

Privacy policy

1 - Introduction

As per GDPR Article 7(4), the nature of our work requires you and any relevant person in an application to provide personal data for us to fulfil our contract.

This processing is necessary for immigration services, meaning separate "unbundled" consent is not required.

We handle all data confidentially, processing only what is necessary and storing it securely.

2 - How we collect your data

We collect personal data in the following ways:

- directly from you via phone, video calls, emails, and online document sharing
- from third parties such as your employer, university, financial sponsor, or UK-based sponsor

3 - Types of personal data we collect

We process:

- identification details - name, contact information, passport, birth/marriage certificates
- case-relevant data - financial, employment, medical, family, and legal information, if required

If you are not a direct client but are included in a case (e.g., a spouse or employer), we process your data to fulfil our client's instructions.

4 - Legal basis for processing data

4.1 If you are our client

The lawful basis for processing your personal data is our contractual obligation under the client care agreement.

4.2 If you contact us via our website

The lawful basis for processing your data is your consent, which can be withdrawn at any time. Once withdrawn, you will receive no further communication from us.

4.3 If your data was provided by a third party

If another organisation (e.g., employer, financial sponsor, educational institution) has provided your data, or if your data is required to process a client's case, the lawful basis is legitimate interest—both ours and our client's.

This also applies to individuals unconnected with our firm but whose data is necessary to process an application, including:

- family members (e.g., parents, children, spouses)
- employers, colleagues, or referees
- financial sponsors or education providers

5 - How we use your data

Walkthruvisa Ltd | 5 South Charlotte Street, EDINBURGH, EH2 4AN
contact@walkthruvisa.com | 0800-086-2468

Regulated to provide immigration advice or services by the Immigration Advice Authority (IAA) ref. F201500995.
Walkthruvisa Ltd is a registered private limited company No. SC448707

We use your data only to:

- represent you in immigration matters
- submit applications and liaise with immigration authorities
- fulfil our legal and regulatory obligations

We do not sell or share your data for marketing.

6 - Your GDPR rights

You have the right to:

- access your personal data (free of charge in most cases)
- correct inaccurate or outdated data
- object to processing where there is no overriding legal basis
- withdraw consent for consent-based processing
- request deletion of your data (subject to legal and contractual retention periods)

To protect confidentiality, we verify identity before processing requests. Third-party requests require written authorisation.

7 - Third-party processing

Your data may be shared with:

- UK government and immigration authorities - UKVI, Home Office, visa centres, test providers
- essential service providers - banks, accountants, regulatory bodies (IAA, ICO)
- technology providers - Google (email), Zoom (video calls), O2 (phone), Dropbox (storage), Worldpay (payments)

We select providers with GDPR-compliant security measures.

8 - Data storage and security measures

8.1 Remote and paperless operations

We work remotely and do not maintain physical office locations. All data is stored digitally on encrypted servers.

8.2 Security measures

- all sensitive data, including medical and children's data, is stored in access-controlled, encrypted systems,
- VPN encryption is used for document archives and email communications,
- we do not retain paper files; if temporary notes are made, they are securely shredded immediately.

9 - Data retention policy

9.1 If you are our client

We are legally required by the Immigration Advice Authority (IAA) to retain your data for six (6) years from the date of case opening.

9.2 If you are not a client

If you submitted an online inquiry form but are not a client, you may request deletion of your data at any time.

9.3 If you are a third party

We will retain your data as instructed by our client, in accordance with our retention policy.

10 - Data complaints procedure

If you are dissatisfied with how we have handled your personal data, you may escalate your complaint to the Information Commissioner's Office (ICO).

We are registered with the ICO under reference no. **ZA495185**.

To submit a complaint, visit:
<https://ico.org.uk/concerns/>

11 - Protection of children's and special category data

We ensure that any data classified as children's data or special category data is securely stored using access-controlled, encrypted data storage.

12. Personal data processed by third parties on our behalf

12.1 Third-party processing for immigration services

Your personal data will be processed by third parties when acting properly and lawfully on your behalf.

These may include but are not limited to:

- UK Visas and Immigration, including the Home Office, Foreign Office, third-party agents, Secure English language test providers, and tuberculosis certification clinics,
- registration services operated by councils in the United Kingdom for citizenship ceremonies,
- the Post Office network for issuing biometric residence permits and appointed courier services.

12.2 Third-party service providers used in case management

We also use third-party service providers to conduct our work. These include:

- Google LLC - email communications
- Zoom Video Communications Inc. - video and voice calls
- O2 (Telefonica UK Ltd) - phone and messaging services
- Dropbox Inc. - document storage and sharing
- Clio Inc. - legal case management software
- Worldpay Group Inc. - payment processing
- The Co-operative Bank Plc - business and client accounts
- Henderson Kildavaig Ltd & FreeAgent Holdings Plc - accounting and taxation services
- Companies House & HM Revenue & Customs (HMRC) - regulatory compliance

Your data may also be accessed by the Immigration Advice Authority (IAA) as part of its regulatory oversight responsibilities.