

Privacy Policy

Last Updated: [update]

Alavisa, LLC ("Alavisa," "we," "our," or "us") is committed to protecting your privacy.

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information when you use our website, platform, or otherwise interact with us (collectively, our "Services"). This Privacy Policy also explains the privacy rights you have in relation to processing of your personal information.

This Privacy Policy is incorporated into, and is part of, our Terms of Use available at www.alavisa.global which governs your access to and your use of the Services.

By accessing the Services, you agree to be bound by this Privacy Policy. If you do not agree to the terms of this Privacy Policy, please do not use the Services or provide us with your personal information. Each time you use the Services, the current version of this Privacy Policy will apply. Accordingly, when you use the Services, you should check the date of this Privacy Policy (which appears at the top) and review any changes since you last reviewed the Privacy Policy.

1. Information We Collect

When we use the term "personal information," we are referring to information that identifies or can reasonably be linked to you or another person. Personal information does not include information that is collected anonymously or that has been de-identified, so that it cannot identify or be reasonably linked to you. We may collect the following categories of personal information:

A. Information You Provide Directly

- Contact details, including full name, email address, phone number(s), mailing address, and billing information.
- Demographic details, including date of birth, gender, marital status, city and country of birth, and nationality.
- National identifiers, including passport number, national ID number, U.S. Social Security number (if applicable), and U.S. taxpayer ID (if applicable).
- Family information, including names, dates of birth, and U.S. immigration status of parents and other relatives.
- Employment and education history, including current and previous employers, job titles, duties, salary, and educational institutions attended.
- Travel history and plans, including previous visits to the United States, countries visited, intended travel dates, and U.S. address during visit.
- Social media information, including social media platform names and associated identifiers or handles.
- Security and background information, including responses to questions required for visa applications relating to health, criminal history, immigration history, and other matters.

- Account information, including user role, account status, session data, sign-in metadata, and consent records.
- Waitlist and feedback information, including name, email, country, school affiliation, and any feedback or inquiries you submit.
- Content of communications with us
- Payment information (processed via third-party payment providers)

B. Information Collected Automatically

When you use our Services, we automatically receive and collect information, including personal information, from your device. This includes the following:

- Information about your device, such as the operating system, hardware, system version, Internet Protocol (IP) address, device ID, and device language.
- Your country and general location, time zone, and language used.
- The specific actions that you take when you use our Services, including but not limited to the pages and screens that you view or visit and how you interact with our Services.
- The time, frequency, connection type, and duration of your use of our Services.
- Identifiers associated with cookies or other technologies that may uniquely identify your device or browser (as further described below).
- Pages you visited before or after navigating to our Services.

C. Information from Third Parties

We may receive limited information from trusted service providers (e.g., payment processors or hosting providers) necessary to operate the platform.

2. How We Use Your Information

We use personal information to:

- Provide, operate, maintain, and protect our Services, including our visa application support services
- Autofill and structure visa application materials, including through the use of artificial intelligence and automated processing to extract information from uploaded documents
- Process payments
- Provide customer and technical support
- Communicate and respond to inquiries
- Analyze activity on our Services
- Personalize our Services
- Improve Services functionality
- Comply with legal obligations or governmental requests
- Enforce contracts
- Detect, prevent, or otherwise address fraud and maintain security
- Protect against harm to the rights, property, or safety of Alavisa, our users, our customers, or the public as required or permitted by law

We do not sell, rent, or trade personal information.

Sensitive Personal Information

Some of the personal information we collect may be considered sensitive under applicable privacy laws. This includes:

- Government-issued identification numbers, such as passport numbers, national ID numbers, and Social Security numbers
- Health-related information provided in response to visa application questions
- Information about criminal history, immigration violations, or legal proceedings
- Information about political affiliations or associations

We collect this information only as necessary to complete your visa application and submit required information to U.S. government systems. We process sensitive personal information based on your explicit consent and as necessary for the performance of our services.

