

Privacy Policy for TVET Collaboration Hub System Politeknik Ungku Omar (PUO)

Effective Date: 24 October 2024

Politeknik Ungku Omar (PUO) is committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy outlines the types of personal data collected by the **TVET Collaboration Hub System** ("System") and how that data is used, stored, and protected. By using the System, you agree to the terms of this Privacy Policy.

1. Information We Collect

The System collects several types of personal information, which include but are not limited to:

- **Personal Identification Data:** Full name, email address, identification number (e.g., IC or passport number), phone number, job title, and organization.
- **User Activity Data:** Usage logs, access times, user roles, and participation in system activities such as collaborations and discussions.
- **Technical Data:** IP address, browser type, device information, and operating system details.

2. How We Use Your Information

The data collected from the System will be used for the following purposes:

- **System Access and Functionality:** To allow users to securely access the system and participate in collaborative activities.
- **User Support:** To provide support for users, including troubleshooting and responding to user inquiries.
- **System Improvements:** To enhance the system's features, resolve technical issues, and monitor system performance.
- **Data Analytics:** To assess user engagement, analyze trends, and improve user experience.
- **Compliance:** To comply with applicable laws, regulations, or requests from legal authorities.

3. Sharing and Disclosure of Information

PUO does not sell, trade, or otherwise transfer your personal information to third parties without your explicit consent, except in the following circumstances:

- **Service Providers:** We may share data with trusted third-party service providers that assist us in operating the system, conducting our business, or servicing users. These third parties are bound by confidentiality agreements.
- **Legal Requirements:** PUO may disclose personal information when required by law or in response to valid requests by public authorities (e.g., court orders, government regulations).

4. Data Security

We implement appropriate security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. This includes encryption, secure data storage, and access controls. However, no method of transmission over the Internet or electronic storage is completely secure, and we cannot guarantee absolute security.

5. Retention of Personal Data

We will retain your personal data for as long as necessary to fulfill the purposes outlined in this Privacy Policy. If you wish for your data to be deleted or corrected, you may contact us at any time (refer to the "Contact Information" section below).

6. Your Rights

As a user of the TVET Collaboration Hub System, you have the following rights regarding your personal data:

- **Access:** You have the right to access your personal information and request a copy of it.
- **Correction:** You have the right to request correction of any inaccurate or incomplete information.
- **Deletion:** You have the right to request the deletion of your personal data, subject to legal and contractual restrictions.
- **Objection:** You have the right to object to the processing of your data in certain circumstances.

To exercise any of these rights, please contact us using the details provided below.

7. Cookies and Tracking Technologies

The System may use cookies or similar tracking technologies to enhance your experience. Cookies help us understand how you use the system and personalize your interactions with the system. You can manage your cookie preferences through your browser settings.

8. Changes to the Privacy Policy

PUO reserves the right to update or modify this Privacy Policy at any time. Any changes will be posted within the system, and significant changes will be communicated to users directly. Your continued use of the System after such updates constitutes your acceptance of the revised policy.

9. Contact Information

If you have any questions or concerns regarding this Privacy Policy or the handling of your personal data, please contact us at:

Politeknik Ungku Omar (PUO)

Jalan Raja Musa Mahadi,
31400 Ipoh, Perak, Malaysia
Email: support@puo.edu.my
Phone: +60 5-5457654