



Millennia Immigration Consultancy

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## Millennia Immigration Consultancy – Refund & Privacy Policy

 **Effective Date: 27/07/2025**

 **Business Registration No.: PVT-3QU7M38Z**

 **Office Location:** Eaton Place, 2nd Floor, United Nations Crescent, Gigiri, Nairobi, 00621

### Refund Policy

**Last Updated:** 27/07/2025

At **Millennia Immigration Consultancy**, we are committed to providing high-quality immigration advisory and support services. Please review our refund policy below before engaging our services:

#### **1. Deposit & Payment Terms**

- A **70% deposit** is required before services begin, and the **30% balance** is paid once a visa appointment is secured.
- For services requiring immediate processing (e.g. eVisa or passport applications), **100% payment may be required upfront.**

#### **2. Refund Eligibility**

- The **70% deposit is non-refundable** once service has begun, as it covers administrative, advisory, and document handling work.

- If full payment is made and the client cancels, **only 50% of the total amount may be refunded.**
- If Millennia Immigration Consultancy **fails to deliver or initiate the service entirely** due to internal issues, a **full refund** will be issued.
- In the case of partially completed services, a **partial refund or service credit** may be offered at our discretion.

### **3. Visa Application Outcomes**

- We offer expert guidance and support but **do not guarantee visa approvals.** The final decision is made by the respective embassy or immigration authority.
- Refunds will **not** be issued due to visa rejections, unless Millennia is responsible for an error that caused the rejection.

### **4. Refund Timelines**

- Approved refunds will be processed within **7–14 business days** using the original payment method, unless otherwise agreed.

## **Privacy Policy**

**Last Updated:** 27/07/2025

Millennia Immigration Consultancy respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and protect your information.

### **1. Information We Collect**

We may collect the following:

- Full name, ID/passport number
- Contact details (email, phone)
- Immigration history and personal documents
- Payment information
- Communication records

### **2. How We Use Your Information**

- To provide visa and immigration support services
- To process payments and invoices
- To schedule embassy appointments
- To communicate updates and requests

- To comply with legal and regulatory requirements

### 3. How We Store and Protect Your Data

- Your data is stored securely and only accessed by authorized personnel.
- We implement appropriate administrative, technical, and physical safeguards.

### 4. Data Sharing

- We only share your information with trusted third parties involved in visa processing (e.g., embassies, visa centers).
- We **do not sell or trade** your personal data.

### 5. Client Rights


- You may request to access, correct, or delete your personal data at any time by contacting us at [immigrationassistance254@gmail.com](mailto:immigrationassistance254@gmail.com).

### Contact Information

For questions about these policies, contact:

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