

Applying for a passport

*Helpful notes for completing your **online passport application** form correctly*

Contents

Things you need to know 4
How to fill in each section of your application form .....
What type of passport are you applying for? 5
Adult application 5
Child application 5
Renewal 5
First British passport 5
Replacement 5
Changes 5
Who is the passport for? 6
Names to be shown on your passport 6
Change of name in passport 6
Current address 6
Gender 6
Place of birth 6
Contact details 6
Delivery Address 7
Certificate of registration or naturalisation 7
Parents' details 7
Adoption 8
Child with one parent 8
Section 5: Details of previous passports 8
Uncancelled passports 8
Lost or stolen 8
Signing the Declaration 9
People applying under the age of 16 9
Parental responsibility 9
Passport Signature 10
Countersignature 10
Countersignatories 10
What you need to include with your online application 11
Table of supporting documents 12
Table A 13
Table B 13
Table C 14
Table D 14
Photo guidance 15
Once you've completed your application 17

Other information 17
Protecting your personal information 17
Service standards 17
Collecting passports 18
Complaints about passports 18
Identity interviews 19

Things you need to know

Get it right

- Don't book travel until you have your passport.
- We cannot accept any responsibility for any travel arrangements. We do our best but we cannot guarantee that your passport will be ready within a certain time.
- Please allow two weeks from the date of your application before checking the progress of your application form with us.

Can I download a new application form?

No, Passport applications are now available online by clicking the following link Passports and Nationality

Do I always need to submit photos with my application?

Yes, you will be required to upload recent photographs during your online application. See pages 15 and 16 for more advice.

Can I submit a photocopy of a birth certificate or other supporting document?

No, you must submit originals. See page 17 for the correct documents.

I live abroad. Can I apply for a passport in Gibraltar?

No. You can only use our online system if you reside in Gibraltar.

Will I need an interview?

Please see page 19 for more details

When can I renew my passport?

We recommend you renew your passport 7 months before the expiry day.

Do all applications need a countersignatory?

No. Check page 10 to find out if you need one.

What type of passport are you applying for?

Get it right

- If you have previously held a British passport as an adult or child that was issued for five or ten years, it isn't damaged and you don't need to change any personal details, you need to apply for a renewal.

Adult application

An adult is 16 years old or over. If you are going to turn 16 within the next two weeks put a cross in the Adult box. Adult passports are normally valid for 10 years.

Child application

A child is under 16. Child passports are normally valid for five years.

Renewal

This applies if your existing undamaged British passport, your name and British national status have not changed.

First British passport

This applies if you have never had a British passport before or you were previously included as a child on someone else's passport. This includes those who were not British at birth and have gained naturalisation or registration as a British national and are applying for their first British passport.

Replacement

This applies if you want to replace a British passport that has been lost, stolen or damaged.

Changes

This applies to a change in your name, photo (including where you cannot be recognised from your current passport photo) or British national status.

Who is the passport for?

Get it right

- Include middle names in the name section - the name you enter should match your birth certificate or previous passport. If it doesn't, it could delay your application.

Names to be shown on your passport

Please enter the name of the person who the passport is for.

The name that is shown on the passport should be the name that is used for all purposes.

Enter names under 'surname' and 'first names' that appear on your supporting documents such as your birth certificate and/or your previous passport.

If you have recently changed your name, enter your name as it is now.

Change of name in passport

If you are changing your name, put your new name in the 'Surname' and 'First and middle names' boxes and put your previous names in the 'Maiden or all previous names' boxes.

If you spell your name differently, change the order of your names or add a new name, compared to what is in your previous passport, then you will need to provide evidence of the name change. See Table C on page 18 for more details.

Provide proof of your change of name if this is different from your supporting documents. Send proof to support every name change,

You cannot change a child's name unless you have the permission of everyone who has parental responsibility for the child. Please see the notes in section 8 of this guide on parental responsibility for more information.

Current address

Give your full residential address (where you live) including any street number

We may check you live at the address you give. If you don't, it may delay your application unless you explain the circumstances in section 6 of the application form.

Gender

Put a cross in the relevant box to say whether the person the passport is for is male or female.

Place of birth

Give the names of the town and country you were born in as shown on your birth, registration or naturalisation certificate or previous British passport.

Contact details

Please give as many contact details as possible and make sure the information is accurate as we may need to contact you about your application.

Delivery Address

Get it right

- Your new passport will be delivered to the Department of Immigration & Home Affairs address at Leanse Place from where you can collect it after having cancelled your old passport.

