



MANIPAL UNIVERSITY COLLEGE 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.

The purpose of this Privacy Notice (“Notice”) is to inform you the manner in which your personal data is being processed by MUCM in accordance with the Personal Data Protection Act 2010 (“the Act”) and the personal data protection principles which are set out in the Act. For the purpose of this Notice, the terms used herein shall have the meanings ascribed to them in the Act.

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 the Act) 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 Act. MUCM may amend this Notice at any time without prior notice and will notify you of any such amendment via our website or by email.

2. COLLECTION AND SOURCES OF PERSONAL DATA

2.1 The term “personal data” means any information in our possession or under control that relates directly or indirectly to an individual, to the extent that the individual can be identified or are identifiable from such information, whether on its own or in combination with other information in our possession. Such personal data includes, but not limited to, the following:

- a) Identity data – This includes your name, gender, identity card number or passport number, date of birth, place of birth, gender, race, nationality, religion;
- b) Contact data – This includes your correspondence or permanent address, billing address, email address, phone number;
- c) Account data – This includes your bank account details, bank statements, credit card details;
- d) Technical data – This includes your internet protocol (IP) address, login data, browser type and version, time zone setting and location, operating system and platform, cookies (where applicable), images (including

- photos), audio or video information (including speech, video recording, closed-circuit television (“CCTV”), security recording;
- e) Profile data – This includes your username and password, your interests, preferences, feedback, survey responses, occupation or company, annual income, examination result, medical information, attendance or academic and performance records, awards and accolades received in both local and international competitions;
 - f) Other Data – This includes any other personal data not specifically mentioned above, which may be collected as necessary for MUCM’s purposes.
- 2.2 The term “personal data” shall include any information disclosed by a third party to whom you have given consent for such disclosure.
- 2.3 MUCM collects Personal Data through both online and offline channels:
- a) Online channels – MUCM’s websites, mobile applications, student portals, email systems, third party social networks, Consumer Engagement Service, points of sale and other online platforms.
 - b) Offline channels – Application forms, surveys, feedback forms, events, contests, campaigns and other physical records submitted.
- 2.4 As part of this process, MUCM may consolidate and integrate Personal Data that was originally collected from different sources, whether obtained online or offline. MUCM may also collect your Personal Data when you fill in or update your information with MUCM or provide documents in connection with dealings with MUCM.
- 2.5 Some information requested by MUCM may be mandatory. In such cases, MUCM will clearly specify to you that the information is mandatory and explain the consequences for not providing it, which may include our inability to process your request or deliver certain services to you. Where the information requested is optional, MUCM will indicate that it is optional and explain any potential consequences of not providing it, if applicable.

3. PURPOSE OF COLLECTION OF PERSONAL DATA

- 3.1 MUCM uses the Personal Data collected from you for the following purposes:
- a) To provide you with services offered by MUCM.
 - b) To process your application for any MUCM programme.
 - c) To respond to your enquiries and to contact you regarding updates, changes or other matters relating to MUCM’s programmes.

- d) To provide you with ongoing information about MUCM's events, programmes, services, special offers, new products, updates and promotions.
- e) For internal record-keeping and to facilitate the use of MUCM's products, services and facilities, including but not limited to access to our online platforms, course registration, hospital posting programmes, examinations results, hostel placement, parking applications, student activities, financial transactions and other related internal processes and activities.
- f) To publish your examinations results, which may be made available for public viewing.
- g) To publish your data for institutional marketing, promotional or related purposes.
- h) To address, manage and resolve concerns or complaints.
- i) For internal administrative purposes, including but not limited to internal audits, corporate governance compliance, statistical analysis, market survey or research and trend analysis;
- j) If you are applying for a scholarship, in addition to the purposes set out above, to evaluate and assess your eligibility for scholarships offered by MUCM and if successful, to prepare and execute the relevant agreements and documents and to administer the scholarships.
- k) To provide information to regulatory or governmental authorities in order to comply with statutory and regulatory requirements.
- l) To enforce MUCM's rights and to defend its interests in accordance with the Malaysian law and regulations.
- m) For any other purposes that are incidental, ancillary or necessary in relation to the purposes stated above.

