

# Queensgate University Privacy Policy

Last updated: January 14th, 2025

Queensgate University is a trademark of Queensgate College of Health Sciences (“we,” “us,” or “our”) is committed to protecting the privacy and security of personal information provided by students, staff, and other stakeholders. As an online ePortal service and research facility, the following terms (“you” “your” “student” “applicant”) here refers to all our users or customers who apply to us, while (“administrator” “we” “us” “our”) are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you virtually, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. The collection and processing of your personal data is in accordance with the Information and Communications Technologies Act No.15 of 2009 (“the ICT Act”), Electronic Communications and Transactions Act No.4 (“the ECT Act”), Zambia Development Agency Act No.11 2006 (ZDA-ACT-2006-1), Data Protection Act No.3 of 2021 (“the Data Protection Act”) and the Cyber Security Crimes Act No.2 of 2021 (“the CSCC Act”)

## \*1. Introduction\*

We collect personal information to provide academic services and support, process applications and admissions, manage student records and finances, and communicate with students, staff, and stakeholders.

## \*2. Types of Personal Information Collected\*

We collect various types of personal information, including:

- Names, Addresses
- ID (NRC/Passport)
- Phone numbers, Email addresses
- Student identification numbers
- Academic records
- IP addresses and browser user agent strings (for spam detection)

## \*3. Purpose of Collecting Personal Information\*

We collect personal information for the following purposes:

- To provide academic services and support

- To process applications and admissions
- To manage student records and finances
- To communicate with students, staff, and stakeholders
- To detect and prevent spam comments

#### \*4. Disclosure of Personal Information\*

We may disclose personal information to:

- Government agencies
- Accrediting agencies
- Other educational institutions
- Third-party service providers
- Our website may include embedded content from other websites, which behaves the same way as if you visited the other website.

#### \*5. Security Measures\*

We take reasonable measures to protect personal information from unauthorized access, disclosure, alteration, or destruction.

#### \*6. Retention of Personal Information\*

We retain personal information for as long as necessary to fulfill the purposes for which it was collected.

#### \*7. Access to Personal Information\*

Students and staff have the right to access and correct their personal information.

#### \*8. Changes to This Policy\*

We reserve the right to modify this policy at any time.

#### \*9. Cookies\*

We use cookies to save your name, email address, and website in cookies, so you don't have to fill in your details again when leaving another comment. These cookies last for one year.

#### \*10. Embedded Content from Other Websites\*

Articles on our site may include embedded content from other websites, which behaves the same way as if you visited the other website. These websites may collect data about you, use cookies, and monitor your interaction with the embedded content.

## \*11. Contact Us\*

For more information about this policy, please contact:

Queensgate College of Health Sciences, Lusaka

Plot no. 8406 Great North Road, Chibombo Lusaka.

+260 211 250 339

info@queensgatechs.edu

### Customer consent

By ticking the “I agree to the Terms and Conditions”, which you hereby adopt as your electronic signature, you consent and agree that:

1. We can provide materials and other information about your legal rights and duties to you electronically.
2. We are authorised to share, receive and use data/information collected from your transaction with other affiliated third parties including but not limited to switching companies, mobile network operators, electricity companies, aggregators, credit bureaus, other financial institutions, e-commerce platforms etc.
3. AML: We follow strict Anti Money Laundering policy together with the international standard of money regulation practices. The aim is to incorporate measures aimed at preventing the use of financial system/institutions of the country for illegal money laundering, terrorists financing, drugs, tax evasion and any such practices against international/national regulation.

We'll collect your data and monitor your online activities and fast check your daily transactions with clients.

For any suspicious transaction originating from illegal activities, we'll request for additional verification of documents and channel it to jurisdictioned country for action.

Unless by court order of competent jurisdiction in your country, we will not disclose information about your transaction history with any third party.

## Where we store your personal data

The data that we collect from you is stored on our secure servers using JWT. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorized access.

## Limitation of liability

Notwithstanding any other provision in this privacy policy, neither Queensgate University, its affiliates, officers, directors, employees, attorneys or agents shall have any liability with respect to, and you hereby waive, release and agree not to sue any of them upon, any claim for any special, indirect, incidental, consequential damages suffered or incurred by you in connection with, arising out of, or in any way related to, a breach of this privacy policy.

## Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee in providing you with details of the information we hold about you.

We may update this policy from time to time by publishing a new version on our app/website. You should check this page occasionally to ensure you understand any change to this policy.

## REQUEST FOR DELETION OF ACCOUNT: CONTACT US

Questions, comments and requests to remove, delete or disabled user account or anything regarding this privacy policy are welcomed and should be addressed to us via the this web contact us page, support via our customer care service, Handwritten application to our registrar, contact our social media or using the complaint tab on the web portal or contact us Email: [info@queensgate.university](mailto:info@queensgate.university).