If you would like your new passport to be delivered to a different address, you will need to surrender your current passport when submitting your supporting documents.

Certificate of registration or naturalisation

Get it right

- You will need to fill in this part if you have naturalised or registered as a British Citizen

If the person applying for a passport has been granted a certificate of registration or naturalisation by the Home Office. Provide details from the certificate of registration or naturalisation here

Parents' details

Get it right

You need to fill in this section if:

- you are applying for your first adult passport; or
- you are applying to replace a passport that has been lost, stolen or damaged; or
- the passport you are applying for is for someone aged under 16.
- you were born on or after 1st January 1983, or you were born abroad before 1st January 1983

Give all the details for both parents of the person named in this form.

For nationality purposes parents are defined in law as 'mother' and 'father'. Nationality by birth cannot always be gained through either parents' national status. Because of this, it is important that the mother and father are entered in the sections

Step-parents and others taking a parental role that do not have parental responsibility for the minor must not fill in their details in this section.

Adoption

When a child is adopted in Gibraltar or in the UK, nationality can be gained through either parent.

Child with one parent

If you are the only parent of your child, fill in the first parent section of the form and leave the spaces for an additional parent blank.

Details of previous passports

Uncancelled passports

Enter details of all uncancelled passports that you are submitting with your application.

A cancelled passport has the top right-hand corner of the cover cut off. An uncancelled passport has not been cancelled by its issuing authority (British or another country). This may include:

- an expired passport (in other words one that has run out);
- passports you are or were included in (for example, as a child); and
- passports issued to you by other countries.

Lost or stolen

If your passport is lost or stolen and you have not already reported it lost online at www.gov.uk you will be prompted to do so during the online application process. Please complete this form as accurately as possible.

Your passport will be cancelled when you reported it as lost or stolen. If you later find the passport which you reported lost or stolen, you must return it to us. You will no longer be able to use the passport. You may be held by immigration authorities or the police if you try to do so.

We will cancel and destroy any passport that is found and sent to us.

Signing the declaration

People applying under the age of 16

If you are 16 and over, or you will turn 16 within two weeks, sign the declaration yourself. You don't need permission from a person with parental responsibility.

For applicants with learning disability who cannot understand the consequences of signing the declaration,someone with parental responsibility should give their permission.

Parental responsibility

A child under 16 must have permission from a person with parental responsibility, and that person should sign the declaration. If the child's parents are married, either parent can give permission if they were:

- married at the time of the child's birth; or
- married at any time after the child's birth.

If the child's parents are not married, the mother can give permission. The father can sometimes give permission but usually only if he:

- has a parental responsibility order or agreement (which must be submitted with the application); or
- has a residency order; or
- is named on the birth certificate (which must be submitted with the application), and the birth was jointly registered in Gibraltar.

If the child has been adopted, either adoptive parent can give permission.

If parents are divorced, a custody order or maintenance order will not automatically take away the parent's parental responsibility

Step-parents, (adults who marry or enter into a civil partnership with someone who is already defined as a parent as explained above) can give permission only if they are named on a parental order or parental responsibility agreement.

If the child is in care or is living with a foster parent, we will need permission from the Care Agency before we can issue a passport to the child

If the court has made an order about custody of the child, or about the child having a passport, this must be submitted with the application. If someone has made an objection to the child having a passport, we may refuse to deal with the application.

If an adult is acting as a parent in a situation other than one described in this section, please explain the circumstances in an accompanying letter to your application. We will also need documentary proof of your responsibility for the child.

If we have already issued a passport to a child after an application has been made by one parent, the other parent or anyone else with parental responsibility cannot apply for a separate passport for that child.

Passport Signature

Passports now contain a wet signature, please sign your passport when you receive it. If the passport holder is aged 12 or older you will need to sign your passport.

Countersignature

Get it right

A 'countersignatory' will need to fill this section if you are applying:

- for a first British passport;
- to replace a lost, stolen or damaged passport;
- to renew a passport if you cannot be recognised from the photograph in your current passport;
- to renew a passport for a child.

Countersignatories

A countersignatory is someone who can confirm your identity. They need to confirm that, to the best of their knowledge, the details you have given in your application are correct, and they must also confirm that the photograph is of you.

For child applications (aged under 16) it is also to confirm that they have known, for at least two years, the adult who signed the declaration of the online application form.

They must also confirm that the person has parental responsibility for the child and confirm the child's photo.

