

**CONSENT FORM AND TERMS OF USE FOR RESIDENTS FOR SERVICES OF  
VFS Global Services South Africa**

1. VAC service

VFS Global Services makes available Visa Application Centres (VAC) in **South Africa** in order to provide a service designed to support better service to residents of those countries and permanent residents of Canada. VFS Global Services is a Contractor performing a number of functions on behalf of applicants related to temporary resident visa and permit applications, and applications for travel documents.

VFS Global Services charges for its services have been authorised by the Government of Canada.

2. Liability

VFS Global Services is not an agent of the Government of Canada. VFS Global Services 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

VFS Global Services shall provide the service and the website in English and French as required by Canada, and predominant local languages.

4. Agreement

As a user of VFS Global Services I understand and agree that:

I have read this document completely. My use of the services of VFS Global Services 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.

The VFS Global Services will receive documents from me and collect personal information from me for use in applying to the Government of Canada for a Canadian visa, permit or travel document. On my Government of Canada application form there is a notice that describes the purpose for the collection of this personal information.

Alternatively, if indicated below, I give my consent to VFS Global Services indirectly collecting my documents and personal information from the person specified below.

My personal information may include my application form, supporting or other documents as required by the Embassy of Canada or the Consulate General of Canada. My personal information collected by VFS Global Services may also include my live photograph and my fingerprints, if this information is collected in support of my application. My personal information may also include information required by VFS Global Services for its records that may include limited application, identity, biographic and contact information necessary to provide the service and may, in some instances, include electronic records or data related to my application(s) or other documents that I provide.

In order to obtain the authorisation of the Government of Canada as a contractor, VFS Global Services 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 the VFS Global Services among its VAC offices, 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 VFS Global Services 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 VFS Global Services 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 VFS Global Services 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 VFS Global Services staff with electronic application form.**

I received the assistance of VFS Global Services 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:** \_\_\_\_\_