3. Legal Basis for Processing

For users located in the European Economic Area (EEA), we process personal data under the following lawful bases:

- User consent
- Performance of a contract
- Compliance with legal obligations
- Legitimate business interests

4. Data Sharing and Disclosure

We may share personal information only:

- As necessary to provide our Services
- With service providers acting under confidentiality obligations, including cloud infrastructure and hosting providers, email delivery services, workflow automation providers, browser automation services, and artificial intelligence service providers that assist with document processing and form preparation.
- With payment processors
- With school administrators, who may have access to certain application progress and status information for users affiliated with their institution.
- With U.S. government systems, including the CEAC/DS-160 visa application system, when you elect to submit your visa application through our filing automation service.
- With your consent

We may also transfer your personal information to third parties under the following circumstances:
(i) to comply with a legal requirement, law, subpoena, judicial proceeding, court order,

governmental request, or legal process; (ii) to investigate a possible crime, such as fraud or identity theft; (iii) in connection with the sale, purchase, merger, asset sale, financing, reorganization, liquidation or dissolution of Alavisa, including the evaluation thereof; (iv) when we believe it is necessary to protect the rights, property, or safety of Alavisa or other persons, or (v) as otherwise required or permitted by law, including any contractual obligations of Alavisa.

We do not sell personal information to third parties.

5. Data Retention

We retain personal data only as long as necessary to provide Services and comply with legal obligations.

Application-related documents are securely deleted within 30 days of application submission unless longer retention is required by law.

6. International Data Transfers

Alavisa operates in the United States. If you access our platform from outside the United States, your information may be transferred to and processed in the United States.

Where required, we implement appropriate safeguards for cross-border data transfers in accordance with applicable law.

7. Cookies and Tracking Technologies

Like most websites, our Services may use “cookies.” Cookies are alphanumeric identifiers that we transfer to your computer’s hard drive through your web browser to help us identify you when you come to our Services.

Our Services may use cookies for reasons including, but not limited to:

- Analyze our web traffic using an analytics package.
- Identify if you are signed in to the Services.
- Test content on the Services.
- Store information about your preferences.
- Recognize when you return to the Services.

Overall, cookies help us provide you with a better website and better Services by enabling us to monitor which pages, functions, and features you find useful and which you do not. A cookie in

no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This setting may prevent you from taking full advantage of the Services.

We may also use cookies, pixels, beacons, or other web tracking technologies to track the amount of time spent on our Services or social media and whether or not certain content, such as a video, was viewed. We may work with a third party to collect and process this information for us, based on our instructions and in compliance with this Privacy Policy.

If you are visiting our Services from the EEA, UK, or Switzerland, then we do not set non-essential cookies unless you accept all cookies on the “cookie banner” via our cookie management tool that launches when you land on our Services.

Although we do our best to honor the privacy preferences of our visitors, we are not able to respond to Do Not Track signals from your browser.

8. Data Security

We implement appropriate technical and organizational safeguards designed to protect the security and confidentiality of your personal information.

However, no method of transmission over the internet or electronic storage is 100% secure. While we take reasonable steps to protect your data, we cannot guarantee absolute security of your personal information.

9. Your Privacy Rights

Depending on your jurisdiction, you may have the right to:

- Access your personal data
- Request correction
- Request deletion
- Restrict processing
- Request data portability
- Object to certain processing activities
- Lodge a complaint with a supervisory authority

To exercise your rights, contact: support@alavisa.global

10. Children's Privacy

Alavisa's services are not intended for children under 14.

Users under the age of 18 may only use the platform with parental or legal guardian consent.

We do not knowingly collect personal information from children under 14. If we become aware that such information has been collected without proper consent, we will delete it.

11. Third-Party Websites

Our platform may direct users to third-party websites, including government portals such as the U.S. Department of State's CEAC/DS-160 system. If you use our filing automation service, we will submit your visa application information directly to the CEAC/DS-160 system on your behalf. We are not responsible for the privacy practices or content of third-party sites, including government websites.

12. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised "Last Updated" date.

Continued use of the Services after changes constitutes acceptance of the updated Privacy Policy.

13. Contact Information

For questions about this Privacy Policy, our privacy practices, or to exercise privacy rights, contact: support@alavisa.global