The countersignatory must:

- be a professional person (including those who are retired) for example, bank or building society officials, police officers, civil servants, ministers of religion and people with professional qualifications like teachers, accountants, engineers and solicitors.
- have known you personally for at least two years.
- live in Gibraltar, and
- hold a British passport issued in Gibraltar or UK which has not run out.

The countersignatory must <u>not:</u>

- be related to you (by birth or marriage);
- be in a personal relationship with you;
- live at your address, or
- work for us at the Department of Immigration & Home Affairs of H.M. Government of Gibraltar.

What we do with the details of the countersignatory

As part of our work we will check that the countersignatory is genuine. This may include checking their passport and other records to confirm their identity and their profession or professional qualification.

We may ask you to provide another a different countersignatory if we are not satisfied with your choice of countersignatory or if we cannot contact them.

What you need to include with your online application

Please see the table of supporting documents on the next page.

Get it right

- Please submit original documents. We do not accept photocopies of documents or documents that have been laminated.
- If you need to send a UK or a Gibraltar birth certificate and were born on or after 1st January 1983, it must be a full birth certificate. (This is one that contains the details of both you and your parents).
- If any document you are providing is in a language other than English, also provide an official translation. This must be signed and stamped by a translator who is a member of a recognised professional organisation to prove it is genuine.

To get copies of birth, death or marriage certificates issued in Gibraltar contact the Births, Deaths and Marriage Registry office at bdmregistry.csro@gibraltar.gov.gi

To replace documents issued abroad, get advice from the relevant embassy or consulate of that country.

Table of supporting documents

Use the checklist below to find out what documents to submit with your application.

Once we have considered your application, we may still need to ask you for more information.

Passport Type		Previous British passport	Any other uncancelled passport relating to you	Full birth or adoption certificate	Certificate of registration or naturalisation	Parents documents	Change of name documents	Grandparents Documents	Other requirements
Renewal	Renew a British Passport	✓	✓	✗	✗	✗	✗	✗	✗
First British Passport	Born or adopted before 1st Jan 1983 (not naturalised or registered)	✗	✓	✓ See Table B if you were born or adopted overseas	✗	See Table B if you were born or adopted overseas	✗	Check Table C	Check Table D
	Born or adopted on or after 1st Jan 1983 (not naturalised or registered)	✗	✓	✓ See Table B if you were born or adopted overseas	✗	See Table A if you were born or adopted overseas See Table B if you were born or adopted overseas	✓ Check Table D	Check Table C	Check Table D
	When you have been naturalised or registered as British	✗	✓	✗	✓	✗	✗	Check Table C	Check Table D
Lost and Stolen	Lost or Stolen replacement	✗	✓	✗	✗	✗	✗	Check Table C	Register loss online
Damaged	Damaged Passport replacement	✓ Previous damaged passport	✓	✗	✗	✗	✗	Check Table C	Check Table D
Changes to a British Passport	Name or Photo Change	✓	✓	✗	✗	✗	✗	Check Table C	Check Table D
Change from British Overseas Territories (Gibraltar) to British Citizen	Born Before 1st Jan 1983	✓ Your previous British Overseas Territories citizen (Gibraltar) passport	✓	✗	✗	✗	✗	Check Table C	Check Table D
	Born on or after 1st Jan 1983	✓ Your previous British Overseas Territories citizen (Gibraltar) passport	✓	✗	✓ Or a birth or adoption certificate	✗	✗	Check Table C	Check Table D
Change from other British National to British Citizen		✓ Your previous British national or subject passport	✓	✗	✓	✗	✗	Check Table C	Check Table D

Table A	
Applicants born or adopted in Gibraltar - parents' or adoptive parents' details	
To support your claim to British nationality, please provide evidence under either 1 or 2. We need to see:	
1 Evidence of one of your parents' claim to British nationality at the time of your birth	• Their British passport number (provided in section 4 of the application form); or • Full birth certificate; or • Certificate of registration or naturalisation; and • If this is your father, also provide his marriage or civil partnership certificate to your mother. *(This does not apply for those born or adopted on or after 1st July 2006.)*
2 Evidence of one of your parents' immigration status in Gibraltar at the time of your birth	Their Certificate of Permanent Residence; and If this is your father, also provide his marriage or civil partnership certificate to your mother. (*This does not apply for those born or adopted on or after 1st July 2006.)*

