS Global uses cookies, please see our Cookies disclosure notice.

b. Links to other websites.

Our websites may contain links to other websites run by other organizations. This Privacy Notice applies only to this website, so we encourage you to read the privacy statements on the other websites you visit.

Please, note that, if you link from our website to another website, or if you follow a link to arrive at our website, we cannot be responsible for the practices of those third-party websites and we recommend that you check the Privacy Notice of that third-party website.

We always perform a check of other websites before publishing a link to it.

15. Contact us.

We understand that you may have questions about our privacy practices. Please feel free to contact us in one of the following ways:



**Information related to
data protection and
privacy practices:**

by using our [SAR form](#) or by contacting [dpo @vfsglobal.com](mailto:dpo@vfsglobal.com)