

# ConnectUni Privacy Policy

**Effective Date:** August 9, 2024

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## 1. Introduction

ConnectUni (“we,” “our,” or “us”) is an education consultancy headquartered in Kathmandu, Nepal. Through our website and mobile applications, we provide guidance, tools, and resources to make studying abroad easier for students.

We are committed to protecting your privacy and ensuring your personal information is handled lawfully, transparently, and securely.

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## 2. Legal Framework in Nepal

This Privacy Policy is guided by:

- **The Constitution of Nepal 2015 (Article 28 – Right to Privacy)**
  - **Privacy Act, 2075 (2018)**
  - **Electronic Transactions Act, 2063 (2008)**
  - Relevant provisions of the **Civil and Criminal Codes of Nepal** regarding misuse of personal information.
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## 3. Information We Collect

We may collect the following categories of information:

- **Personal Identifiers:** Full name, date of birth, gender, contact details, citizenship/passport number.
- **Academic & Professional Data:** Education history, transcripts, English test scores (IELTS/PTE/TOEFL), Language test scores (NAT-TEST/TestDaF), standardized test scores (SAT/gre), CV/resumé details.
- **Visa & Travel Data:** Intended study destination, financial documents, visa-related forms.

- **Technical Data:** Device identifiers, browser type, IP address, cookies, geolocation (if enabled).
  - **Communication Data:** Interactions through email, chat, phone, or in-app messages.
  - **Financial Data (if applicable):** For tuition fee payments, service charges, or scholarships.
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#### 4. How We Use Your Information

We collect and process data for the following purposes:

- To provide education consultancy services, including university applications, test preparation, visa guidance, and accommodation support.
  - To create and manage user accounts on our website or apps.
  - To communicate updates, offers, reminders, or relevant study-abroad opportunities.
  - To comply with legal and regulatory requirements in Nepal and abroad.
  - To conduct internal audits, service improvements, and analytics.
  - To protect against fraud, misuse, or unauthorized access.
  - For marketing purposes, including newsletters and targeted campaigns (with opt-out options).
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#### 5. Consent

- By submitting personal information to ConnectUni, you **consent** to its use as described in this policy.
  - Consent for sensitive information (health, financial, visa-related) will be obtained explicitly.
  - You may **withdraw consent** at any time by contacting us, though this may affect our ability to provide services.
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#### 6. Disclosure & Third-Party Sharing

We may share your information only with:

- **Educational institutions, testing bodies, and immigration authorities** for application and visa processing.

- **Service providers** (IT, analytics, hosting, payment processors) under strict confidentiality agreements.
- **Regulatory bodies and legal authorities** when required by law.
- **Business partners** (insurance providers, accommodation partners) if relevant to your requests.

We will **never sell or rent** your personal data.

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## 7. International Data Transfers

Since studying abroad involves foreign institutions, your information may be transferred outside Nepal. We ensure such transfers comply with security standards and applicable foreign privacy regulations (e.g., GDPR, if EU data is involved).

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## 8. Data Retention

We retain personal data only as long as necessary for the purposes outlined in this policy, or as required by law. Once no longer needed, data is securely deleted, anonymized, or destroyed.

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## 9. Security Measures

We employ industry-standard practices, including:

- Encryption of data in transit and storage.
- Role-based access and authentication controls.
- Regular system monitoring and vulnerability testing.
- Employee training on confidentiality and data protection.

Despite these safeguards, no system is completely secure. In case of a **data breach**, we will notify affected individuals and relevant authorities promptly, as required by law.

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## 10. Your Rights

As a user, you have the right to:

- Access the personal information we hold about you.
  - Request correction, update, or deletion of your data.
  - Restrict or object to processing.
  - Withdraw consent at any time.
  - File a complaint under Nepal's **Privacy Act 2018** if your rights are violated.
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## 11. Cookies & Tracking

Our website and apps use cookies and tracking technologies to enhance functionality and analyze performance. You can disable cookies through your browser, but some features may not work properly.

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## 12. Children's Privacy

ConnectUni's services are primarily for individuals aged **16 and above**. If we discover personal information provided by a child under 16 without parental consent, we will delete it immediately.

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## 13. Marketing & Opt-Out

We may send promotional messages, updates, and event invitations. You may **unsubscribe** anytime via the provided link or by contacting us directly.

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## 14. Dispute Resolution

Any disputes regarding this Privacy Policy will first be resolved amicably. If unresolved, disputes will fall under the jurisdiction of the **courts of Nepal**.

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## **15. Updates to This Policy**

We may update this Privacy Policy from time to time to reflect legal, technical, or operational changes. Updated policies will be posted on our platforms with a revised effective date.

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## **16. Contact Us**

For questions, complaints, or to exercise your privacy rights, please contact:

### **ConnectUni**

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