

UK visa applications: complaints and refunds

Privacy Policy

1. Introduction

Teleperformance Contact Limited (hereinafter **"TLScontact"**, **"we"**, **"us"**, **"our"**) with company registration number 08753943, registered office at Spectrum House, Bond Street, Bristol BS1 3LG, is committed to protecting the privacy and security of the customers who use TLScontact websites and services (hereinafter **"Customers"**, **"you"**, **"your"**). This Privacy Policy explains how we collect, use, and protect your personal information when you use our visa refund and query services through our website, as part of our role as a service provider for UK Visas & Immigration.

2. Information We Collect

We collect and process the following information:

- Contact information (email address and phone number)
- Visa application details (GWF reference number and location of submission)
- Your message to us

3. How We Use Your Information

We use your personal information to:

- Process visa refund requests
- Respond to your queries
- Prevent fraud

4. Legal Basis for Processing

We process your personal data based on the performance of our contract with UK Visas and Immigration as their official service provider and on your explicit consent.

5. Data Storage and Security

We implement appropriate technical and organisational measures to protect your personal data. Your information is stored securely within the UK/EEA, and we follow industry-standard security protocols.

6. Data Retention

We retain your personal information for as long as necessary to:

- Process your refund request
- Respond to your queries
- Comply with legal obligations
- Resolve disputes

Once the applicable purpose for retaining your personal information is fulfilled, we will securely delete your data.

7. Your Rights

Under UK data protection law, you have the right to:

Access – the right to access your personal data, obtain a copy of your personal data we currently hold.

Rectify – the right to have your personal data rectified.

Erase – the right to have your data erased (however, this is not an absolute right and TLScontact may have legal or legitimate grounds for keeping such personal data).

Restrict – the right, in some cases, to restrict processing of your personal data.

Object – the right to object to the processing of your personal data for direct marketing, or in any other situation in compliance with local laws.

Portability – the right to receive your personal data in a structured, commonly used and machine-readable format, and the right to transmit those data to another controller. This right only applies when the processing of the personal data is based on your consent or on a contract and such processing is carried out by automated means.

Withdraw – you may withdraw your consent, at any time, for the processing of your personal data for which you have provided consent by following the Subject Access request described in this Notice. Please note that withdrawing your consent or failing to provide personal data described in this Privacy notice will impact and may stop the processing of any services that you requested or are currently enrolled in.

To exercise your rights to your personal data, all you need to do is contact us on the email address provided below.

8. International Transfers

If we transfer your data outside the UK/EEA, we ensure appropriate safeguards are in place in accordance with UK data protection laws.

9. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated revision date.

10. Contact Us

For any questions about this Privacy Policy or our data practices, please contact: dp@tlscontact.com

11. Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk).

Last updated: March 2025