

INFORMATION ON PROCESSING OF YOUR PERSONAL DATA FOR FACIAL VERIFICATION PROCESS

At VFS Global (VFS), we're committed to protecting and respecting your privacy.

This Privacy Notice explains how VFS handles your personal information during the **facial verification process, as part of the visa application booking journey.**

Please read the following information carefully.

➤ Purpose of processing your personal data

Your personal data will be processed for the purpose of automated and manually verifying your identity when you're booking a visa application appointment with VFS. This procedure is necessary to ensure that the request is genuinely from you and not from anyone else masquerading as you. Manual verification is triggered only when we are not able to confirm your identity via the automated verification process.

➤ List of your personal data

During **the automated verification**, the following personal data will be processed:

- full name,
- gender,
- nationality,
- date of birth,
- passport details,
- client ID,
- date and time of verification,
- IP address, your location,
- image of you and your passport.

During **the manual (human) verification** (if performed), the following personal data will be processed:

- full name,
- passport details,
- video recording of your process of manual (human) verification, incl. image and voice of you.

➤ Third parties who have access to your personal data, as well as the way your personal data is processed by such parties

VFS partnered with external service providers to support during the different steps of the procedure. These external service providers, acting as processors, are involved in the inspection and verification of the photographs and the manual verification process.

UAB "iDenfy" provides the service that allows to compare your live facial features with the passport photo to ensure consistency and confirm your identity (comparison is performed automatically). All data collected are stored in Ireland. You can find detailed information on personal data processing by UAB "iDenfy" in the Privacy Policy of UAB "iDenfy" at the following link: <https://www.idenfy.com/privacy-policy/>.

In case it is impossible to confirm your identity via the automated verification process, Telerion GmbH provides the platform that allows you to interact with agent that will authenticate your identity. All data collected within manual verification process is stored at Telerion's servers in Germany. You can

find detailed information on personal data processing by Telerion GmbH in the Privacy Policy of Telerion GmbH at the following link: [Privacy Policy - Telerion GmbH | telerion.com](https://www.telerion.com/Privacy-Policy).

Call center agents have access to your personal data during the manual (human) verification process. Call center agents cannot dispose of, delete, modify, copy to its servers, and perform other actions with personal data.

➤ **Retention period for your personal data**

UAB "iDenfy": Personal data collected, incl. image of you and your passport, are kept for **24 hours**.

Telerion GmbH: Recorded video calls are kept for **7 days**. Other categories of personal data are kept for **30 days**.