

Migrant Scribe Privacy Policy

Effective Date: April 01, 2025

Platform: Migrant Scribe by ScaleBurg Inc.

Applies To: Consultants, Candidates, and Visitors of the Migrant Scribe web platform

1. Overview

Migrant Scribe (“we,” “us,” “our”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our platform, including when you register as a consultant or submit immigration-related materials.

By accessing Migrant Scribe or submitting information to us, you consent to the practices described in this Policy.

2. Information We Collect

We collect the following types of personal and professional information:

a. From Consultants

- Full name, email address, phone number, address (if submitted)
- Tax information (e.g., W-9 or W-8BEN)
- Identity documents (e.g., license or insurance uploads)
- Payment account connection (e.g., Stripe, Paystack)
- Signature data (base64 image or verification token)
- Communications with candidates via the platform

b. From Candidates

- Name, contact details, immigration background
- Uploaded case materials

- Form responses and profile information
- Payment details (only tokenized via Stripe/Paystack)

c. Automatically Collected Data

- Browser and device type
- IP address and approximate geolocation
- Platform activity logs (for fraud prevention and compliance)

3. How We Use Your Information

Your data is used to:

- Facilitate consultant-client engagements
- Process payments and invoices securely
- Store feedback and documentation history
- Monitor compliance with platform policies
- Improve user experience and platform features
- Communicate important updates and legal notices

4. Who We Share Your Information With

We do not sell or share your personal information with third parties for marketing. However, we may share data with:

- Payment Processors (e.g., Stripe, Paystack): for disbursements and transactions
- Cloud Storage and Hosting Providers: to host your documents securely
- Legal Authorities: when required by law, court order, or to enforce platform policies

- Internal Admins: for compliance review, quality control, and onboarding approval

5. Consultant-Specific Notes

As a consultant, your profile (name, rating, specialization, and availability) may be visible to registered clients. You are responsible for maintaining professional confidentiality and respecting client privacy. Any misuse or retention of client data outside the platform is strictly prohibited.

6. Data Security

We implement industry-standard technical and organizational measures to protect your data:

- SSL encryption
- Limited access controls for staff/admins
- Encrypted payment channels via third-party processors
- Server-side input sanitization and fraud detection

No system is 100% secure, but we work diligently to minimize risks.

7. Data Retention

- Consultant profiles and onboarding documents are retained for as long as the account is active and for compliance auditing.
- Candidates' immigration materials are stored securely until their account is deleted or until a retention period (e.g., 3 years) expires.
- You may request deletion of your account and associated data by contacting support at support@migrantscribe.net.

8. Cookies & Tracking

We use limited cookies for session management, login authentication, and platform analytics. We do not use cookies for advertising or third-party tracking.

9. Children's Privacy

Migrant Scribe is not intended for individuals under the age of 18. We do not knowingly collect data from minors.

10. Your Rights

Depending on your location, you may have rights to:

- Access, correct, or delete your personal data
- Restrict or object to certain processing activities
- Withdraw consent at any time (if consent was the legal basis)

To exercise these rights, email us at: privacy@migrantscribe.com

11. Policy Updates

We may update this Privacy Policy from time to time. When we do, we'll notify you via email and update the effective date above. Continued use of the platform constitutes acceptance of the updated policy.

12. Contact Us

If you have any questions about this Privacy Policy, contact:

Migrant Scribe Privacy Officer

Email: compliance@migrantscribe.net

Website: <https://www.migrantscribe.com>