

## Version

Version	Date	Comments
V1	Dec 9, 2022	Initial Version. For review
V1	Aug 20, 2022	Disaster Recovery Policy (page 21)

The term "us" or "we" or "University" means Mahatma Gandhi University, Kottayam, Kerala. The term "you" means you, as the person/group/entity using or viewing our website/application

## PRIVACY POLICY

This policy explains the university's operational practices concerning visitor(s) information collected from Mahatma Gandhi University official websites and associated web applications and mobile application

### 1. General

- a. The website with the URL of mgu.ac.in and its subdomains and mobile application hosted under this domain/subdomain is operated and maintained by Mahatma Gandhi University, Kottayam, Kerala. We respect your privacy and are committed to protecting this to the extent possible.
- b. The website, web applications, and mobile applications registered under this domain or sub-domain mainly provide e-services to the public, students, and employees thereby offering a better service to its beneficiaries.
- c. The information provided through these applications may not have any legal sanctity and is for general reference only, unless otherwise specified. However, every effort has been made to provide accurate and reliable information through these applications. Users are advised to verify the correctness of the facts published here from the concerned sections/departments/offices in the University
- d. Our privacy policy is subject to change at any time without notice. To make sure you are aware of any changes, please review this policy periodically.
- e. All partner firms and any third party working with or for Us, and who have access to personal information, will be expected to read and comply with this policy.

### 2. How We Collect The Information

- a. Directly through the Site/subdomain web application (s): The University through its data collection form(s) may obtain your information during your interaction with different web applications. Registration is mandatory in most of the scenarios to identify the end user and share the required information. The data we collect depends on the context of your interactions with our Website/service.
- b. The University may collect information through direct interaction with you

- c. The University may receive information from other sources, such as public databases, social media platforms, or other third parties
3. Use of Information collected
- a. The information collected may be used primarily to provide, maintain, protect, and improve the University's services
  - b. To create, manage, and store your educational or personnel records
  - c. Provide support and respond to your requests, comments, and inquiries
  - d. Send you updates, including confirmations, fee-payment invoices, notifications, administrative messages, etc
  - e. Communicate with you about promotions, upcoming events, and news about products and services
  - f. We may process your personal information without your knowledge or consent where required by applicable law or regulation for verification of identity or for prevention, detection, or investigation, including of cyber incidents, prosecution and punishment of offenses, Protect, investigate and deter fraudulent, unauthorized or illegal activity.
  - g. The University may also use your information as required by law, or similar legal process; when we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request; with our trusted services providers who work on our behalf, do not have an independent use of the information we disclose to them, and have agreed to adhere to the rules outlined in this privacy statement.
4. Data Retention and Transfer
- a. The university shall retain User-provided data for as long as you use the Application or for a reasonable time thereafter. The data collected will be retained depending on the nature of the application and thereafter may be stored in aggregate. Some or all of the User Provided Data may be required for the Application to function properly
  - b. The university may employ other companies/individuals to perform different functions on our behalf. The functions will include but are not limited to, fulfilling orders for services, sending postal mail and e-mail, removing repetitive information from lists, providing assistance, providing search results and links, processing payments, transmitting content, scoring risk, providing customer service, etc. These third-party service providers have access to personal information needed to perform their functions. However, the University will try to ensure that this information is not used for any other purposes without written approval from the University
  - c. All data/information collected from students/employees/public over different mediums (web application(s)/mobile application/physically) will be kept strictly confidential and is used only for completing the formalities intended and for subsequent internal purposes only
5. Data Security

- a. The university takes due care to protect students/employees/public data. Technical measures are in place to prevent unauthorized or unlawful access to data and against accidental loss or destruction of, or damage to, data. The employees who are dealing with the data have been trained to protect the data from any illegal or unauthorized usage
  - b. You need to protect against unauthorized access to your password and your computers, devices, and applications. Be sure to sign off when you finish using a shared computer
6. Changes to this Privacy Notice
- a. The university will have the discretion to update this Privacy Policy at any time. When done, the version date and number will be modified on top of the page. It is recommended that you frequently check the Privacy Policy for any changes to stay informed about how we are helping to protect the personal data we collect. You acknowledge and agree that it is your responsibility to review this Privacy Notice periodically and become aware of modifications
7. Children: If you are under 18, or the age of majority in the jurisdiction in which you reside, you may only use Our Website with the consent of your parent or legal guardian. In any case, We will not be liable for any cause of action that arose due to non-compliance with this section.
8. Links To Third-Party Site/Apps: The University website may contain links to and from other websites of third parties. Please note that if you follow a link to any of these websites, such websites will apply different terms to the collection and privacy of your data and we do not accept any responsibility or liability for these policies. When you leave our Site, we encourage you to read the privacy policy of every website you visit
9. Contact Us: If there are any questions or concerns about this Privacy Policy, please contact us by email <itcellhelp@mgu.ac.in> or phone <0481 2733551>

