SojournHub

Privacy Notice

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1 Introduction

SojournHub respects your privacy and is committed to protecting your personal information. This Privacy Notice explains what information we collect, why we collect it, and how we use and protect it when you use our website and services.

The data controller is SojournHub Software Ltd, a private company limited by shares registered in England and Wales (company number 17518523, incorporated 13/10/2026). SojournHub Software Ltd is not VAT registered.

Registered office: 124 City Road, London, EC1V 2NX, United Kingdom.

2 Information We Collect

2.1 Your name, email address, telephone number and contact details.
2.2 Account and profile information.
2.3 Information provided as part of a visa, immigration or relocation enquiry or application.
2.4 Documents you choose to upload, such as passports, identification documents, certificates, financial evidence and other application documents.
2.5 Payment and transaction information.
2.6 Communications between you, SojournHub and professional partners using our platform.
2.7 Technical information such as your IP address, browser, device information and website usage.
2.8 Information collected through cookies and similar technologies.

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3 How We Use Your Information

3.1 Provide and manage the SojournHub platform and our services.
3.2 Create and manage your account.
3.3 Process enquiries, quotations and payments.
3.4 Help manage your visa or immigration application.
3.5 Connect you with the professional partner assisting with your application.
3.6 Allow professional partners to review documents and provide services.
3.7 Communicate with you about your account or application.
3.8 Improve the security, functionality and performance of our platform.
3.9 Prevent fraud, misuse and security threats.
3.10 Meet our legal, regulatory and compliance obligations.

4 UK Lawful Bases for Processing

4.1 We use contract or requested pre-contract steps for accounts, quotations, payments and the services you request; legal obligation for accounting and other applicable UK duties; and legitimate interests for proportionate security, fraud prevention, service improvement and complaints or legal claims, balanced against your interests and rights. Where optional marketing, non-essential cookies or another activity requires consent, you can withdraw that consent without affecting earlier lawful processing.
4.2 Health information and other special-category data require an additional lawful condition, as well as an Article 6 basis. Where explicit consent is the applicable condition, it must be specific to that processing; account creation, a document upload or general service-agreement acceptance does not by itself establish that consent. Criminal-record information is subject to separate UK legal conditions and safeguards. Contact support@sojournhub.io for the basis and safeguards applicable to your case.

5 Sharing Your Information

5.1 We only share personal information where it is necessary to provide our services, operate our platform, comply with the law, or where you have authorised us to do so. This may include sharing information with:
5.2 Professional partners assisting with your application.
5.3 Immigration authorities, government departments and other relevant authorities where required for your application.
5.4 Revolut, SojournHub's bank, which receives bank transfer payments and makes bank payments to professional partners and refunds. Revolut also keeps records of earlier card payments made through it, for refunds and disputes. SojournHub does not collect or store payment card numbers. Stripe may retain information relating to historical payments.
5.5 Supabase, which stores the application database in Singapore.
5.6 Vercel, which hosts the website and application, with the application's servers in Singapore.
5.7 Resend, which sends service email.
5.8 Zoom, which provides a meeting when you choose to join one.
5.9 Professional advisers or regulators where legally required.
We do not sell your personal information.

6 Your Documents

6.1 Visa and immigration applications can involve sensitive personal documents. We take reasonable technical and organisational measures to protect documents uploaded to SojournHub and restrict access

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to authorised users, professional partners and service providers where access is necessary to provide the relevant service. You should only upload documents requested as part of your application or service.
6.2 If you use the camera in SojournHub to photograph a document, we use your camera only while the camera screen is open. The live picture stays on your device and is never recorded or sent to us. Only the photo you choose to use is uploaded, after location and other photo details are removed. It is then handled like any other document you upload.

7 Payments

7.1 Payments are made by bank transfer to SojournHub's account at Revolut. We use payer names, the bank account a payment comes from, payment references and transaction information to match incoming funds to cases, maintain payment records and send refunds back to the account that paid. Partner bank details are used to make payments to approved professional partners. SojournHub does not collect or store payment card numbers. Records of earlier card payments, held by Revolut and historical Stripe payment records, are retained where required for accounting, refunds or disputes.

8 Cookies

8.1 Our website may use cookies and similar technologies to operate correctly, remember preferences, understand how the website is used and improve our services. Where required, you will be given the opportunity to manage your cookie preferences. The technologies we use, and how to change your choice, are described in the Cookie Policy.

