



PICA Privacy Policy

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Document Number: **PICA/G/P/003**

Issue date: March 12, 2020

Revision Number: 0

Approved By: *CEO/Designate*

Last Revised: N/A

PICA Privacy Policy

Respecting the privacy of our customers, stakeholders, staff, and volunteers, the Agency will maintain confidentiality with all its records. Information within the jurisdiction of the Agency is confidential and will not be disclosed with anyone unless authorized under the Access to Information Act and/ or by an Order from the Court of Jamaica. General information, policy statement or statistical material that is not identified with any individual is not classified as confidential. Staff members are responsible for maintaining the confidentiality of information within its scope.

“Confidential Information” means all non-public information in any format, whether of a technical, business or other nature, including, without limitation, any information relating to business or marketing plans, operations, processes, intentions, financial projections, financial reports, technical plans, technical specifications, purchasing requirements or intentions, customers and business affairs, internal reports, marketing plans, opportunities, product information, know-how, design, rights, trade secrets, or any information of a market sensitive nature, that has been identified as being proprietary and/or confidential or that by the surrounding circumstances ought to be treated as confidential.

ONLINE PAYMENT TERMS AND CONDITIONS

CREDIT CARD POLICY STATEMENT

1. Introduction

The Passport, Immigration and Citizenship Agency (PICA) in agreement with the Bank of Nova Scotia Bank (BNS) has implemented the PICA Online Passport Application System, which will integrate with First Atlantic Commerce Gateway. The Gateway will authorize customers' credit cards payments made via: https://passport.pica-online.com/PICA_ONLINE/



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The PICA shall operate this payment option under the stipulated principles and guidelines of:

- Executive Agencies Act (2002)
- The Passport Act (1935)
- The Passport Act & Regulations (1962)
- Electronic Transactions Act (2007)
- Access to Information Act (2002)
- Any other relevant legislation

2. Credit Card Payments

With effect from March 1, 2019, the Passport, Immigration and Citizenship Agency accepts the following Credit Cards for the online payment for those applicants who wish to use the passport online portal to renew their passports:

1. MasterCard
2. Visa Card

Credit card numbers are protected with a high level of encryption when transmitted over the Internet. The PICA does not have access to your credit card details.

2.1 (3D) Secure Authentication

Payments will be processed using 3D Secure authentication by the First Atlantic Commerce Payment Gateway.

2.2 Use of Credit Card to make Online Passport Renewal Payments

- a) Credit Card users may make online payments in any amount for a passport renewal. The price for the renewal of a passport will be displayed to the user based on a selection of “location to pick up passport” and “the service type” required;



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- b) All credit card transactions shall be processed in either a Jamaican dollar (JA\$) amount or a (US\$) amount. All other payments made in other currencies will be converted at the prevailing exchange rate of your bank to reflect US\$ or JA\$ as applicable;
- c) Payments are debited to the Passport Immigration and Citizenship Agency;
- d) If successful, the PICA will confirm that your payment was completed;
- e) If unsuccessful, the PICA will advise that your payment attempt was unsuccessful. You will not be advised why a payment has failed, therefore, you should contact your credit card provider for details;
- f) The PICA will confirm your payment details via email;
- g) We will answer your calls promptly and courteously and will respond to email and voicemail messages within 3 business days;
- h) All the information you provide on the credit card payment form will be handled in accordance with the PICA privacy statement.

2.3 General Information

- a) There is no minimum or maximum transactional limit;
- b) Payments made for the renewal of your passports are not posted to your account in real-time;
- c) Payments are posted to your accounts within 24 hours of the time of the transactions; excluding public holidays and weekends which, will be posted by the next working day;
- d) Due to the way transactions are processed by the external banking sites, there may be a 1-3-day delay in updating your payment.
- e) Applicants/Customers must maintain a record of his/her electronic receipts;



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2.4 Treatment of Errors, Refunds and Charges in Credit Card Payments

The Passport, Immigration and Citizenship Agency shall be guided by the relevant sections of the Electronic Transactions Act in the treatment of errors and charges that occur via PICA Online Passport System. Refunds will be dealt with in a case by case basis. Please contact our Customer Service Contact Centre at 1-(876)-754 PICA (7422) or https://passport.pica-online.com/PICA_ONLINE/.

Fees once paid through the PICA Online Payment Gateway shall not be refunded other than in the following circumstances:

- a) Multiple times debiting of applicant's Card/Bank Account due to technical error;
- b) Applicant's account being debited with excess amount in a single transaction due to technical error. In such cases, excess amount excluding Payment Gateway charges would be refunded to the applicant;
- c) As it relates to other charges, requests by the applicant for the PICA to negate any charges will be subjected to thorough investigation by the PICA's Finance and Planning Unit and the Legal Team;
- d) Where a proven system glitch occurred during the transaction that may have resulted in an erroneous payment being made to an account;
- e) A response shall be provided to the applicant within 3 business days of receipt of the request/query;
- f) The applicant must inform the PICA of any claim/dispute within 24 hours or the next working day, and must provide sufficient evidence to substantiate any such claim. Any information requested by the PICA must be provided by the applicant for the claim to be processed. Applicants are NOT required to provide Credit Card numbers.



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Shipping and Delivery Policy

General Information

The Passport Immigration and Citizenship Agency (PICA) will ship your passport to your mailing address via DHL Couriers. DHL does not deliver to P.O. Boxes. Please keep this in mind when inputting or making changes to your Mailing address, during the completion of your online application. The passport must be signed for by the applicant upon delivery. Three attempts will be made for delivery, thereafter the passport will be returned to PICA 25c Constant Spring Road, Jamaica.

Delivery Times

Completed passports will be shipped within six (6) business days of submitting an application online. An application is considered submitted online as at the first (1st) business day following successful payment. Please note that business days do not include Saturdays, Sundays or Public Holidays.

On receipt of your application, PICA agents will review your application to ensure that it is compliant with applicable laws and procedures. During this review process your application may be deemed non-compliant with the requirements. In this case you will receive an email to submit the outstanding requirements. If an application is deemed non-compliant by a PICA Agent, a passport will not be produced for that application until all outstanding requirements are fulfilled. A passport therefore will not be shipped within six (6) business days of submission if an application is deemed non-compliant.

If your application falls in this category you should use the **check status** option on the online application system home page to track the progress of your application.



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Shipping /Delivery Cost

Our delivery fee is based on current DHL rates plus administrative cost. Delivery fees are subject to revision monthly to account for exchange rate fluctuations. Fees applicable to shipment for the various countries can be checked at any time using the **cost checker** option on the online application system home page.

Once your passport is shipped by PICA you will receive an email with the shipment details and the DHL tracking number for your package. DHL shipment can be tracked at any time by using the DHL tracking option on the DHL website or clicking the URL <http://www.dhl.com/en/express/tracking.html>.

The DHL delivery terms and conditions are applicable to all packages shipped by PICA via DHL couriers. These terms and conditions can be viewed on the DHL's website or by clicking the URL http://www.dhl.com/en/express/shipping/shipping_advice/terms_conditions.html www.DHL.com.

Damaged Items in Transport

If there is any damage to the packaging on delivery, contact us immediately at PICA's customer care centre at (876)754-PICA or email us at passportonlinesupport@pica.gov.jm

Questions

If you have any questions about the delivery and shipment of your passport, please contact our customer care centre at (876)754-PICA or email us at passportonlinesupport@pica.gov.jm