

**CONSENT FORM AND TERMS OF USE FOR RESIDENTS FOR SERVICES OF  
THE CANADA VISA APPLICATION CENTRE (CVAC) by VFS Global Services operated by  
International Organization for Migration (IOM) in Erbil, Iraq**

1. VAC service

CVAC services are in order to provide a service designed to support better service to residents of those countries and permanent residents of Canada. CVAC performs a number of functions on behalf of applicants related to temporary resident visa and permit applications, and applications for travel documents.

Services charges for services at CVAC have been authorised by the Government of Canada.

2. Liability

VFS Global Services and IOM are not agents of the Government of Canada. CVAC is a completely independent entity, operating under the laws of the country where the services are provided and is solely responsible for the provision of its services.

3. Language of service

CVAC shall provide the service and maintain the website in English and French and in the predominant local languages.

4. Agreement

As a user of CVAC services I understand and agree that:

I have read this document completely. My use of the services of CVAC is to assist me with submitting my temporary resident visa or permit application, or application for travel documents to the Government of Canada, and is on the terms and conditions noted in this document.

IOM, which is authorised to operate the CVAC in Iraq, will receive documents from me and collect personal information related to me for the exclusive purpose of processing my application to the Government of Canada for a Canadian visa, permit or travel document, including transferring such documents and information to the government authorities of Canada in Canada and the Embassies and the Consulate offices of the Government of Canada. On my Government of Canada application form there is a notice that describes the purpose for the collection of this personal information, which I fully understand.

In addition, if indicated below in the "Consent for Indirect Collection", I give my consent to IOM, which is authorised to operate the CVAC in Iraq, to receive my documents and personal information from the person specified below.

My personal information may include my application form, supporting or other documents, including my fingerprints and photographs and other biometric information, as required by the Embassy of Canada, the Consulate General of Canada or the Canadian High Commission. My personal information may also include information related to limited application, identity, biographic and contact details, including electronic records or data related to my application(s).

In order to obtain the authorisation of the Government of Canada as a contractor, CVAC has promised to respect principles of personal information confidentiality and protection adopted by various laws of Canada. Offices of VFS Global Services will make a copy of such principles available upon request.

These documents and electronic information may be transmitted by CVAC, if authorised by Canada. These documents and electronic information will be transmitted to the Embassy of Canada and the Government of Canada offices in Canada, as required to provide the service.

I understand that CVAC will only collect, use, disclose and retain my personal information as required in its contract with the Government of Canada and for the purposes of providing my visa, permit or travel document application support services and biometric collection services, where applicable. The Government of Canada has prohibited CVAC from using or disclosing my personal information for any other purpose unless I have provided a further consent in writing.

NAME (printed): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

SIGNED AT: \_\_\_\_\_ (city, country)

**Consent for Indirect Collection**  
**(to be completed ONLY if travel agent or representative used)**

I give my consent for the CVAC in Iraq operated by IOM to collect my documents and my personal information from:

Name of Travel Agent and authorized employee or other authorized representative:

\_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_

**Declaration to be signed ONLY**  
**by applicants assisted by the CVAC staff with electronic application form.**

I received the assistance of the CVAC staff for data entry of my application information. I provided all information and responses required for the application. I have read the completed and printed application form and declare that the information provided is true and that the documents I am submitting in support of my application are genuine and have not been altered in any way.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_