

Privacy Policy



Effective Date: January 5, 2025

Platform: Visalerate

Applies To: Consultants, Candidates, and Visitors

1. Overview

At **Visalerate** (“we,” “us,” “our”), safeguarding your privacy is our priority. This Privacy Policy outlines the types of personal information we gather, how we use and secure it, and who we share it with. This policy applies to all users of our platform, whether you are a consultant, candidate, or visitor. By using our services or providing us with your information, you agree to the terms of this policy.

2. Information We Collect

We may collect various types of personal and professional data to operate our services, including:

a. From Consultants

- Personal contact details, such as your full name, email, phone number, and physical address.
- Tax-related information (e.g., W-9 or W-8BEN form data).
- Copies of identity or professional documents (e.g., licenses or insurance).
- Financial account information for payment processing via Stripe.
- Digital signature data.
- Records of your communication with candidates on the platform.

b. From Candidates

- Your name, contact information, and details related to your immigration case.
- Immigration case files and materials you upload.
- Information from forms and your user profile.
- Payment information, which is handled in a tokenized format by our payment processors (Stripe/Paystack).

c. Automatically Collected Data

- Device and browser information.
- IP address and approximate location.
- Platform activity logs, primarily for security and to prevent fraud.

3. How We Use Your Information

We use the information we collect to:

- Enable connections and interactions between consultants and clients.
- Process payments and manage invoices safely.
- Maintain records of feedback and documentation.
- Ensure adherence to our platform's policies.
- Enhance our services and improve user experience.
- Send you important service announcements and legal notifications.

4. Who We Share Your Information With

We do **not** sell or rent your personal information to third parties for marketing purposes. Your data may be shared with:

- **Payment Processors** (e.g., Stripe, Paystack): For transactions and disbursements.
- **Cloud Storage and Hosting Providers:** To securely store your documents.
- **Law Enforcement or Legal Authorities:** When required by law or to enforce our policies.
- **Our Internal Staff:** For compliance review, quality control, and account approvals.

5. Consultant-Specific Notes

If you are a consultant, please note that your public profile—which includes your name, rating, specializations, and availability—is visible to other registered users. You are required to uphold professional confidentiality and protect the privacy of your clients. Storing or using client data outside of the Visalerate platform is strictly forbidden.

6. Data Security

We take robust technical and organizational steps to protect your data, including:

- SSL encryption to secure data transmission.
- Restricted access for staff and administrators.
- Encrypted payment channels through our trusted third-party processors.
- Server-side data validation and fraud detection tools.

While no method is completely secure, we are dedicated to protecting your information and minimizing risk.

7. Data Retention

We retain consultant profiles and related documents for the duration of the active account and for necessary compliance audits. Immigration materials from candidates are stored securely until their account is deleted or after a set retention period, such as three years. You can request the deletion of your account and its associated data by contacting our support team at **support@visalerate.com**.

8. Cookies & Tracking

We use a limited number of cookies to manage user sessions, authenticate logins, and gather platform analytics. We do **not** use cookies for advertising or for tracking by third parties.

9. Children's Privacy

Visalerate is not designed for individuals under 18 years of age. We do not knowingly collect personal data from anyone under this age.

10. Your Rights

Based on your location, you may have certain rights concerning your personal data. These rights can include the ability to:

- Access, correct, or request the deletion of your data.
- Limit or object to how we process your information.
- Withdraw your consent at any time, if consent was the basis for our processing.

To exercise these rights, please email us at: **admin@visalerate.com**.

11. Policy Updates

We may periodically revise this Privacy Policy. When we make updates, we will notify you by email and change the 'Effective Date' at the top of the policy. Your continued use of the platform after these changes means you accept the revised policy.

12. Contact Us

If you have any questions about this policy, please contact our Privacy Officer:

Email: admin@visalerate.com

Website: <https://www.visalerate.com>