

AKADEMI HOSPITALITI & PELANCONGAN SAUJANA SDN BHD (304595-W) ALSO KNOWN AS SATT COLLEGE PERSONAL DATA PRIVACY POLICY

No. Pendaftaran PDPA: SB20112014-0003 (160001 Education)

AKADEMI HOSPITALITI & PELANCONGAN SAUJANA SDN BHD (collectively referred to as “SATT College”, “us” or “we”) collect, store and handle personal information (as defined below) of individuals in accordance with the Personal Data Protection Act 2010 (PDPA ACT 709) and the laws of Malaysia.

Please read this Privacy Statement to understand how we use the personal information we may collect from you. By providing your Personal Information to us, you are consenting to this Privacy Statement and the collection, use, access, transfer, storage and processing of your personal information as described in this Privacy Statement

1. What This Privacy Statement Explains

This Privacy Statement explains:-

- What kind of personal information we collect
- How we collect your personal information
- How we use your personal information;
- When we disclose your personal information;
- Your rights to access and correct your personal information

2. Our Commitment To You

We value your trust and are committed to protecting your personal information. To ensure that you can make informed decisions and feel confident about supplying your Personal Information to us when using any of our Services, we provide you with this Privacy Statement outlining our practices and the choices you have concerning how your Personal Information is being collected and used by us.

3. Defining Personal Information

Personal information refers to any information which relates directly or indirectly to you. This includes any information that can be used to distinguish, identify or contact you. For the purposes of this Privacy Statement, personal information encompasses sensitive personal information which relates to information relating to your health, political opinions, religious beliefs, etc. For the avoidance of doubt, please note

that this Privacy Statement is applicable only if you are a natural person / an individual.

4. What Kind Of Personal Information We Collect

In order for us to provide you with our Services and to operate in an efficient and effective manner by providing you with the best service possible, we need to collect relevant personal information from you. The personal information collected by us may include (but is not limited to) the following:-

- contact information such as your name, date of birth, identification supporting documents (including NRIC or passport number), gender, nationality and race, preferred language, current private and/or business address, telephone or mobile phone number, fax number, email address, medical record;
- your bank account details;
- the status of the Services you have received from us;
- recording of your image via CCTV cameras when you as visitors are on the premises of our campuses.
- We may also assist in collecting other personal data as being requested by related government agencies when you request for their services such as for education loan purposes or program registration.

5. When And How We Collect Your Personal Information?

We may collect personal information directly from you when you:-

- communicate with us (for example when you fill and submit an inquiries or application form to register for any of our programmes, or when you contact us for any enquiries including by calling our officers);
- register for a specific Service or our publications (for example, newsletters);
- use our Services of at SATT College;
- participate in any of our surveys;
- Register interest and/or request for information of (through our online portals or other available electronic media channels) or our Services;
- respond to any marketing materials we send out;
- commence a business relationship with us (for example, as a service provider/business partner or as Hostel Provider/ Health Care Provider, etc.);

- visit any of our offices;
- visit or browse our websites;
- lodge a complaint with us;
- provide feedback to us (for example via our websites or in hard copy).

Other than personal information obtained from you directly (as detailed above), we may also obtain your personal information from third parties we deal with or are connected with you (student recruitment agencies), and from such other sources where you have given your consent for the disclosure of information relating to you, and/or where otherwise lawfully permitted.

6. How We Use Your Personal Information

We may collect and use personal information from you or from the category of third parties identified in this Privacy Statement, for one or more of the following purposes:-

- to verify your identity;
- to assess and process your application(s) /request(s) for our Services;
- to provide you with the Services you have requested;
- to administer and manage the Services we provide you (including charging, invoicing, facilitating payments and collecting debts);
- to investigate and resolve any service issues, invoicing queries, complaints or other enquiries that you submit to us regarding our Services with our officers;
- to keep in contact with you and provide you with any information you have requested;
- to engage in business transactions in respect of Services to be offered and provided to you;
- to establish and better manage any business relationship we may have with you;
- to process any communications you send us (for example, answering any queries and dealing with any complaints and feedbacks);
- to notify you about changes to the features of our Services and to introduce new programmes;
- to determine how can we improve services to you;
- to produce data, reports and statistics which shall be as anonymous or
- aggregated in a manner that does not identify you as an individual;

- to investigate, respond to, or defend claims made against, or involving the SATT College;
- to conduct marketing activities (for example, market research or survey);
- to maintain records required for security, claims, future request for information or other legal and/or academic purposes;
- to comply with legal and regulatory requirements;
- for any other purposes that is required or permitted by any law, regulations, guidelines and/or relevant regulatory authorities.