## TERMS AND CONDITIONS

If you browse or use the website with the URL of mgu.ac.in or its subdomains (\*.mgu.ac.in) or mobile application hosted under the domain (mgu.ac.in), as a guest or a registered user, you are agreeing to our terms and conditions set out below. Also, these terms of use refer to the following additional terms, which also apply to your use of our site **Privacy Policy**, and **IT Policy**

We may change these terms and conditions at any time by amending this page. Please check this page from time to time, as you are bound by these changes.

Every effort is made to keep our website up and running smoothly. However, the University takes no responsibility and will not be liable for the website/subdomain apps/mobile apps being temporarily unavailable due to technical issues beyond our control.

1. Acceptance of Terms. These Website Terms and Conditions of Use, as updated from time to time by the University, apply to this website and its subdomain sites. You should carefully read these Website Terms and Conditions before using the website
2. Access to Password-Protected Areas. Access to certain portions of this website/subdomain applications might ask you to register with your personal information or require login and password information. You must have this information to access such areas
3. Privacy Policy. The use of your personal/non-personal information will be governed by our **Privacy Policy and IT Policy**. Your use of this website/subdomain sites/application/mobile application indicates that you have read and agreed to the Privacy Policy
4. Use of material on our site
  - a. This website and its contents are owned by the University (or third parties) and are protected by law, including but not limited to copyright and trademark law
  - b. You may print off copies and may download extracts, of any page(s) from our site for your personal use and you may draw the attention of others within your organization/family/friendship group to content posted on our site
  - c. You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences, or any graphics separately from any accompanying text
  - d. You must not use any part of the content on our site for commercial purposes without first obtaining our permission to do so
  - e. If you print off, copy, or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made
  - f. You may not directly or indirectly, intentionally disrupt or interfere with this website/subdomains in any manner that may materially adversely affect the University or any third party
  - g. You may not bypass any measures the University may use to prevent or restrict access to this website/subdomains
5. The use of this website/subdomain apps/mobile app is solely at your own risk
6. University makes no warranty that this website/subdomain apps/mobile apps, will meet your requirements, or will be uninterrupted, timely, secure, current, accurate, complete, or error-free or that the results that may be obtained by use of the site will be accurate or reliable
7. You expressly understand and agree that the University shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including without limitation, damages for loss of profits, goodwill, use, data loss, or other losses (even if advised of the possibility of such damages) resulting from any matter related to your use of this website/subdomain apps/mobile app
8. We are not responsible for websites we link to: This website/subdomain app/mobile app may include links to other website(s). You acknowledge that such links are provided for your convenience and do not reflect any endorsement by the University concerning the

linked site or its provider. The University makes no representations or warranties concerning any linked website. Your use of any linked website is solely at your own risk

9. The University encourages you to be mindful of the intent and purpose of its websites/subdomain apps/mobile apps and be responsible for safeguarding your personally identifiable information
10. Termination: The University may block, suspend, or terminate your use of the website at any time for any reason without prior or no notice. Reasons for termination of use may include but are not limited to, the following: (a) Your breach of this agreement; (b) University is unable to verify or authenticate any information you provided us (c) University believes that your actions could cause financial loss or legal liability to University or other users of this website; (d) routine network maintenance affecting all users (e) your use of this website or service in a manner that violates the law or University policies
11. Disputes: All disputes or grievances touching this Information Technology Privacy Policy shall be decided and settled under the Relevant Provisions of Information Technology Act 2000 and Information Technology Rules 2011.
12. Contact Us: If there are any questions or concerns about the Terms and Conditions, please contact us by email <itcellhelp@mgu.ac.in> or phone <0481 2733551>