Table B	
Applicants born or adopted overseas - parents' or adoptive parents' details	
To support your claim to British nationality, please provide the following:	
The passport with which you entered Gibraltar and if the birth certificate you provide has not been issued by a British embassy, and high commission or consulate, also provide evidence as shown in the table below.	
Born before 1st January 1983	• Your father's birth certificate or naturalisation or registration certificates • His marriage certificate to your mother
Born on or after 1st January 1983	• One of your parent's birth certificate or naturalisation or registration certificates • If this is your father, his marriage certificate to your mother. *(This does not apply for those born on or after 1st July 2006)*
Born abroad but adopted in UK or Gibraltar before 1st January 1983	• The child's full adoption certificate. • Evidence of adoptive parent's claim to British nationality by providing their UK or Gibraltar birth or adoption, naturalisation or registration certificates. • If the adoption is a joint adoption we need evidence of the adoptive father's claim to British nationality. • Evidence of an adopter's habitual residence in Gibraltar (or both adopters in the case of joint adoption). Habitual residence is their normal home, the place where they have the strongest personal connections.

Table C	
Change of name	
Please provide at least one of the following for each change of name that has taken place	
• Marriage or civil partnership certificate; • Enrolled deed poll; • Change of name deed;	• Certificate of naturalisation or registration; • Statutory declaration of affidavit; or • Birth certificate (upon re-registration).
If you are going back to your maiden name, we also need **all** of the following.	• Your birth certificate; • A decree absolute showing both names; • A marriage or civil partnership certificate showing both names; and • A signed statement saying that you now use your maiden name for all purposes.
If you are changing the spelling of your name slightly (for example, Mark to Marc), changing the order in which your forenames appear in your passport or dropping a forename, we also accept one of the following.	• A letter from a government department; • A driving licence; or • A bank statement.

Table D	
Other information	
We may need more information for the following	
For children if:	a court order is in a place relating to their care the child is looked after by social services, or the applicant is not their natural or adoptive parent.
Or when	you want to have your title shown in your passport, or you are changing the gender on your passport
About grandparents: If your parents were born on or after 1st January 1983, you will also need to provide evidence of your grandparents' claim to British nationality by providing their birth certificate and, in the case of grandfathers, their marriage certificates if available. This does not apply if; • Your parents British nationality is based on registration, naturalisation or from their immigration status; or • You have provided the number of your parent's British passport in the online application form.	

Photo guidance

Passport photos are a vital part of your application. If the photos uploaded are not suitable, your passport will be delayed.

Please follow the instructions below carefully so you can get it right first time.

Photo style

The photo must be of the applicant:

- facing forward and looking straight at the camera
- in close-up of their face, head and shoulder with a recommended head height (the distance between the bottom of the chin and the crown of the head) of between 29 and 34 millimetres
- with a neutral expression and with the mouth closed (no smiling, frowning or raised eyebrows)
- with their eyes open and clearly visible (no sunglasses or tinted glasses and no hair across the eyes)
- free from reflection or glare on glasses and frames must not cover eyes (we recommend that, if possible, glasses are removed for the photo)
- showing their full head, without any head covering, unless they wear one for religious beliefs or medical reasons
- with no other objects or people in the photo (this also applies to a photo of a baby or young child and babies should not have toys or a dummy in the photo).
- without shadows on the picture
- without anything covering the face - nothing should cover the outline of the eyes, nose or mouth, and
- not showing any 'red-eye'.

Photo quality must:

- be taken against a white or plain light background
- be clear and in sharp focus
- be taken within the last month

Children

Children aged five and under do not need to have a neutral expression or to look directly at the camera. Babies under one don't need to have their eyes open. If the baby's head needs to be supported, the supporting hand must not be seen. All other photograph standards must be met.

Passport photos: dos and don’ts



Once you've completed your online application

Passport fee

The passport fee depends on the type of application. You will be prompted to submit payment online. We cannot usually refund the fee if your application is unsuccessful or withdrawn.

This is because we will already have carried out a lot of work in processing it.

For the latest information on passport fees call (350) 20051727

What happens next

Once you have successfully completed your online passport application form, you will receive a notification asking you to provide any supporting documentation required and your current passport this can be posted, emailed to onlinepassports.diha@gibraltar.gov.gi or brought in to our office in Leanse Place.

