

EoIBHCONNECT APPOINTMENT APP – PRIVACY NOTICE

CONSENT TO INSTALLATION OF THE APP

Under data protection laws, we are required to provide you with certain information about who we are, how we process your personal data and for what purposes, and your rights in relation to your personal data. This information is set out below and it is important that you read it.

Our “EoIBHCONNECT” mobile app (**App**) allows Applicants to book appointments with Embassy of India, Application Center’s by booking time slots to visit individual Center’s or joining virtual queues to gain access.

How you can withdraw consent: If you uninstall the App and wish to withdraw consent to our use of your personal data please contact us at cons.bahrain@mea.gov.in but that will not affect the lawfulness of any processing carried out before you withdraw your consent.

INTRODUCTION

This Privacy Notice and our App Terms of Use (**Terms**) apply to your use of:

- our App once you have downloaded a copy of the App onto a mobile telephone or handheld device (**Device**); and
- the services accessible through the App (**Service**).

This Privacy Notice sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Our App is not intended for children and we do not knowingly collect data relating to children. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

WHO WE ARE

The Indian Embassy in Bahrain was opened in January 1973.

- The activities of the Embassy include the following:
- To further strengthen friendly and cordial relations between India and the kingdom of Bahrain.
- To further develop and promote political, economic, commercial, social and cultural relations between the two countries.
- To serve as an important bridge between government of India and the government of kingdom of Bahrain.
- To disseminate information about India and important events in India.
- To render consular, passport and visa services.
- To render assistance in resolving labour dispute.

CONTACTING US

Our contact details are as follows:

Embassy of India, Bahrain

Building 1090, Road No.2819,
Block No.428, Al-Seef, Manama,
Kingdom of Bahrain

Website: <https://www.eoibahrain.gov.in>

Email: cons.bahrain@mea.gov.in

Telephone: (+973) 1756 0360, (+973) 1771 2785, (+973) 1771 2683

TO THIS PRIVACY NOTICE

We keep this Privacy Notice under regular review. The last version was updated on 01st Sep 2022 and we will notify you of any changes to it by SMS **OR** by email **OR** when you next start the App.

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during our relationship with you by contacting us by any of the means described above. Our App does not contain any links to and from any of the websites. Please check policies before you submit any personal data to these websites or use these services.

THE DATA WE COLLECT ABOUT YOU

We may collect, use, store and transfer different kinds of personal data about you as follows:

- Name
- Gender
- Age range or date of birth.
- Postcode
- Email address.
- Mobile number.
- Data about your Past Appointments and Type of Visa requested.
- Information about your usage of the App and the Service, including the Locations which you are interested in/book appointments to visit.

We do not collect any Special Categories of Personal Data about you (this includes information about your health, race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

HOW IS YOUR PERSONAL DATA COLLECTED?

We collect personal data when you:

- download and register for the App;
- book appointments to visit Visa Center using the App;
- correspond with us (for example, by email, telephone);
- report a problem with the App or the Service. If you contact us, we will keep a record of that correspondence; and

COOKIES

We use cookies to distinguish you from other users of the App and to remember your preferences. This helps us to provide you with a good experience when you use the App and allows us to improve the Service. For detailed information on the cookies we use, please refer to below table:

Purpose/activity	Type of data	Lawful basis for processing
To install the App and register you as a new App user	Data relating to your identity, contact details	Your consent
To administer the App and our business and services	Data relating to your identity, contact details	Necessary for our legitimate interests (to keep records updated and to analyse how customers use the App and the Service) Necessary to comply with legal obligations (to inform you of any changes to the Terms of Use for the App)
To administer and protect our business and this App including troubleshooting,	Data relating to your	Necessary for our legitimate interests (for running our business,

<p>data analysis, system testing, verifying compliance with the Terms of Use for the App, monitoring and analysing the use of accounts to prevent, investigate and/or report security incidents or crime</p>	<p>identity, contact details</p>	<p>provision of administration and IT services, network security and prevention of fraud)</p>
<p>To protect the rights, property or safety of us, our customers or others</p>	<p>Data relating to your identity, contact details</p>	<p>Necessary to comply with legal obligations</p>

HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to do so. Most commonly we will use your personal data in the following circumstances:

- Where you have consented before the processing.
- Where we need to perform a contract, we are about to enter or have entered with you.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

DISCLOSURES OF YOUR PERSONAL DATA

We may share your personal data with the third parties set out below for the following purposes:

Indian Visa Application Center: The Application Center that use our App may access limited personal data about you through their use of the App, for the purpose of administering your appointment or your position in a virtual queue. This data will be limited to your first name, last name, Contact details and the date and time of your appointment with the relevant Application Center(s).

Third party service providers: So that they can perform functions on our behalf in relation to the purposes set out in this Policy (for example, website hosting, social media analysis providers, email service providers, data analysts, website developers, app developers).

To government and similar authorities: If we are compelled to do so by government and law enforcement authorities or otherwise as required or permitted by law, including but not limited to in response to court orders and subpoenas. We also disclose user information when we have reason to believe that someone is causing injury to or interference with our rights or property, other users of our site, or anyone else that could be harmed by such activities. Additionally, we cooperate with law enforcement inquiries and other third parties to enforce laws, intellectual property rights and other rights.

To our professional advisors: To enforce or apply the Terms of Use for our App or to protect the rights, property, or safety of our company, our customers or others.

To our hosting providers and IT support companies: our App is hosted in the cloud, who host all user data on servers which are dedicated and not shared with anyone.

DATA SECURITY

Much of the information you provide to us will be transmitted electronically, e.g. information provided via the App or by email. We would remind you that information transmitted via the internet is not completely secure and although we will do our best to protect any information transmitted in this way, we cannot guarantee its complete security.

All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password that enables you to access the App, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Once we have received your information, we will use strict procedures and security features to try to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way.

In addition, we limit access to your personal data to those staff, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

DATA RETENTION

We will retain the information you give us, the information we collect through your use of your Device and your location data for so long as the App is installed on your Device.

We retain personal information used to send you direct communication for as long as we can lawfully communicate to you. Where we no longer have grounds to communicate to you (e.g. because you opt-out) or the details we hold are no longer up-to-date (e.g. the email address we hold is invalid) we will delete personal information we hold about you from our database but retain some information on a 'suppression list' on an ongoing basis so we can manage your preferences going forward.

YOUR LEGAL RIGHTS

Under certain circumstances you have the following rights under data protection laws in relation to your personal data.

Request access to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios:

- if you want us to establish the data's accuracy;
- where our use of the data is unlawful but you do not want us to erase it;
- where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or
- you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.