

Privacy Policy

At MyArrival.com, operated by Documents Processing Portal LLC, we are committed to protecting your privacy and safeguarding your personal information.

This Privacy Policy explains how we collect, use, store, and protect your data when you use our services related to digital arrival cards, travel declarations, customs declarations, health declarations, travel authorizations, and other travel entry requirements.

1. Information We Collect

To provide our services, we may collect the following information:

Personal Information

- Full name
- Passport information
- Nationality
- Date of birth

Contact Information

- Email address
- Phone number

Travel Information

- Flight details
- Arrival and departure information
- Destination information
- Accommodation details where required

Declaration Information

Information required for customs, immigration, health, or travel-related declarations, depending on the destination country.

Payment Information

Limited payment-related information required to process transactions securely through regulated payment providers.

2. Purpose of Data Collection

We collect personal data to:

- Assist users with completing travel-related declarations and applications
 - Facilitate processing and submission services
 - Provide customer support
 - Improve our services and website functionality
 - Comply with legal and regulatory obligations
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3. Independent Service Provider

MyArrival.com operates as an independent service provider.

We are not affiliated with, endorsed by, or representing any government authority, immigration authority, customs authority, or health authority.

Our role is limited to providing guidance and processing assistance services.

4. Data Storage and Security

Personal information is stored securely using industry-standard security measures, including encryption, restricted access controls, and secure hosting environments.

We take reasonable technical and organizational measures to protect personal data against unauthorized access, misuse, disclosure, or destruction.

5. Data Sharing

We only share information where necessary to:

- Provide the requested services,
- Comply with legal obligations,
- Or submit required information to relevant governmental or processing authorities.

We do not sell personal information to third parties.

Data may be processed or transferred internationally where necessary for service fulfillment.

6. Data Retention

Personal data is retained only as long as reasonably necessary for operational, legal, compliance, and dispute-resolution purposes.

In most cases, data is retained for a maximum period of 2 years unless a longer retention period is legally required.

7. Your Rights

Depending on applicable laws, users may have the right to:

- Access their personal data
- Correct inaccurate information
- Request deletion of personal data
- Object to or restrict processing
- Request data portability where applicable

Requests may be submitted to: info@myarrival.com

8. Cookies and Tracking Technologies

MyArrival.com uses cookies and similar technologies to improve website functionality, security, analytics, and user experience.

Additional information may be provided in a separate Cookie Policy.

9. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time.

Updated versions will be published on the website, and continued use of the services constitutes acceptance of the revised policy.

10. Contact Information

Documents Processing Portal LLC
30 N Gould St, STE R

Sheridan, WY 82801
United States

Website: www.myarrival.com

Email: info@myarrival.com

By using our services, you acknowledge that you have read and understood this Privacy Policy and agree to the collection and use of information as described herein.