



Version	1
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Next Review	June 2021

Public Information & Privacy Policy

Purpose

City University College (CUC) aims to publish and communicate information that is accurate, fair, reasonable and timely. It aims to enable external audiences to form an accurate impression of the institution and enable them to make informed decisions with regard to their location of study.

Scope

This policy covers information published in electronic or printed form which refers to academic programmes, services, corporate strategy, policies and press & media communication. It does not cover letters, verbal communication, presentations, teaching and learning material, staff recruitment advertisements, the outputs of research and scholarly activity or the content of creative work. Specifically this policy aims to assure the accuracy of the following:

- *Programme Specification* – a document approved by our Awarding Bodies to contain specific information about an individual programme of study, its intended outcomes and the means by which these outcomes are achieved and demonstrated.
- *Prospectus* – substantive printed document cataloguing programmes and related information. The online prospectus is a digital copy of the approved printed prospectus.
- *Website* – CUC’s central online presence which includes all information for courses, admissions, student support. It is also the main online presence controlling all other social media outlets and representing the Institute in the online public domain.
- *Publications* – documents and other items published by CUC, including the prospectus, brochures, leaflet, flyers, web pages and information available to students.
- *External Publications* – documents and other items published by CUC’s awarding bodies.
- ‘Advertisements’ – text/image which appears in an external publication or online, where that appearance is paid for by CUC.
- *VLE* – CUC’s virtual learning environment is a resource for current students which enables them to access course and module information.
- *Social Networking* – information published by CUC on social networking resources



CUC ensures that information about its higher education provision is accurate, clear, current, accessible and fit for purpose to both current and prospective students.

A range of policies and procedures are available on CUC website, such as policies (and procedures where relevant) concerning equality and diversity, health & safety, safeguarding, admissions, complaints and appeals.

Links to the relevant awarding body policies and assessments are available on both the Staff management information system and in the course handbooks.

To help prospective students make informed choices about where, what, when and how they will study, CUC provides information about the programmes it intends to offer in the hard copy prospectus and on the CUC website.

The information on the website and within the prospectus regarding individual courses provides an overview of the course, states who awards the qualification and the level of study, gives details about the mode and duration of attendance, states the entry requirements, content of the course including the modules of study, assessment methods and prospects for progression into further study or employment.

In addition to the website and prospectus, prospective students are provided with course information sheets when visiting CUC for information events. The website contains the tuition fee information for each programme.

Use of personal data

Information will be used for purposes relating to education, training, employment, general advice services, well-being and research. CUC may share non-sensitive personal information about you with other organisations.

It is used:

- To process applications, enrolments
- For CUC's own internal records so that it can provide you with a high quality service
- To contact individuals in response to a specific enquiry
- To customise CUC's services so they work better for individuals
- To contact individuals about services, products, offers and other things provided by CUC which it thinks may be relevant
- To contact individuals via e-mail, telephone or mail for research purposes

At no time will CUC assume permission to use information which is provided for anything other than the reasons stated here.



The information provided may be shared with other organisations for purposes of administration, the provision of career and other guidance and statistical and research purposes, relating to education, training, employment and well-being. This will only take place where the sharing is in compliance with the Qatar Personal Data Privacy Law (2016).

Individuals may be contacted after they have completed their programme of learning to establish whether they have entered employment or gone onto further training or education.

Security

CUC will hold information securely. To prevent unauthorised disclosure or access to information, it has strong organisational and technical security safeguards. If information is shared with another organisation (reasons for this are given in the section below) it will ensure an Information Sharing Agreement is in place.

CUC follows stringent procedures to ensure it works with all personal data in line with the Qatar Personal Data Privacy Law (2016)

Information Sharing and Disclosure

CUC does not sell or rent personal information. Information may, by necessity, be disclosed to appropriate staff members of CUC and Artan Holding and to government bodies (as previously outlined).

Information may be shared with third parties if it is in connection with the service being provided to individuals, for example, CUC might share information with market research companies contracted to undertake work on its behalf to assess satisfaction with CUC's service. When CUC does this it will always ensure an Information Sharing Agreement is in place.

Any personal information CUC hold about individuals is processed in accordance with the Qatar Personal Data Privacy Law (2016). In general, CUC can only share information if it has the person's consent, or there is a particular piece of legislation or agreement allowing it to share without consent.

Visitors to website

When someone visits the www.cityuniversityCUC.edu.qa or ulsteruniversity.edu.qa websites, CUC collect standard internet log information and visitor details of behaviour patterns. It does this to find out things such as the number of visitors to the different parts of the site. It collects the information in a way which does not identify anyone. If it does want to collect personally identifiable information through its website it will be up front about this and will make the purpose clear.



CUC Campus sites

All CUC sites operate CCTV, individuals may be filmed in line with the guidance provided by the Information Commissioner. It is mandatory for all CUC students and staff to wear a CUC ID badge, which will feature a photograph of that individual. Any visitors to CUC will be asked to sign in at reception, a photograph will be taken and they will be issued with a visitor badge.

Controlling Information about Individuals

When individuals fill in a form or provide their details on CUC's website, there may be one or more tick boxes allowing them to:

- Opt in to receive marketing communications from CUC by e-mail, telephone, text message or post
- If individuals have agreed that CUC can use their information for marketing purposes, individuals can change their mind easily via one of the following methods:
 - Send an e-mail to info@cityuniversitycollege.edu.qa
 - Write to us – The Executive Assistant, xxxxx

CUC will not lease, distribute or sell personal information to third parties unless they have permission or the law requires us to. Any individual can request that CUC delete their personal data. This request for erasure can be made by contacting the Executive Assistant.

Complaints or Queries

If there are any questions about CUC's collection and use of personal data please contact Ciara Moncur (Executive Assistant)

Changes to This Privacy Notice

CUC will keep this Privacy Notice under regular review and reserve the right to change it as necessary from time-to-time or if required by law. Any changes will be immediately posted on the website.