

ISC – International Service Center Privacy Policy (Portugal/EU)

This Privacy Policy (“Policy”) explains how **ISC – International Service Center** (“ISC,” “we,” “our,” or “us”) collects, uses, shares, and protects your personal information. It applies to all our services in Portugal and across the EU, including visa and documentation assistance, passport services, OCI card processing, document attestation, notarization, and translations.

By using our services, you consent to the practices described in this Privacy Policy, which complies with the **General Data Protection Regulation (GDPR)** and Portuguese data protection laws.

1. Personal Information We Collect

We collect different types of personal information depending on the services you use:

1.1 Information You Provide Directly

- Full name, date of birth, and gender
- Address, email, and phone number
- Passport details and government-issued identification
- Visa, OCI, and PCC application details
- Personal documents (birth certificates, educational records, employment documents, financial statements)
- Photos or biometric details when required by authorities
- Payment details (processed securely via our payment processor)

1.2 Information Collected Automatically

- Device and browser information (IP address, operating system, user agent)
- Usage data when you interact with our website or online forms
- Cookies and similar tracking technologies (see Section 4)

1.3 Sensitive Personal Data

For certain services, authorities may require:

- Family details, travel history, and previous immigration records
- Health, ethnicity, or religion (if requested for visa purposes)
- Criminal background information, where legally permitted

2. How We Use Your Personal Information

We use your information to:

1. Process and submit passport, visa, OCI, PCC, and related documentation requests
2. Communicate with you regarding application status, appointments, and follow-up requirements

3. Arrange notarization, translation, and document attestation services
4. Comply with legal obligations and consular requirements
5. Improve our services, website, and client support experience
6. Send service updates or reminders for expiring documents (only with your consent for marketing communications)

3. Disclosure and Transfer of Personal Information

Your data may be shared only as necessary for service delivery:

- **Government Authorities:** Embassies, consulates, immigration offices for processing applications.
- **Service Providers:** Courier companies, translation agencies, IT support, and payment processors.
- **Legal Compliance:** Law enforcement or regulators when required by law.
- **Business Operations:** If ISC is involved in a merger, acquisition, or restructuring, personal data may be transferred under strict protection measures.

We **do not sell** personal data to third parties for marketing purposes.

4. Cookies and Tracking Technologies

We use cookies, analytics tools (e.g., Google Analytics), and similar technologies to:

- Improve website performance and security
- Track form submissions and user navigation for service optimization
- Personalize the user experience

You can manage cookies through your browser settings or opt out of Google Analytics at: <https://tools.google.com/dlpage/gaoptout>

5. Your Privacy Choices

- **Access & Correction:** Request a copy of your personal information or correct inaccuracies
- **Data Deletion:** Request deletion of your personal data where legally applicable
- **Withdraw Consent:** Withdraw consent for optional communications at any time
- **Marketing Opt-Out:** Unsubscribe via email links or by contacting us directly

To exercise your rights, contact us at info@iscportugal.com.

6. Security of Your Data

We use administrative, technical, and physical safeguards to protect your data from unauthorized access or loss. While no method is 100% secure, ISC takes all reasonable steps to maintain data confidentiality and integrity.

7. Data Retention

We retain personal data only as long as necessary to:

- Complete the requested service
- Comply with legal and regulatory obligations
- Resolve disputes and enforce agreements

Once data is no longer required, it is securely deleted or anonymized.

8. Children's Privacy

Our services are **not directed at children under 16**, and we do not knowingly collect their data. If such data is inadvertently collected, it will be deleted promptly.

9. International Data Transfers

Your personal data may be transferred outside Portugal or the EU (e.g., to embassies in other countries). ISC ensures that such transfers are made under **GDPR-compliant safeguards**, such as **Standard Contractual Clauses (SCCs)** or equivalent mechanisms.

10. Changes to This Policy

ISC may update this Privacy Policy periodically. The latest version will always be posted on our website, and the effective date will be updated accordingly.

11. Contact Us

If you have any questions, concerns, or requests regarding your personal data, please contact our Privacy Officer at:

Email: info@iscportugal.com