

**CONSENT FORM AND TERMS OF USE FOR RESIDENTS FOR SERVICES OF THE CANADA  
VISA APPLICATION CENTRE (CVAC) by VFS Global in SINGAPORE**

**1. VAC service**

CVAC offers a number of administrative support services and biometric collection services to clients submitting a temporary or permanent resident application, or permanent resident travel document application to enter Canada.

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

**2. Liability**

VFS Global is not an agent 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.

The personal information is gathered by the CVAC under the authority of a contract between VFS Global Services and the Government of Canada. This authority includes any approved subcontractor. The CVAC in Singapore will receive documents from me and collect personal information related to me for the exclusive purpose of supporting the processing of my application by IRCC for a Canadian visa, permit or travel document, including transferring such documents and information to and from IRCC.

In addition, if indicated below in the "Consent for Indirect Collection", I give my consent to the CVAC in Singapore 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 IRCC. My personal information may also include information related to application, identity, biographic and contact details, including electronic records or data related to my application.

In order to obtain the authorisation of the Government of Canada as a contractor, CVAC will respect principles of personal information confidentiality and protection adopted by various laws of Canada. A copy of these principles has been made available to me, and by signing this form I acknowledge that I am aware of the principles, and of the contact information for the Office of the Privacy Commissioner for Canada.

These documents and electronic information will be transmitted to IRCC, 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 administrative support services and biometric collection services for my visa, permit or travel document application, 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. I understand that if I have concerns with the handling of my personal Information by the CVAC, I have the right to file a complaint with the Office of the Privacy Commissioner for Canada, using the contact information provided to me.

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

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

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

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

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

**Consent for Indirect Submission and/or Collection**  
**(to be completed ONLY if travel agent or person other than applicant themselves is submitting and/or collecting the visa application and decision)**

I give my consent to the Canada Visa Application Centre in \_\_\_\_\_ (City, Country) to collect my documents from:

Name of Person to submit an application or collect the decision on my behalf:

\_\_\_\_\_

Relationship to Applicant (if applicable): \_\_\_\_\_

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

**Applicants wishing to provide biometrics**

I confirm that I have reviewed the biometrics validity and requirement tool on IRCC's website and will be providing my biometric enrolment notwithstanding the information provided on IRCC's website.  
I have made this decision of my own free will and without any influence or suggestions from the VAC staff.

Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

**Applicants NOT wishing to provide biometrics**

I confirm that I have reviewed the biometrics validity and requirement tool on IRCC's website and have decided NOT to provide my biometric enrolment.  
I have made this choice of my own free will and without any influence or suggestions from the VAC staff.

Name: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Date: \_\_\_\_\_