



SAUDI VISA BIO PRIVACY POLICY

■ INTRODUCTION

Your privacy is important to us, and we are committed to protecting your personal data. This Privacy Policy is intended to describe for you, as a user of our application (regardless of where you use it from), the information we collect and process, how that information may be used, with whom it may be shared and for what reasons, and your choices about such usage and disclosures.

we urge you to read this policy very carefully because it contains important information together with our Application User Agreement and any other documents referred to herein, so that you are fully aware of how and why we are using your Personal Data. This Privacy Policy supplements any other privacy policies related to the Application and is not intended to override them.

By continuing to use our Application (as defined below), you hereby consent to be bound by the terms stipulated in this Privacy Policy (as defined below). Your consent is irreversible, and you agree that you have read, understood, and agree to the terms of this Privacy Policy. We will ask for your consent before using your Personal Data for a purpose other than what is set out in this Privacy Policy.

■ DEFINITIONS

User: The person who uses the Application, and as mentioned in this Policy, also refers to "You".

MOFA: The Ministry of Foreign Affairs of the Kingdom of Saudi Arabia., MOFA is the controller and responsible for User Personal Data (collectively referred to as "we", "our" or "us" in this Privacy Policy).

Privacy Policy: This Policy.

User Personal Data: Any information which are related to an identified or identifiable natural person.

Processing: Any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

Application: "The Saudi Visa Bio app is the simplest way for visitors to Saudi Arabia to securely submit their biometric data as part of their visa application process. Once you have applied for a visa to enter Saudi Arabia, the Saudi Visa Bio app will help you submit your fingerprints and facial image. Using this app you can complete your biometric enrollment process anytime, anywhere — no need to visit or queue at a Visa Service Center, all you need is your smartphone and passport."

■ WHO WE ARE

MOFA is The Ministry of Foreign Affairs of the Kingdom of Saudi Arabia., and its Affiliate (collectively referred to as "we", "our" or "us" in this Privacy Policy). MOFA owns this Application. We are committed to taking the relevant measures to safeguard your Personal Data when you use the Application in accordance with the Applicable Data Protection Law, including the requirements and guidelines issued by the competent authorities from time to time.



We have provided this Privacy Policy to help you, as a user, to understand how we collect, use, and protect your Personal Data when you visit and use our application including, without limitation, any microsites and tools contained therein.

■ TYPES OF PERSONAL DATA WE COLLECT

we are collecting the following Personal data when you use the Application:

- **Applicant Info:**
 - Applicant email
 - Applicant Name
 - Nationality
 - Birth date
 - Gender
 - Application number (Enjaz number) in case of existing visa
- **Passport Info:**
 - Passport No.
 - Passport expiry date
 - Applicant passport details:
 - Passport copy (image)
- **Biometrics Info:**
 - Applicant selfie image
 - Biometrics data [applicant fingerprint images]
 - Applicant medical report – if needed
- **Payment info:**
 - Applicant credit card details [not stored in the system, sent directly to the payment service provider]
 - Voucher Number [if the applicant selected to pay by voucher]

■ WHEN WE COLLECT YOUR PERSONAL DATA

We collect your Personal Data and process during the enrollment process in the mobile application

■ WHY WE UTILIZE YOUR PERSONAL DATA

We collect your Personal Data in order to:

- Process your visa application.
- Email you with notifications related to Visa Application.
- Need the medical report to prove the applicant exception case.



■ PERSONAL INFORMATION FROM OTHER SOURCES

We may receive information about you from other sources. This information includes:

- Biometrics data [applicant fingerprint images]
- Application number (Enjaz number) in case of existing visa

We may collect this information in the following ways:

- Make sure from the fingerprint images quality
- Verify if you visit KSA before.

We will add this information to the information we hold about you for the following purposes:

- Process your visa application.

■ HOW WE STORE YOUR PERSONAL DATA

The Personal Data we collect from you is stored and processed securely on our environment.

