



KENYA UNIVERSITIES AND COLLEGES CENTRAL PLACEMENT SERVICE

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KUCCPS ONLINE PRIVACY STATEMENT

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1. PRIVACY POLICY

Through the use of our services, as a data subject you have entrusted KUCCPS with your information. We understand this responsibility and commit to keep it safe as we put you in control. This privacy policy is meant to sensitize you on what information we collect, why we collect it, and how you can update, manage, export, and delete your information.

Kenya Universities and Colleges Central Placement Service (KUCPCS) is established under the Universities Act, 2012. Our core mandate is to coordinate the placement of government-sponsored students to universities and colleges. Other functions are as follows:

- a) Placement of students to universities and colleges.
- b) Conducting career guidance for the students.
- c) Collecting and retaining data regarding placement of students to institutions
- d) Advising the government on matters related to the placement of students.
- e) Disseminate information regarding programs, cost, and where offered.

In carrying out its mandate, KUCCPS uses the following platforms to disseminate information:

- a) Websites
- b) Web application portals such as Student, School, Institutions, and Partner
- c) Mobile Applications
- d) Customer Relation Management System
- e) Telephone System
- f) Email
- g) Social media platforms

Our services can be used in a number of ways to help manage your privacy. Some of the services are accessible when you authenticate. Other services like viewing: the institutions registered with us; programmes and their cluster requirements; and programmes cutoffs among others don't require authentication.

Services accessible through the browser shall allow you as the data subject to browse the web in a private mode by use of services such as the use of Chrome Incognito mode. You can control your privacy settings to control what we collect.

2. INFORMATION WE COLLECT

The purpose of collecting your information is to facilitate you with better services. From time to time, KUCCPS will collect information relating to:

- i. Data regarding the usage of the web applications, website, and mobile application using Google analytic tools. Cookies are also used to help improve user experience. This information depends on the way the user manages privacy controls.
- ii. Personal information to help manage your account and improve our services.
- iii. Username and password and additional personal data included but not limited to : your name, email address, phone number, and gender. At times, the information may be collected without having to log in by using tools like physical or online forms.
- iv. Information from other Education agencies in Kenya.
- v. Information on the browser type, operating system, IP address among others may be collected to help improve your account security.
- vi. Information collated and processed by one's telephone service to make and receive calls, call and message logs like phone number, time and date of call, call duration, and routing information may be collected.
- vii. information in the form of cookies, browser web storage, application data cache, server logs, and local storage.
- viii. Use or view of our website via your browser cookies

When not signed in, the information collected will be stored on the browser, application, or device used to help improve user preference and maintain sessions.

3. WHY WE COLLECT DATA

- i. To offer a service to you.
- ii. To respond to your issues.
- iii. To improve service delivery.
- iv. To help in diagnosis and troubleshoot issues reported.
- v. To help develop new services.
- vi. To customize services for you and better your experience.
- vii. To analyze and understand how our services are being used and use this information to improve on it.

- viii. To communicate with you in the event we need to clarify or make you aware of something.
- ix. To protect and ensure security of your account.
- x. To advise the government on matters concerning student placement.
- xi. To fulfill the mandate of KUCCPS as stipulated under Universities Act (2012)

4. YOUR PRIVACY CONTROLS

4.1 Our services allow you to manage your information. Information shared to us by other data custodians can only be updated through the same channel. For services accessed through a web browser, privacy settings can be achieved using the browser settings.

4.2 You have the following rights:

- (a) to be informed of the use to which your personal data is to be put;
- (b) to access your personal data in our custody;
- (c) to object to the processing of all or part of your personal data;
- (d) to correction of false or misleading data; and
- (e) to deletion of false or misleading data about you.

Should one choose to exercise any of these rights, please contact us at: ceo@kuccps.ac.ke or +254 20 5137400. KUCCPS has a responsibility to respond to the said request within thirty (30) days.

5. EXPORTING, REMOVING, AND ALTERING OF YOUR INFORMATION

The exporting, removal and/or alteration of any personal data in the custody of KUCCPS shall be subject to provisions of the Data Protection Act, 2019.

6. SHARING YOUR INFORMATION

Your personal information in the KUCCPS systems is not shared with third parties unless for the outlined cases:

- a) When you request and consent;
- b) External Processing - Where we provide your personal non-identifiable information to our trusted businesses, affiliates or persons to process it on our behalf in conformity with the privacy policy and other applicable laws and regulations;
- c) For Legal reasons - We will share personal information outside of KUCCPS if we have a good-faith belief that access, use, preservation, or disclosure of the information is reasonably necessary to:

- i. Meet any applicable law, regulation, legal process, or enforceable governmental request.
- ii. Enforce applicable Terms of Service, including investigation of potential violations.
- iii. Detect, prevent, or otherwise address fraud, security, or technical issues.
- iv. Protect against harm to the rights, property, or safety of KUCCPS, our users, or the public as required or permitted by law.

7. KEEPING YOUR INFORMATION SECURE

All our products and services are made with strong security features to help protect your information from unauthorized access, disclosure, or harm. Measures to protect your information have been implemented and continuous assessment is done to safeguard it. Where it is detected that the security of the information in our custody has been compromised, KUCCPS shall notify you promptly and provide mechanisms to stay protected.

We put our best to protect you and KUCCPS from unauthorized access, alteration, disclosure, or destruction of information we hold, including but not limited to:

- i. Data encryption to data in transit;
- ii. Provide secure URLs to our web services;
- iii. Review our information collection, storage, and processing practices, including physical security measures, to prevent unauthorized access to our systems; and
- iv. We restrict access to personal information to KUCCPS employees, contractors, and agents who need that information in order to process it. Anyone with this access is subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

8. RETAINING INFORMATION

We retain the data we collect for different periods of time depending on what it is, how we use it, and applicable laws and obligations provided by the government. It is important to note that:

- i. Some data you can delete whenever you like.
- ii. Other data is deleted or anonymized automatically after a set period of time.
- iii. We retain data for longer periods of time when necessary for legitimate business or legal purposes, such as security, fraud and abuse prevention, or financial record-keeping.

9. COMPLIANCE & COOPERATION WITH REGULATORS

We regularly review this Privacy Policy and make sure that we process your information in ways that comply with it.