# TERMS & CONDITIONS AND PRIVACY POLICY – SERVI-VISA.COM

## 1. Acceptance of Terms

By accessing or using Servi-Visa.com ("the Site"), you agree to comply with and be legally bound by these Terms and Conditions. If you do not agree to these terms, please do not use our services.

## 2. Services Provided

Servi-Visa.com provides document processing services, including but not limited to apostilles, notary public services, visa facilitation, translations, and courier management. We do not offer legal advice, nor are we a law firm.

## 3. Non-Attorney Disclosure

Servi-Visa.com and its representatives are not attorneys, and we do not provide legal advice or representation. We offer administrative support for document processing and submission. If you require legal advice, please consult a licensed attorney in your jurisdiction.

## 4. User Responsibilities

You are responsible for the accuracy of all information and documentation you submit. Servi-Visa is not liable for delays or rejections caused by user errors or omissions.

## 5. Jurisdiction

This agreement shall be governed by:
- The laws of Florida, United States, for services rendered to or by U.S.-based clients.
- The laws of the Republic of Colombia, for services provided in Colombia.
- International clients will be subject to generally accepted international commerce practices.

## 6. Limitations of Liability

Servi-Visa shall not be liable for any direct or indirect damages resulting from the use or misuse of the services, including but not limited to delays caused by third-party agencies or postal services.

## 7. Payment and Refunds

All service fees are payable in advance. Refunds are granted at Servi-Visa's sole discretion based on service progress and recoverability of processing costs.

# 8. Modifications

We reserve the right to modify these Terms and Conditions at any time. Continued use of our services constitutes acceptance of any changes.

# 1. Overview

Servi-Visa.com respects your privacy and is committed to protecting your personal information in accordance with the laws of:
- The United States, including HIPAA and relevant federal/state privacy regulations
- Colombia, under Law 1581 of 2012 and Decree 1377 of 2013
- International privacy regulations such as the EU GDPR, where applicable

# 2. Information We Collect

We may collect:
- Identifiers (e.g., name, address, email, phone)
- Document scans, identification numbers, biometric data
- Payment information (processed securely via third-party gateways)

# 3. How We Use Your Information

Your data is used solely to provide, process, and manage your requested services. We may contact you to clarify details or send confirmations.

# 4. HIPAA Compliance (U.S. Users)

If you submit documents that contain protected health information (PHI), we will handle them in accordance with the Health Insurance Portability and Accountability Act (HIPAA). We maintain:
- Data encryption and secure transfer protocols
- Confidentiality agreements with staff and vendors
- Limited access to sensitive documents

# 5. Data Sharing

We do not sell or rent your personal data. Information may be shared with:
- Government or consular agencies
- Courier or mailing services
- Legal authorities when required by law

# 6. Your Rights

You may request:
- A copy of your data

- Correction of inaccurate information
- Deletion of data (subject to legal retention obligations)

# 7. Cookies and Analytics

We use cookies for user session management and analytics. You can manage cookie preferences through your browser settings.

# 8. International Transfers

By using our services, you consent to the transfer of your personal data to and from the United States, Colombia, or any other country involved in the process.

# 9. Contact

To exercise your privacy rights or ask questions, contact:
Email: privacy@servi-visa.com
Mail: Grupo SoMo Holding, LLC – Privacy Officer
9555 SW 175th Ter, Suite 219, Palmetto Bay, FL 33157, USA