4. USE AND DISCLOSURE OF PERSONAL DATA

- 4.1. MUCM may share or permit the sharing of your personal data with third parties and/or affiliates for the purposes stated above. These third parties and affiliates may be located within or outside your jurisdiction and may include, without limitation, related companies, professional advisers (including lawyers, accountants, auditors, insurers and etc.) and other relevant authorities (including governmental agencies and ministries). Such sharing will be undertaken solely for the purposes described in this Notice and in accordance with Malaysian laws and regulations.
- 4.2. 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 with the requirements of the Act and other Malaysian laws and regulations and you are deemed to have consented to the said data transfer.

5. SECURITY OF YOUR PERSONAL DATA

- 5.1 MUCM shall take reasonable and practical steps to safeguard personal data against loss, misuse, modification, unauthorized or accidental access or disclosure, alteration or destruction through appropriate technical, physical, electronic and procedural security measures in compliance with the applicable laws and regulations and industry standard.
- 5.2 MUCM will update its security measures from time to time as reasonably necessary and ensure that authorised third parties use your Personal Data solely for the purposes set out in this Notice.
- 5.3 Communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. However, we will put in place various security procedures with regard to the website and your electronic communications with us.
- 5.4 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.
- 5.5 MUCM shall not be held liable for any unauthorised access, interception or loss of Personal Data that occurs beyond its reasonable control.

6. IMPACT OF NON-PROVISION OF PERSONAL DATA

- 6.1. In the event that the provision of your Personal Data is mandatory and you fail, refuse or provide insufficient Personal Data to MUCM or if the Personal Data provided is deemed unsatisfactory by MUCM at its sole discretion, it may result in the following consequences:
 - a) MUCM's ability to process your applications or instructions may be affected;
 - b) You may be unable to enjoy certain benefits, facilities or services provided by MUCM; and
 - c) Your access to certain information or services provided by MUCM may be denied.
- 6.2. In the event that you withdraw your consent or impose restrictions on the purposes and methods by which MUCM may process your Personal Data,

MUCM may be unable to proceed with your applications or instructions, provide the requested services or otherwise continue to act on your instructions.

7. PERSONAL DATA OF THIRD PARTIES

- 7.1 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.

8. COOKIES

- 8.1. 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.

9. STORAGE AND RETENTION OF YOUR PERSONAL DATA

- 9.1. All Personal Data, whether stored in hard copy or on our servers located in or outside Malaysia will be retained by MUCM for as long as necessary to fulfill the purposes stated in 3.1 above for which the Personal Data was collected or as required to satisfy legal or regulatory requirements.
- 9.2. MUCM shall take reasonable steps to ensure that all the Personal Data is destroyed or permanently deleted from its records, servers or system when it is no longer required for the purposes for which it was processed, unless its further retention is necessary to comply with operational, legal, regulatory or financial requirements that mandate a longer retention period.

10. CHANGES AND UPDATE OF PRIVACY NOTICE

- 10.1. As MUCM operates in a dynamic and evolving environment, we reserve the right to amend this Notice from time to time to meet our operational requirements and ensure the continued protection of your Personal Data, without prior notice. You are encouraged to obtain the latest version of our Notice by contacting us or visiting our website.

10.2. Your continued engagement with MUCM following the communication of any updated Notice shall constitute your acceptance and consent to all such revisions and amendments contained therein.

11. RIGHT TO REQUEST ACCESS TO, CORRECTION OF AND WITHDRAWAL OF CONSENT TO PROCESS PERSONAL DATA

11.1. Subject to the exceptions provided under the Act, you are entitled to submit a written request to MUCM to access your Personal Data that is being processed by or on behalf of MUCM. Upon payment of the prescribed fees and subject to the exceptions stated herein, MUCM shall communicate the requested Personal Data to you in an intelligible form within 21 days from the date of receipt of the data access request, subject to extension of time, if any.

11.2. If MUCM maintains separate records of your Personal Data for different purposes, a separate Personal Data access request is required for each record.