We will retain your Personal Data and Non-Personal Data after the Visa Application process is completed for the period necessary to fulfil the purposes outlined in this Privacy Policy. We shall only keep personal information as long as it is required and as long as Applicable Law allow. The amount of time we keep your personal information will be determined by the purposes for which it is needed. We will discard or securely destroy your personal information once we no longer need it. In some circumstances, we may be legally required to disclose your personal information because a court, the police, another judicial or law enforcement body or government entity has asked us for it. We may also store your Non-Personal Data for analytical purposes.

■ TRANSFERS OF YOUR INFORMATION WITH RELATED ENTITIES

We may share your personal information, including personal information that identifies you personally, with any of our parent companies, subsidiary companies, affiliates or other trusted related entities to process your visa application. However, we only share your personal information with a trusted related entity if that entity agrees to our privacy standards as set out in this Privacy Policy. Nevertheless, If we transfer, share, store or handle your personal data with related entities on KSA, it will only be done with relevant protections in place. We will take steps to ensure that your personal data will be protected in accordance with applicable data protection laws and in accordance with legally recognized data share mechanisms.



■ YOUR PERSONAL DATA PROTECTION RIGHTS

Every user of our application is entitled to the following:

The right to access:

You have the full right to request copies of your Personal Data for which In accordance with the policies and regulations of the Ministry.

The right to rectification:

You have the right to request from MOFA to corrects any Personal Data that you may believe is inaccurate. You also have the right to request MOFA to complete any Personal Data that you believe to be incomplete.

The right to erasure:

You have the right to request MOFA to erase your personal data in accordance with our policies at such time.

The right to restrict processing:

You have the right to request MOFA to restrict the processing of your personal data, under certain conditions and accordance with the policies and regulations of the Ministry.

The right to object to processing:

You have the right to object to MOFA's processing of your personal data, under certain conditions and accordance with the policies and regulations of the Ministry.

The right to data portability:

You have the right to request MOFA to transfer your collected data to another organization, or directly to the user, under certain conditions and accordance with the policies and regulations of the Ministry.

■ CHILDREN PERSONAL DATA

It is a priority of ours to ensure protection for children when they are using the internet. MOFA encourages parents and guardians to observe their children's online activity. MOFA does not knowingly collect any Personal Data from children under the age of 13. If you might believe that your child has provided any Personal Data on our Application, we strongly encourage you to contact us immediately, and we will put our best effort in promptly removing such Personal Data from our records.



■ KEEPING YOUR INFORMATION SECURE:

- a) By continuing to use the Application, you agree to the terms of this Privacy Policy. You acknowledge, agree, and accept that no transmission of information or data via the internet, or electronic storage of data, is completely secure. You acknowledge, agree, and accept that we do not guarantee or warrant the security of any information that you provide to us, and that you transmit such information at your own risk. However, we take the protection and storage of your personal information very seriously.
- b) We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorized way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorized manner and are subject to a duty of confidentiality.
- c) We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.
- d) Indeed, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any concerns about your information, please contact us using the details below.

If you suspect any misuse or loss of, or unauthorized access to, your Personal Data, please let us know immediately.

■ CHANGES AND UPDATES TO THIS PRIVACY POLICY

We reserve the right to amend, update or alter this Privacy Policy at any time. Any such change shall take effect upon posting in our Application. Some of the provisions contained in this Privacy Policy may also be superseded by provisions or notices published elsewhere on our application. Your continued use of our application following the posting of any changes to the Privacy Policy constitutes acceptance of those changes.

■ QUESTIONS, CONCERNS, OR COMPLAINTS

We regularly review our compliance with our Privacy Policy. If you have any questions or concerns about how we process your Personal Data, or if you wish to raise a complaint, please contact us at: [CustomerCare@mofa.gov.sa]

- let us have enough information to identify you.
- let us have proof of your identity (a copy of your driving license, passport, or utility bill).
- let us know the information to which your request relates.