9 How Long We Keep Information

9.1 Case record, approved or refused. 7 years. Clock: Final case closure. The case record, decisions and the documents needed to evidence them are kept for this period.
9.2 Case record, withdrawn or abandoned. 12 months, archived, then deleted. Clock: Final case closure. The archive copy is deleted when the period ends, unless a record-keeping duty, complaint, appeal or legal hold applies.
9.3 Passport and identity copies. 90 days. Clock: The case is closed. The copy is deleted when the period ends.
9.4 Supporting evidence. 90 days. Clock: The case is closed. The file is deleted when the period ends.
9.5 Visa grant details and case summary. 7 years for approved/refused; 12 months for withdrawn/abandoned. Clock: Final case closure. The case outcome determines the period; holds and lawful earlier deletion requests are reviewed.
9.6 People, chats and notes. 7 years for approved/refused; 12 months for withdrawn/abandoned. Clock: Final case closure. Case correspondence follows the outcome schedule. Locked records are anonymised where permitted; signed agreements and required finance records remain protected.
9.7 Refusal letters. 7 years for approved/refused; 12 months for withdrawn/abandoned. Clock: The case is closed. The letter is deleted when the period ends.
9.8 Consultation recordings. 180 days, unless kept for a complaint. Clock: The recording is made. A recording kept for a complaint stays until that complaint is finished.
9.9 Signed agreements, quotes and invoices. 7 years. Clock: The end of the financial year. Finance records (payments and invoices) may be kept for this period.
9.10 Account details. Within 30 days of your request. Clock: You ask us to delete the account, and no case is open. An open case keeps the account until that case is closed.
9.11 Backups. The backup provider’s retention cycle. Clock: The backup is taken. Deletion is subject to the backup provider’s verified expiry schedule. The same retention restrictions apply if data is restored.
9.12 How long we keep information depends on the record and, for visa cases, on the outcome of the

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case. Case records are measured from final case closure: approved and refused cases are kept for 7 years; withdrawn and abandoned cases are archived for 12 months and then deleted, unless a record-keeping duty, complaint, appeal or legal hold applies. Finance records (payments and invoices) may be kept for 7 years from the end of the financial year. Document categories such as identity copies, supporting evidence and correspondence are kept for the shorter periods listed below. When the period ends we remove the file or anonymise it, as the schedule describes. Records needed for a complaint, an appeal or a legal hold are kept until that matter ends, and you may always ask us to delete documents earlier where we can lawfully do so. A completed deletion clears the person record, including name, email, nationality, date of birth, passport nationality, and visa name.

10 International Data Transfers

10.1 SojournHub operates an international platform. The application database is hosted by Supabase in Singapore. The website and application are hosted by Vercel, with the application's servers in Singapore. Revolut and the banks involved in a payment may process payment information internationally. Resend and Zoom may process information in the United States and in other regions those providers publish. Stripe may continue to hold historical payment information in the regions it publishes. Your information may also be accessed where your professional partner or a relevant immigration authority is located. Where required, we take appropriate measures to protect personal information transferred internationally. Transfers restricted by UK data protection law require an applicable UK adequacy regulation or another permitted mechanism. Where appropriate safeguards apply, these may include the UK International Data Transfer Agreement or the UK Addendum to the European Commission standard contractual clauses, with the required transfer assessment and additional protections. The route depends on the recipient and transfer. Ask support@sojournhub.io which route applies and for information about, or a copy of, the safeguards, subject to lawful redaction.

11 Your Rights

11.1 Depending on where you live, you may have rights regarding your personal information, including the right to request access, correction or deletion of your information and, in some circumstances, to object to or restrict its processing. You may also be able to withdraw consent where we rely on your consent to process information. You also have the right to complain to the UK Information Commissioner’s Office (ICO) about our use of personal information: https://ico.org.uk/make-a-complaint/. You can contact us first at support@sojournhub.io, but doing so does not remove your right to complain to the ICO.

12 Security

12.1 We use reasonable technical and organisational safeguards designed to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. No online service can guarantee absolute security, but we continually work to maintain appropriate safeguards for the information entrusted to us.

13 Third-Party Services

13.1 Our website and platform may contain links to or integrate with third-party services. Those organisations may operate under their own privacy policies, and we encourage you to review them when using their services.

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14 Changes to This Notice

14.1 We may update this Privacy Notice from time to time as our services, technology or legal requirements change. The latest version will always be published on our website.

15 Contact Us

15.1 Email: privacy@sojournhub.io
15.2 Privacy, legal and complaints contact: Matthew Silvester, CEO, privacy@sojournhub.io.
15.3 Website: sojournhub.io
15.4 Contact page: https://sojournhub.io/contact
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