



MANIPAL COLLEGE UNIVERSITY MALAYSIA (MUCM)

PRIVACY NOTICE



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1. INTRODUCTION

Manipal University College Malaysia (MUCM) respects and is committed to the protection of your personal information and your privacy. By applying to be a student of MUCM, by engaging MUCM to provide services, by communicating with MUCM or by interacting with MUCM either at our events, conference, seminars, talks or otherwise or using MUCM Campus website at <https://manipal.edu.my> you consent to the processing of your Personal Data (as defined herein and by “Personal Data Protection Act 2010”) by MUCM and all persons, bodies, corporation, relevant authorities and/or third-party service or product providers within or outside Malaysia involved in the provision of services by MUCM or the course business.

This Personal Data Protection Notice describe how we use that information; how we protect it; and the choices you may make with respect to your personal information and strive to protect the same in accordance with the Malaysia Personal Data Protection Act. MUCM may amend this Personal Data Protection Notice at any time without prior notice and will notify you of any such amendment via our website or by email.

2. COLLECTION OF PERSONAL DATA

- 2.1 MUCM have collected and will collect your personal data to be processed and on your behalf in the course of your present or future dealing with MUCM. This Notice will cover both our online and offline data collection activities, including Personal Data that We collect through our various channels such as websites, apps, third party social networks, Consumer Engagement Service, points of sale, campaigns, contests and events. Please note that MUCM might aggregate Personal Data from different sources (website, offline campaign, event or contest). As part of this, MUCM combine Personal Data that were originally collected by different sources. Other ways where MUCM are able to collect your Personal Data are such when you fill in or update your information with us and the contents of all documents submitted to us. Some information required by us may be mandatory and in such case MUCM will specify to you that it is mandatory and consequences for not supplying such information to us. Likewise, if the information required is optional, MUCM will also specify to you that it is optional and the consequences, if any.

3. PURPOSE OF COLLECTION OF PERSONAL DATA

- 3.1 We use Personal Data collected from you for the following purposes:
- i. To provide you with services under MUCM
 - ii. To process your application under any MUCM's programmes
 - iii. To respond to your enquiries and contact you about updates and changes in the MUCM's programme
 - iv. To provide you with ongoing information about events and programmes, MUCM's services, special offers, new products, updates and promotions
 - v. For internal record keeping and facilitating processes of usage of our products, services and facilities (inclusive of your access to our online page, course registration, hospital posting programs, examinations results, hostel placement, parking application, student activities, financial activities and other related internal processes and activities);
 - vi. To publish your examinations results wherein the said examination results will be published for public viewing.
 - vii. To resolving concerns and complaints
 - viii. For internal administrative purpose including but not limited to internal audit, corporate governance, statistical analysis, market survey and trend analysis;
 - ix. If you are applying for a scholarship, in addition to the purposes set out here, for evaluating and assessing your eligibility for scholarships as may be provided by MUCM and if you are successful, for the subsequent preparation and execution of the relevant agreements and documents and administration of the scholarships; and
 - x. To provide information to regulatory and governmental authorities in order to comply with statutory and government requirements; and
 - xi. For such other purposes that is incidental or ancillary or in furtherance to the above purposes.

4. WHO HAS ACCESS TO YOUR PERSONAL DATA?

- i. Kindly note that your personal data is used, stored, disclosed, transferred and processed by us, our related companies, professional advisors (including lawyers, accountants, auditors, insurers, etc.) and other relevant authorities (inclusive of Governmental Agencies and Ministries) for the purposes described above.
- ii. In the event that the transfer of your personal data outside of Malaysia is rendered necessary for the purposes stated above, the transfer of data will be done in accordance to the requirements of the PDPA and you are deemed to have consented to the said data transfer.

5. SOURCES OF YOUR PERSONAL DATA

5.1 Although the precise details of the Personal Data collected will vary according to the specific purpose (such as contests, forums, surveys etc.) whether via online or otherwise, we may typically collect the following Personal Data from or in relation to you:

- i. Name;
- ii. Correspondence / Permanent address, email address
- iii. Phone number(s);
- iv. Date of birth;/ Place of Birth
- v. Gender/ Race/ Nationality
- vi. Identity card number or passport number
- vii. Religion/ Preferences
- viii. Occupation/ Company
- ix. Annual Income
- x. Examination Result
- xi. Medical Information
- xii. Attendance / Academic and Performance records
- xiii. Awards and accolades received in both local and international competitions.
- xiv. Images (including photos), audio and/or video information (including speech, video recording, closed-circuit television ("CCTV"), and security recording), and any information relating to you.

6. SECURITY OF YOUR PERSONAL DATA

- i. We are committed to ensuring that your Personal Data is stored securely. In order to prevent unauthorised access, disclosure or other similar risks, we endeavour, where practicable, to implement appropriate technical, physical, electronic and procedural security measures in accordance with the applicable laws and regulations and industry standard to safeguard against and prevent the unauthorised or unlawful processing of your Personal Data, and the destruction of, or accidental loss, damage to, alteration of, unauthorised disclosure of or access to your Personal Data.
- ii. We will make reasonable updates to its security measures from time to time and ensure the authorised third parties only use your Personal Data for the Purposes set out in this Policy.
- iii. The Internet is not a secure medium. However, we will put in place various security procedures with regard to the Site and your electronic communications with us. All our employees, joint venture/business partners, agents, contractors, vendors, suppliers, data processors, third-party

product and/or service providers, who have access to, and are associated with the processing of your Personal Data, are obliged to respect the confidentiality of your Personal Data.