Other information

Protecting your personal information

Your identity and personal information are valuable. We protect your privacy and process your personal information in line with the Data Protection Act 2004, Your personal information will only be seen by those who have a legitimate reason for seeing it. We will check the information you give us with other government departments to help us check your identity. We may also pass the information you give us to UK law enforcement agencies, the Royal Gibraltar Police or other government departments involved in preventing fraud to help prevent or detect identity theft, fraud or other criminal activity

Service standards

Providing a high level of service to all our customers is very important to us.

We sometimes make mistakes, or circumstances beyond our control affect the standards of service. When this happens we will apologise and do everything we can to put things right. We welcome your feedback on any aspect of our service, including how we can improve in the future.

What can you expect from us -

- Our staff will be polite, helpful and professional.
- The details in your passport (including the chip) will be correct.
- We will give you a clear and helpful explanation if you are refused a British passport because of citizenship or other reasons.

Collecting passports

You can arrange to collect your passport from our office during normal opening hours from Monday to Friday. Please bring your current passport.

If you want someone to collect your passport for you, they will need to provide:

- Proof of their identity;
- A signed letter from you giving them permission to collect the passport.

Complaints about passports

1 Step one

If you have a complaint about how we handled your passport application, please contact us by phone, in writing or by email.

Phone: +(350) 20051727

Write to: Department of Immigration & Home Affairs
2nd Floor, Leanse Place
50 Town Range
Gibraltar

Email: passports.diha@gibraltar.gov.gi

When you write to or email us, please provide:

- full details of the problem;
- the name and date of birth of the person the passport was for;
- the date the application form was sent to us;
- the passport number, if you have one; and
- information so we can contact you (name, address, day and evening phone numbers, and an email address if you have one).

When we receive your complaint, we will investigate and let you know what went wrong and advise you what we are doing to put things right. We will write to you within 14 working days from receiving your complaint, either with a full reply or let you know what is happening if we have not finished our investigation.

2 Step two

If you have followed step one and are not satisfied with our response, or if you have a more general complaint (for example about a policy matter) that is not related to your specific application, please write to or email:

Director, Department of Immigration & Home Affairs
2nd Floor, Leanse Place
50 Town Range
Gibraltar

Email: diha@gibraltar.gov.gi

3 Step three

If you have followed steps one and two and are still not satisfied, you may refer the matter to the Chief Secretary at No 6 Convent Place, Gibraltar and ask him to either deal with the matter himself or to raise it with the Minister with responsibility for personal status.

4 Step four

If you are still not satisfied, you can ask the Ombudsman to investigate your case.

The Ombudsman's role is to investigate complaints by members of the public about the way government departments, and their executive agencies, have treated them.

Identity interviews

If you are 16 or over, or likely to become 16 before we can issue your passport, you may need to have an identity interview. The interview will help us to confirm your identity and that the passport application we have checked actually belongs to you.

This is an important part of our commitment to help reduce identity fraud. It will help us to spot and prevent other people using your identity and committing fraud in your name.

You should submit your application form in the normal way. If we require to interview you we will write to tell you how to make an appointment for an identity interview. This process will increase the time it takes for us to process your application.

What we will ask you at the interview

We will ask you to confirm basic information about yourself, including information that someone trying to steal your identity may not know. Our questions will be based on information you give in your application form and from our searches of public and private-sector databases. The questions we ask will not be the same at every interview.

When making an appointment, please let us know if you have any particular needs for your interview. For example, tell us if you:

- have a severe disability which you believe will prevent you from attending or taking part in an interview
- need a sign language interpreter (we will provide a qualified person)
- need a carer or parent to be present during the interview
- need wheelchair access, or
- need privacy because you do not want to uncover your face in public. (You will need to have your face uncovered during your interview.)

Changing your booking or missing your interview

If you cannot get to your interview, please tell us as soon as possible by phoning the

number shown on your letter. If you miss a booked interview without giving us at least 24 hours' notice, we may withdraw your application. You will then have to apply again by filling in a new application form and sending it with new countersigned photographs

At the interview

The interview will usual take 30 minutes. However, some interviews may take longer. You do not need to bring any documents to the interview, but you should bring your appointment invitation or confirmation letter.

A relative, friend or representative may come with you to the interview office, but they will not be allowed to sit in on your interview (unless we agree this with you beforehand). If possible, do not bring children to the interview office.

Arriving for the interview

When you arrive at reception, we will check that you look like the photograph you included with your application. If we cannot identify you from the photograph you included with your application, we will not be able to interview you that day.

We will record the interview to help us make a fair decision and we may use the recording for training purposes. We will destroy the recording after we have issued your passport.