



# Privacy Policy

For

**Solomon Islands Immigration Division**

<b>Approval Date</b>	
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## CONTENTS

Executive Summary .....	3
Introduction.....	3
Scope.....	3
Legislation.....	4
Privacy Policy .....	4
Policy Vision.....	4
Policy Mission .....	4
Policy Principles or Values .....	5
Policy Implementation .....	5
What Information We Collect.....	5
How We Collect Your Information .....	6
Why We Collect Your Information .....	6
How We Use Your Information.....	7
When We May Share Your Information.....	7
Cross-Border Data Handling.....	7
How Your Information Is Stored and Protected .....	7
Your Rights.....	8
How Long We Keep Your Information .....	8
What This Means for You.....	8
Contact.....	8

## Executive Summary

This policy governs the lawful and secure management of applicant's data within the Solomon Islands Online Visa and application Portal System. Solomon Islands Immigration process and collects necessary identity, contacts, travel, and digital system and data to process visas. Immigration does verify applicants' identity, and information related to the e-visa applications to ensure confidentiality and information secured. Data collection occurs directly through form submissions, document uploads, and secure external payment processing. Information is strictly utilized for official decision-making, service tracking, and legal compliance. Authorized disclosures are restricted to border security, and law enforcement agencies. Data is protected via secure government systems, restricted staff permissions, and cross-border security protocols. Applicants retain the right to access and correct their records, which are archived and disposed of according to national record-keeping mandates.

## Introduction

Solomon Islands Immigration is committed to safeguarding the privacy and personal data of all individuals utilizing the Online Visa Application Portal System ("the System"). As the division transitions to digital visa processing, maintaining public trust through transparent data management is paramount. This policy provides a comprehensive framework detailing how personal information is collected, processed, utilized, and protected when an applicant registers an account, submits a visa application, uploads supporting documentation, or executes financial transactions through the portal.

## Scope

This policy applies universally to all users, applicants, sponsors, employers, and administrators interacting with the Online Visa Application Portal System. The scope encompasses all data ingested by the System, which includes:

- **Applicant Submissions:** Explicitly filled text fields detailing identity, contact info, and travel history.
- **Embedded Metadata:** Unstructured personal data contained within uploaded files (e.g., family or financial details in passport copies and certificates).
- **System Metrics:** Automatically generated digital footprints, including IP addresses, browser details, and portal login logs.
- **Financial Overlays:** Transaction tracking data linked to applications (excluding full credit/debit card numbers, which are handled externally).

## Legislation

The collection, storage, and processing of personal data under this policy are dictated by the statutory obligations of Solomon Islands Immigration. While specific data processing occurs via secure government infrastructure and trusted cross-border payment networks, all operational functions strictly align with:

- **The Immigration Act 2012** (and accompanying regulations): Section 91 (1) of the Act allows Minister to declare Immigration to make decision and facilitating visas electronically. Governing the legal evaluation of visa eligibility, identity verification, and border security fraud prevention.
- **National Record-Keeping Laws and Policies:** Mandating the strict retention periods for official government records and dictating the timelines for final, secure data disposal.
- **Law Enforcement Frameworks:** Outlining the strict conditions and lawful authorizations required before applicant data can be shared with external domestic or international border and security agencies.
- **Cyber Security Policy:** Establish to guide and protect confidentiality of information and free from cyberbullying.

## Privacy Policy

We respect your privacy. This policy explains how we collect, use, and protect your information when you use the Online Visa Application Portal System (“the System”). The practice does not allow sharing of information with third party or divulging information related to data, companies or person to be disseminated. Dissemination of data done by court orders or the approval of Director of Immigration only for the purpose of investigation, trade money laundering and income tax.

Creating an account on e-visa portal allows applicants to submit applications, upload documents, or make a payment, and providing personal information to Immigration to process e-visa applications and facilitating e-visa lawfully.

## Policy Vision

We aspire to secure Solomon Islands borders and to play our part in protecting our people and economy.

## Policy Mission

The Immigration Division will continue to work on strengthening and modernizing the nation’s defences against all border threats through structured reforms, digitization and strategic partnering.

## Policy Principles or Values

- **Integrity** – commitment to honesty.
- **Good Governance** – commitment to enhancing and maintaining the rule of law in an environment of transparency and accountable decision-making.
- **Professionalism** – to demonstrate competence and skills suited to our roles and responsibilities
- **Leadership** – influence others into action by doing what is right the first time and all times through all of the above values.
- **Trust & Respect** – confidence in officers’ sense of unity and dignity.

## Policy Implementation

### What Information We Collect

When you use the System, we may collect:

#### Identity Information

- Full name
- Passport or identification details
- Date of birth
- Nationality
- National Identity Number.

#### Contact Details

- Email address
- Phone number
- Residential or mailing address

#### Travel and Application Information

- Visa type and travel purpose
- Travel history (if required)
- Information about sponsors or employers

#### Uploaded Documents

We may collect documents you upload as part of your application, such as:

- Passport copies
- Certificates or supporting documents
- Photos or identification records
- Any additional personal information contained within those documents (for example: family details, employment history, financial information, or other personal data within your documents)
- **Note: What this means for you** – When you upload documents, you may be sharing more information than what you enter in the form. We treat all information in your documents as part of your application and protect it in the same way.

### **Payment Information**

- Payment details (such as card information)
- **Important:** Payment details are handled securely by an approved payment provider. We do not store your full card details.

### **System Data**

- IP address
- Login activity
- Device and browser information

## **How We Collect Your Information**

We collect your information through:

- Online forms
- Account registration
- Document uploads
- Payment transactions
- System logs

## **Why We Collect Your Information**

We collect your information to:

- Process visa applications

- Verify identity
- Assess eligibility
- Process payments
- Prevent fraud
- Meet legal and government requirements

## **How We Use Your Information**

We use your information to:

- Make decisions on applications
- Link payments to applications
- Contact you about your application
- Keep official records
- Improve services

## **When We May Share Your Information**

We may share your information with:

- Government agencies
- Law enforcement (when required)
- Payment providers
- Border and security agencies

We only share information when it is necessary and allowed by law.

## **Cross-Border Data Handling**

Some data (such as payment processing) may be handled outside Solomon Islands by trusted providers. We take steps to ensure your data is protected.

## **How Your Information Is Stored and Protected**

We protect your information by:

- Using secure government systems
- Restricting access to authorised staff only

- Applying security controls and monitoring
- Using secure payment technologies

We take reasonable steps to protect your information from loss, misuse, or unauthorised access.

## **Your Rights**

You can:

- Request access to your information
- Request corrections to your information

## **How Long We Keep Your Information**

We keep your information as required by government record-keeping laws and policies. After this time, it is securely disposed of.

## **What This Means for You**

- Your data is used only for official purposes
- Your documents may include additional personal details, which are protected
- Your payment details are handled securely
- You can request access or corrections

## **Contact**

If you have questions about these Terms of Service:

Relevant Officer or Business Unit

Email: [immigration.visas@commerce.gov.sb](mailto:immigration.visas@commerce.gov.sb)

Phone: (+677) 22856, (+677) 25081, (+677) 25082, (+677) 25083

Online Form: <https://immigration.gov.sb/contact-us/>