- iv. Please be aware that communications over the Internet, such as emails/webmails are not secure unless they have been encrypted. Your communications may be routed through a number of countries before being delivered – this is the nature of the World Wide Web/Internet.
- v. We cannot and do not accept responsibility for any unauthorised access or interception or loss of Personal Data that is beyond our reasonable control.

7. IMPACT OF NON-PROVISION OF PERSONAL DATA

- 7.1 Please note that in the event your Personal Data is not supplied or is insufficiently supplied to us, your instructions may not be accepted or your request to browse the information on our website may be denied. Please further note that if you withdraw your consent or restrict the purposes and methods in which we may process your Personal Data, we may not be able to continue to act on your instructions.

8. PERSONAL DATA OF THIRD PARTIES

- 8.1 You hereby confirm that you have obtained the consent from the person(s) whose personal data may be given to us by you or identified from your Personal Data which may be processed by us for the purposes stated herein including disclosure to the parties stated herein.

9. COOKIES

- 9.1 When you visit our website, we may send “cookies” to the browser on your computer, even if you do not provide us with any personal data. Cookies also enable us to compile anonymous, aggregated statistics which help us understand how our website is used and how we improve the user experience. It is not possible for cookies to read personal information on your computer and/or find out any personal information about you. However, you can refuse to accept cookies by modifying the settings in your browser, but this may limit functionality of web pages on our website, or your access to our website.

10. RETENTION OF YOUR PERSONAL DATA

- 10.1 Any of your Personal Data provided to MUCM is retained for the duration permitted/required under Malaysian law for as long as the purposes for which the Personal Data was collected continues; your Personal Data is then destroyed from our records and system in accordance with our retention policy in the event your Personal Data is no longer required for the said purposes unless its further retention is required to satisfy a longer retention period to meet our operational, legal, regulatory or finance requirements.

11. UPDATED OF PRIVACY NOTICE

- 11.1 As we operate in a dynamic and ever-changing environment, we reserve the rights to amend this notice from time to time to suit our contextual requirements and to best protect your personal data. We would advise you to obtain the latest version of our Privacy Notice by contacting us or visiting our website to ensure that you are familiar with the latest version. By continuing to instruct us after communication of our latest Privacy Notice, you are deemed to have accepted and consented to the revision and update contained therein.

12. YOUR RIGHTS

- i. Subject to the exceptions provided under the PDPA, you have the right to request for access to, request for a copy of, a request to update or correct, your Personal Data held by us. We may charge a small fee (such amount as permitted by the PDPA) to cover the administration costs involved in processing your request to access your Personal Data.
- ii. In respect of your right to access and/or correct your Personal Data, we have the right to refuse your request to access and/or correct your Personal Data for the reasons permitted under the law, such as where the expense of providing access to you is disproportionate to the risks to your privacy, or where the rights of others may also be violated, amongst other reasons.
- iii. You have the right at any time to request us to limit the processing and use of your Personal Data (for example, requesting us to stop sending you any marketing and promotional materials or contacting you for marketing purposes).

- iv. In addition, you also have the right, by notice in writing, to inform us on your withdrawal (in full or in part) of your consent given previously to us subject to any applicable legal restrictions, contractual conditions and a reasonable duration of time for the withdrawal of consent to be affected. However, your withdrawal of consent could result in certain legal consequences arising from such withdrawal. In this regard, depending on the extent of your withdrawal of consent for us to process your Personal Data, it may mean that we will not be able to continue with your existing relationship with us and/or the contract that you have with us will have to be terminated.

13. YOUR CONSENT

- i. By giving us your personal information, you are giving MUCM consent to collect, use and disclose your personal information under the terms of this policy and any relevant privacy and data protection laws in Malaysia. You also acknowledge that you have read and understood this Notice and agree to consent to the use, processing, disclosure and transfer of your personal data by the MUCM as described in this Notice.
- ii. Any email from MUCM sent to you will contain an automated unsubscribe link so that you can opt-out of the mailing list. You can also withdraw your consent by written notice or fill in the form on the website. If you do not wish to give us this consent, then please do not use any of the electronic forms in our website.
- iii. However, if you do not provide your personal data to us, we may not be able to provide you the products and services which you require and may not be able to communicate with you.

14. CONTACT DETAILS

If you have any questions about this Policy, or have any further queries, or would like to make a complaint or data access or correction request in respect of your Personal Data, you may contact us at the contact details below:

Manipal University College Malaysia (MUCM)
Jalan Batu Hampar,
Bukit Baru,
75150 Melaka
Telephone Number: 06 2896662
Email Address: info@manipal.edu.my