7. Disclosure of Your Personal Information

As a part of providing you with our Services and the management and/or operation of the same, we may be required or need to disclose information about you to the following third parties:

- law enforcement agencies;
- government agencies;
- companies and/or organisations that act as our agents, contractors, service providers and/or professional advisers;
- companies and/or organisations that assist us in processing and/or otherwise fulfilling transactions and providing you with Services that you have requested for;
- our business associates and other parties for purposes that are related to the purpose of collecting and using your personal information;
- other parties in respect of whom you have given your expressed or implied consent; subject at all times to any laws (including regulations, guidelines and/or obligations) applicable to SATT College.

8. Direct Marketing

We may use your personal information to provide you with information about our and third party services, which may be of interest to or benefit you, except where otherwise requested or notified by you. In certain instances, we may disclose your personal information to our preferred strategic partners. However, please note that we will only disclose your personal information to our strategic partners where you have requested for a particular service which require such disclosure, and/or where your consent has been obtained, subject at all times to any laws (including regulations, guidelines and/or obligations) applicable to SATT College.

We take reasonable steps to ensure that our agreements with our strategic partners include appropriate privacy and confidentiality obligations.

If you do not wish your personal information to be utilised for the purposes of marketing or should you change your mind in relation to your previous decision, please contact us at the SATT College Administration Office via the contact details provided below. Your latest written instructions to us will prevail.

9. What If Personal Information Provided By You Is Incomplete?

Where indicated (for example in registration forms), it is obligatory to provide your personal information to us to enable us to process your application for our services. Should you decline to provide such obligatory personal information, we may not be able to process your application or provide you with our services.

10. Your Rights To Access And Correct Your Personal Information

We can assist you to access and correct your personal information held by us. Where you wish to have access to your personal information in our possession, or where you are of the opinion that such personal information held by us is inaccurate, incomplete, misleading or where relevant, not up-to-date, you may make a request to us at SATT College Administration Office via the contact details provided below. You should quote your name, address and phone/account number and provide brief details of the information you want and its copy in any of such request. We shall charge a processing fee for searching for and providing you with access to your personal information to cover administration costs.

We will use reasonable efforts to comply with your request to access or correct your personal information within 14 days of receiving your request and the relevant processing fee.

Please note that we may have to withhold access to your personal information in certain situations, for example when we are unable to confirm your identity or where information requested for is of a confidential commercial nature or in the event we receive repeated requests for the same information. Nevertheless, we will notify you of the reasons for not being able to accede to your request.

11. Your Obligations

You are responsible for providing accurate and complete information to us about yourself and any other person whose personal information you provide us and for updating this personal information as and when it becomes incorrect or out of date by contacting the SATT College's Registration Unit via the contact details provided below. This obligation is a condition to the provision of our services to you and/or any other person authorised or permitted by you or your organisation/company to use the services.

In the event you may need to provide us with personal information relating to third parties (for example about your spouse or children or where you are the designated person in charge (from an organisation or company) for dealing with us, if you are acquiring and are responsible for a service that they will use), you confirm that you have (i) obtained their consent or otherwise entitled to provide their personal information to us and for us to use accordingly, and (ii) informed them to read this Privacy Statement at our website at www.satt.edu.my/privacystatement

12. Updates To Our Privacy Statement

We may amend this Privacy Statement from time to time and the updated version shall apply and supersede any and all previous versions, including but not limited to, leaflets or hard copy versions. Please check our website for information on our most up-to-date practices.

Address:

Administration Office

Lot 246, 1st floor, SECTION 8, KTLD

Jalan Haji Taha 93400 Kuching, Malaysia.

P.O. Box 2178, 93744 Kuching



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