

# **GDPR Privacy Policy and Information Management**

## **1. Information Management**

This policy applies to programmes which lead to qualifications awarded by ifs Malta. Programmes offered by other awarding bodies through ifs Malta are subject to the policies of the relative awarding body, which are available online.

A robust information system requires ifs Malta to collect, analyse and use relevant information for the effective management of our programmes and as a means to achieve our objectives. All information and data collected is to be stored/saved, managed, and used per the GDPR requirements.

Reliable and updated data is imperative for informed decision-making and for knowing what is working well and what needs to be revised. Effective processes to collect and analyse information about our study programmes and student profiling also assist the Institute's internal QA system.

The information gathered should include:

- Members particulars
- Student's particulars
- Student's profiles, past and present
- Student progression and success
- Students' satisfaction levels and complaints
- Tutor's profiles
- Learning resources and student support systems
- Career paths

## **2. GDPR Privacy Policy**

If you are a visitor to the ifs Malta website (<https://ifsmalta.org>) this privacy notice applies to you. This privacy policy outlines how ifs Malta uses and retains your personal data when you subscribe to the ifs Malta mailing list.

### **2.1 Data collected**

Ifs Malta collects the following information when you register to attend a course:

- First name and surname
- ID number
- Telephone
- Email Address
- Address
- Organisation
- Job title
- Details of membership with a body of professionals
- Financial details in order to process payment for your course registration.

## **2.2 Why do we collect this data?**

- To process registration fees
- To provide you with a certificate of attendance
- For internal record keeping
- For administration related to the management of your qualifications
- To send you emails about upcoming lectures, sessions, courses, seminars, conferences, and other activities organised by ifs Malta. When ifs Malta administers an event with third parties, and you apply to attend this event, your required personal details may be shared with such third parties. In such cases, ifs Malta will enter into a Data Processing Agreement (DPA) with such third parties to ensure compliance with the applicable law.
- For statistical purposes: information regarding the courses we organise and the number of persons who attend is forwarded to various bodies. In this case, no personal information is forwarded in any manner.

## **2.3 Use of ifs Malta Website - Information we collect automatically:**

i. IFS Malta's website collects certain information automatically through website cookies, the use of Google Analytics and Hotjar. The information may include internet protocol (IP) addresses, the region or general location where your computer or device is accessing the internet, browser type, operating system and other usage information about the use of the IFS Malta's website. Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. A visitor can set the browser not to accept cookies. However, in a few cases, some of our website features may not function as a result.

ii. We use this information to help us design our site to better suit our users' needs. We may also use your IP address to help diagnose problems with our server and to administer our website, analyse trends, track visitor movements, and gather broad demographic information that assists us in identifying visitor preferences by Google and Hotjar in the manner and for the purposes set out above.

The ifs Malta website uses interfaces with social media sites such as Facebook, LinkedIn, Twitter and others. If you choose to "like" or "share" information from the NetRefer website through these services, you should review the privacy policy of that service. If you are a member of a social media site, the interfaces may allow the social media site to connect your site visit to your personal data.

## **2.4 Who has access to your data?**

IFS Malta employees, together with a team of individuals employed to provide IT and administration support to ifs Malta and with whom ifs Malta have a non-disclosure agreement and a DPA, process your data limitedly for the above-mentioned purposes.

We may also need to share your personal data with any lecturers who may be providing the course you wish to attend. This allows us to provide the best possible service to you and ensure that any lectures which you attend are catered as much as possible to your needs. We ensure that any personal data is processed in accordance with strict confidentiality and applicable law.

## **2.5 Security**

We have procedures to ensure that the information we collect is secure so as to prevent unauthorised access or disclosure. We will not transfer your personal information to any person unless we have your permission or are required by law or administrative procedures to do so. For example, if you are a member of a body of professionals attending one of our courses accredited with a number of CPE hours, we have to forward your personal details to the body of professionals in order to record the CPE hours.

## **2.6 Changes and Updates to the Privacy Notice**

By using this Site, you agree to the terms and conditions contained in this Privacy Notice. If you do not agree to any of these terms and conditions, you should opt not to use this Site. We reserve the right to amend the Privacy Notice, for any reason, without prior notice, other than the posting of the amended Privacy Notice on this Site.

You agree that any dispute over privacy or the terms contained in this Privacy Notice will be governed by and construed in accordance with the laws of Malta. The parties agree that any dispute or claim arising out of or in connection with this Privacy Notice or its subject-matter shall be subject to the exclusive jurisdiction of the Malta Arbitration Centre in accordance with the Arbitration Act (Cap. 387 of the Laws of Malta) and the arbitration rules of the Malta Arbitration Centre in force at the time of the dispute.

## **2.7 Your Rights**

Under the General Data Protection Regulation 2016/679 you have a number of rights you can exercise over your personal data. Some of these rights may be subject to some exceptions or limitations. We will respond to your request to exercise these rights within a reasonable time (and in all cases within 30 days of receiving a request).

Rights which you are entitled to are:

- Data access rights
- Right to restrict processing
- Right of rectification
- Right to erasure (Right to be Forgotten)
- Right to object to processing
- Right to withdraw consent; and
- Data portability rights

## **2.8 Exercising Your Rights- Contact & Complaints**

Contact: IFS Malta is located in Pieta', Malta. If you have any questions or concerns regarding our personal data policies or practices or if you would like to invoke one of your rights under the General Data Protection Regulation, you can contact us via email at [info@ifsmalta.org](mailto:info@ifsmalta.org).

Complaints: If you are resident in the European Union and you are dissatisfied with how we have managed a complaint you have submitted to us, you are entitled to contact the Maltese Information and Data Protection Commissioner (IDPC) office.

IFS Malta is licensed as a Further and Higher Education Institution to deliver and award further and higher education programmes by the MFHEA bearing license number 2013-FHI-017.