

# **Privacy Policy**

*Last updated: 18 October 2025*

DirectWay Immigration Limited (“we”, “us”, “our”) respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, and protect your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

## **1. Who We Are**

DirectWay Immigration Limited is a regulated immigration advice firm authorised by the **Immigration Advisers Authority (IAA)** to provide immigration advice and assistance.

**Registered Address:** 5 Braford Square, London, E1 0SG

**Email:** enquiries@directwayimmigration.co.uk

**Telephone:** 0207 998 3743

**IAA Registration No:** F202537001

**Adviser No:** P063481

We are the data controller for the purposes of UK data protection law.

## **2. What Personal Data We Collect**

We may collect and process the following types of personal data:

- **Identity information:** name, date of birth, nationality, and passport or ID details.
- **Contact information:** address, phone number, and email address.
- **Case information:** immigration history, employment, education, family, or financial details relevant to your case.
- **Special category data:** information about health, race, religion, or political opinion (only where relevant to your immigration matter and with your explicit consent).
- **Website and enquiry form data:** details you provide when contacting us through our website, such as your name, message, and contact details.

### **3. How We Use Your Information**

We use your personal data to:

- Provide immigration advice and assistance.
- Communicate with you about your enquiry or case.
- Maintain records as required by the IAA.
- Comply with legal and regulatory obligations.
- Improve our services and website functionality.

We will **never** sell or share your information for marketing purposes.

### **4. Lawful Basis for Processing**

We process your data based on one or more of the following lawful grounds:

- **Contractual necessity:** to deliver our services to you.
- **Legal obligation:** to comply with IAA or statutory requirements.
- **Consent:** when you voluntarily provide data through our enquiry form or for special category data.
- **Legitimate interests:** to manage, operate, and improve our business responsibly.

### **5. How We Store and Protect Your Data**

Your information is stored securely on password-protected systems.

We use appropriate technical and organisational measures to protect against unauthorised access, disclosure, loss, or misuse.

Electronic data is encrypted, and any paper files are kept in secure storage.

We retain your personal data only for as long as necessary to fulfil the purpose it was collected for, and to meet legal and regulatory requirements.

## **6. Sharing Your Information**

We may share your personal data with:

- The Home Office, HM Courts & Tribunals Service, or other official bodies where required for your case.
- Translators, interpreters, or expert witnesses assisting with your application or appeal.
- Our professional advisers or auditors (where required for compliance).

We will not share your data with any third parties for marketing or unrelated purposes.

## **7. Your Rights**

Under the UK GDPR, you have the right to:

- Access the personal data we hold about you.
- Request correction of any inaccurate information.
- Request deletion of your data where appropriate.
- Withdraw consent at any time (where processing is based on consent).
- Object to processing or request restriction of processing.
- Lodge a complaint with the **Information Commissioner's Office (ICO)** if you believe your data has been mishandled.

**ICO website:** [www.ico.org.uk](http://www.ico.org.uk)

## **8. Cookies and Website Analytics**

Our website may use cookies and analytical tools (such as Google Analytics) to improve user experience and understand website traffic.

You can manage or disable cookies in your browser settings at any time.

## **9. Changes to This Policy**

We may update this Privacy Policy periodically to reflect legal or operational changes. The most recent version will always be available on this page, with the latest update date shown above.

## **10. Contact Us**

If you have any questions about this Privacy Policy or wish to exercise your data rights, please contact:

### **Data Protection Officer**

DirectWay Immigration Limited

[enquiries@directwayimmigration.co.uk](mailto:enquiries@directwayimmigration.co.uk)

0207 998 3743