

CONSENT FORM AND TERMS OF USE FOR APPLICANT SERVICES PROVIDED BY VFS GLOBAL  
OPERATED CANADA VISA APPLICATION CENTRES (CVAC)

1. CVAC Services:

The CVAC offers a number of administrative support services and biometric collection services to clients submitting an application to enter Canada.

Service charges for services offered at the CVAC, as displayed, have been authorised by the Government of Canada.

2. Liability:

VFS Global, including the CVAC, is not an agent of the Government of Canada. The CVAC is a completely independent entity, operating under contract with the Government of Canada, and subject to the laws of the country where the services are provided.

VFS Global, including the CVAC, is responsible for the collection, use, storage, retention and protection of all personal information within its control.

3. Language of Service:

The CVAC provides services and maintains all channels of communication in English and/ or French and in the predominant local language(s).

4. Notice Regarding Personal Information:

As a user of CVAC services, I understand and agree that:

I have read this document completely. I understand that the CVAC provides only administrative assistance in the submission of applications to IRCC and that the service is provided according to the terms and conditions that are set out in VFS Global's contract with the Government of Canada and described in this document. I understand that VFS Global has no decision making power or influence over visa applications.

The personal information is gathered by the CVAC under the authority of a contract between VFS Global Services and the Government of Canada, which includes adherence to the privacy laws of Canada. The authority of the contract includes any approved subcontractor.

The CVAC will receive documents from me and collect personal information related to me for the exclusive purpose of supporting the processing of my application by the Government of Canada for a Canadian visa, permit or travel document, including transferring such documents and information to and from the Government of Canada. In addition, if indicated below in the "Consent for Indirect Submission/Collection", I give my consent to the CVAC to receive/give my documents and personal information from/to the person specified in the "Consent for Indirect Submission and/or Collection" section below.

My personal information may include my application form, supporting documents, my fingerprints and photographs and other biometric information, as required by the Government of Canada. My personal information may also include information related to application, identity, biographic and contact details, including electronic records or data related to my application. Under the contract between VFS Global and the Government of Canada, the CVAC must respect the principles of personal information, confidentiality and protection as set out in various laws of Canada. I understand that if I have concerns with the handling of my personal information by the CVAC, I have the right to file a complaint with the Office of Privacy Commissioner for Canada, using the contact information the CVAC has provided to me. I understand that the CVAC will only collect, use, disclose and retain my personal information as required in its contract with the Government of Canada and for the purposes of providing administrative support services and biometric collection services for my application to enter Canada, where applicable. The Government of Canada has prohibited the CVAC from using or disclosing my personal information for any other purpose without the consent of IRCC, and such disclosure will only occur when and to the extent required by law.

NAME (printed):

ADDRESS:

TELEPHONE NUMBER:

EMAIL ADDRESS:

SIGNATURE:

DATE:

SIGNED AT:

(City, Country)

**Consent for Indirect Submission and/or Collection (to be completed ONLY if travel agent or person other than applicant themselves is submitting and/or collecting the visa application and decision)**

I give my consent to the Canada Visa Application Centre in

(City, Country)

to **receive/give** my documents **from/to**

Name of Person to submit an application or collect the decision on my behalf:

Relationship to Applicant:

Applicant Signature:

Date:

**Declaration to be signed ONLY by applicants assisted by the CVAC staff with electronic application form.**

I received the assistance of the CVAC staff for data entry of my application information. I provided all information and responses required for the application. I have read the completed and printed application form and declare that the information provided is true and that the documents I am submitting in support of my application are genuine and have not been altered in any way.

Name:

Signature:

Date:

**Applicants wishing to provide biometrics**

I confirm that I have reviewed the biometrics validity and requirement tool on the Government of Canada's website and will be providing my biometric enrolment in accordance with the information provided on the Government of Canada's website. I have made this decision of my own free will and without any influence or suggestions from the VAC staff.

Name:

Signature:

Date:

**Applicants NOT wishing to provide biometrics**

I confirm that I have reviewed the biometrics validity and requirement tool on the Government of Canada's website and have decided NOT to provide my biometric enrolment. I have made this choice of my own free will and without any influence or suggestions from the VAC staff. I understand that this may result in the refusal of my application without further communication from IRCC.

Name:

Signature:

Date: