

PRIVACY POLICY AND PDPA 2010

Open University Malaysia ("OUM") is committed to comply with the Malaysian Personal Data Protection Act (PDPA) 2010 in protecting our prospective students' and students' personal information which has been processed by OUM. This Privacy Policy informs you about the University's policy and practices about data privacy matters, before you provide your personal data to OUM. The word "You" or any derivation thereof, as used herein refers to the owner of the personal data.

SOURCE OF YOUR PERSONAL DATA

Most, if not all, of your personal data was provided by you directly, either from the following sources or from other information you provided:

- enquiry Form
- various types of Application or Registration Forms
- other University and/or support services related Request Forms
- previous qualification related documents and/or certificates

In some instances, your personal data may have been obtained from external sources including, but not restricted to the following:

- from third parties such as previous educational institutions, law enforcement agencies and other government entities
- third party service providers and any other future third parties in relation or incidental to the above
- personal data which is available in the public domain
- personal data which may be collected from cookies through the use of the University's website

PERSONAL DATA COLLECTED

The University needs to collect and process your personal data for various academic, educational and administrative purposes. Generally, the personal data that we collect and process, includes but is not restricted to:

- Name
- Identification number (NRIC)
- Passport number
- Address
- Contact numbers
- Personal email address
- Photo and images
- Nationality
- Student's Gender
- Date of birth
- Previous qualifications
- Marital status
- Emergency contact person(s) details
- Billing-related information
- Employment/occupation

If the personal data is necessary to initiate any matter with the University and you refuse to provide the personal data to the University, then the University will not be able to proceed further with your matter.

SENSITIVE PERSONAL DATA

Some of the personal data that we collect and process may include what is defined as 'sensitive personal data' under the Act and these include, but are not restricted to:

- Race
- Religion
- Health
- Records of misconduct and disciplinary action
- Records of criminal offence

This sensitive information shall be treated carefully by the University and will only be used for specific purposes. It will not be released to a third party without your explicit consent unless it is necessary to protect your vital interests.

PURPOSE OF PERSONAL DATA

The purpose for which personal data is collected and further processed includes, but is not restricted to the following:

- To process an application for admission
- To manage and respond to enquiries
- To maintain a students' personal details, academic and non-academic records
- To facilitate internships, placement or work experience
- To maintain a student/class register
- To provide the relevant administrative support, counselling and guidance services
- To manage the use of facilities such as the library
- To administer graduation and alumni related events
- To administer tuition fee and other payments
- To communicate with students on important announcements
- To collect information for relevant local or international statutory authorities or exam boards
- To contact student's next of kin in the case of emergency
- To comply with any regulatory, audit or security related requirements
- To pursue/collect any sums in arrears

For all and any other ancillary purposes relating to our provision of services and/or other purposes related to the smooth operation of the University.

PROVISION OF INFORMATION

The provision of all information requested for in the relevant forms of the University is mandatory, unless specified otherwise, in enabling us to process your application/request and offer our services to you.

Should you fail to provide the said information, the University may be unable to process your request and/or provide you with the relevant services.

DISCLOSURE OF YOUR PERSONAL DATA

Open University Malaysia will keep your personal data confidential unless you have given the written consent to such disclosure or it is within the ambit of permitted disclosures under prevailing laws/guidelines. The University may disclose your information to the categories of third parties as listed below (not restricted to):

- The Ministry of Education, other relevant government departments/agencies, statutory authorities and industry regulators
- Malaysian Immigration Department and its appointed agencies
- Foreign embassies and their appointed agencies
- The student's sponsors (if any)
- Third parties that provide internships or attachment placements
- Professional or accreditation bodies
- Examination boards
- Third parties appointed by Open University Malaysia to provide services to the University such as auditors, lawyers, contractors, printing companies, travel agencies, training organiser and insurance companies
- Other institutions or companies within METEOR Group.

RIGHT TO ACCESS AND DATA SUBJECT'S OBLIGATION

You have the right to access and correct your personal information held by the University under the Act. We will attempt to keep your records complete, accurate and up-to-date. If you have any reason to believe that your records with us are inaccurate, incomplete or not updated, please notify the University in a timely manner. If you wish to request access to, or to correct data held by the University, or withdraw your consent to the data processing/use of your personal data by us, please forward your request to the Admissions department at:

Telephone : +(603) 7801 1800

Email : enquiries@oum.edu.my

Open University Malaysia reserves the right to charge you an administrative fee for processing any data access request.

Although, we only process your personal data for the purposes stated above, in the event that your personal data is being processed for other purposes (with your consent), you have the right to request us to stop such processing. You may exercise this right by contacting the University through the aforementioned contact person. However, if you choose not to provide and/or fail to supply us with such personal data (and/or decide not to give us consent to process your personal data, including explicit consent for sensitive personal data), we will not be able to perform the contract of enrolment or process your application for

enrolment with us. Accordingly, if you decide not to provide the mandatory information to us, it may necessarily mean that the Contract of Enrolment may have to be terminated or that an offer of a place of enrolment will not be made.

Any request to exercise your rights shall be administered as per the Act. Please be informed that pursuant to the Act, your request may be rejected in certain circumstances.

AMENDMENTS TO THIS PRIVACY POLICY

This Policy may be reviewed and amended from time to time. We will communicate such changes along with the updated Policy on the University's website (www.oum.edu.my), and/or other appropriate communication means as may determine by the University. Students are advised to visit the University's website on a regular basis to check for any updates or changes in this Notice.