11.3. Notwithstanding paragraph 9.1, MUCM reserves the right to refuse a data access request in writing within 21 days from the date of receipt of the data request, in the following circumstances:

- a) MUCM is not provided with such information as it may reasonably require to verify the identity of the requestor or where requestor claims to be a relevant person, to:
 - i) verify the identity of the data subject to whom the request relates; and
 - ii) confirm that the requestor is the relevant person in relation to the data subject.
- b) MUCM is not supplied with sufficient information as it may reasonably require to locate the Personal Data to which the data access request relates;
- c) The burden or expense of providing access is disproportionate to the risks to the data subject's privacy in relation to the Personal Data in question;
- d) MUCM cannot comply with the data access request without disclosing Personal Data relating to another individual who can be identified from that information, unless:
 - i) that other individual has consented to the disclosure of the information to the requestor; or
 - ii) it is reasonable in all the circumstances to comply with the data access request without the consent of the other individual.

- e) Another data controller controls the processing of the Personal Data to which the data access request relates in such a way as to prohibit the first-mentioned data controller from complying, whether in whole or in part, with the data access request;
 - f) Providing access would constitute a violation of an order of court;
 - g) Providing access would disclose confidential commercial information;
 - h) Such access to Personal Data is regulated or prohibited by any other applicable laws or regulations; or
 - i) Such access to personal data request is deemed vexatious or unreasonable by MUCM.
- 11.4. Where MUCM has supplied a copy of your Personal Data in response to a data access request and you consider that the Personal Data is inaccurate, incomplete, misleading or not up to date or where you otherwise become aware that your Personal Data held by MUCM is inaccurate, incomplete, misleading or not up to date, you may submit a written request to MUCM for correction of such data. MUCM shall make the necessary corrections accordingly within 21 days from the date of receipt of the data correction request and supply the requestor, subject to extension of time, if any, with a copy of the personal data as corrected.
- 11.5. Notwithstanding paragraph 9.4, MUCM reserves the right to refuse a data correction request in writing within 21 days from the date of receipt of the data request, in the following circumstances:
- a) MUCM is not provided with such information as it may reasonably require to verify identity of the requestor or where requestor claims to be a relevant person, to:
 - i) verify the identity of the data subject to whom the request relates; and
 - ii) confirm that the requestor is the relevant person in relation to the data subject.
 - b) MUCM is not supplied with such information as he may reasonably require to ascertain in what way the personal data to which the data correction request relates is inaccurate, incomplete, misleading or not up-to-date;
 - c) MUCM is not satisfied that the personal data to which the data correction request relates is inaccurate, incomplete, misleading or not up-to-date;
 - d) MUCM is not satisfied that the personal data to be corrected which is the subject of the data correction request is accurate, complete, not misleading or up-to-date;
 - e) Any other data controller controls the processing of the personal data to which the data correction request relates in such a way as to prohibit the first-mentioned data controller from complying, whether in whole or in part, with the data correction request; or

- f) Such correction to personal data request deemed vexatious or unreasonable.
- 11.6. You have the right at any time to request MUCM in writing to limit the processing and use of your Personal Data, including but not limited to requesting MUCM to cease sending marketing and promotional materials to you or to refrain from contacting you for marketing purposes.
- 11.7. You may, by written notice, withdraw your consent to the processing of your personal data and MUCM shall upon receipt of such notice, cease processing your personal data. Consequently, you shall be deemed to have accepted or consented on any consequences or liabilities arising from such withdrawal of consent.
- 11.8. Any email from MUCM sends to you will contain an automated unsubscribe link so that you can opt-out of the mailing list.

12. QUESTIONS, FEEDBACK, CONCERNS, SUGGESTIONS OR COMPLAINTS

- 12.1. If you have any questions regarding this Notice or the protection of your personal data or if you wish to submit any queries or complaints, please contact us at:

MUCM Data Protection Officer
Manipal University College Malaysia (MUCM)
Jalan Batu Hampar,
Bukit Baru,
75150 Melaka
Telephone Number: +606 2896662
Email Address: dpo.mucm@manipal.edu.my

13. LAWS AND REGULATIONS

This Notice shall be subject to and construed in accordance with all applicable laws and regulations.