

PRIVACY POLICY

Last updated 05 June 2020

We, EEST Computer Systems Services LLC (EEST) and our corporate website www.eestinfo.com, product website www.manageschool.org, Online application pages, Parent Portal hosted for different schools and M School Parent Portal App (Site) maintain the information and materials from our internal resources and that are provided by schools and the parents and request you to take the time to read this Privacy Policy carefully. This Privacy Policy applies to visitors and users of the Sites and Applications. As education products and service providers, we take your privacy seriously and know the importance of trust and data security. We have created this Privacy Policy so you know how we collect, use, process or store any personal information you provide through our electronic interfaces.

By using our websites, Web Applications and Apps, including signing up for any newsletters or feeds, you are agreeing to be bound by our Terms and Conditions, which include this Privacy Policy. By visiting or using the Site, to the extent permitted by applicable law you are consenting to us gathering and processing information about you in accordance with this Privacy Policy, although consent may not be required for all of the elements described in this Privacy Policy. For particular types of information or processing, we may provide you with choices or request your further consent related to what information we collect and how we may process it.

This Privacy Policy does not cover third parties or their services and we do not take any responsibility for how such third parties may use any information they collect. For information about third-party privacy practices, please consult with them directly.

We will always aim to be respectful if you have given us consent to contact you. If at any time you don't feel we've lived up to this, please let us know straight away by contacting us via the contact section of the Site or through the contact details set out in the Contact Us section below.

Please take the time to read this Privacy Policy and note that it may change from time to time. You can always find an up-to-date version here on this page.

1. INFORMATION WE GATHER

a. Through Online Application, Parent Portal and M School App

We may collect and deliver to the particular school, the following information in electronic form from you for the schools who use our online application forms.

Your and/or your child's personal information such as names; title; postal address; email address; phone number; dates of birth; gender; occupation information; billing address; government issued ID information; visa information; religious beliefs; etc.

Admissions and enrolment information, including for example information you have provided on your child's application forms and during the enrolment process, information on your child's educational background, previous school details, grades, and courses taken, information from references, information about your child's interests

Your child's health information and background such as immunization records; health issues; health restrictions; information on disabilities; any emotional, learning, physical and other health needs; etc.

information about your computer, including where available the IP address of your computer/proxy

server that you use to access the internet, your web browser type, type of mobile device, and computer operating system, to analyse trends among our users and to help improve our Applications.

b. Information through our Websites and Career Pages

We collect information from our prospective customers through our contact us link in our websites.

Information about job applicants, for a position at EEST will be asked to supply details relevant to the job application such as name, contact details, the information contained in CVs, or other documents. We may also collect from third parties identified as referees Personal Information relating to the applicant. This information is used to determine suitability for the vacant role in EEST.

2. DATA SECURITY

EEST takes active measures to ensure the security of Personal Information it holds is protected from misuse, interference, loss, and unauthorized access, modification, or disclosure. All EEST ICT devices, storage, and channels are subject to continuous monitoring, logging analysis, and audit. EEST may choose to contract a third party to perform those functions. All Personal Information is stored at secure premises using good quality security protocols. EEST security systems are regularly reviewed and updated to maintain the integrity of the EEST security posture.

The data collected through our online application forms for schools are delivered to the respective schools and processed by the schools individually. At EEST we keep strict confidentiality of such data and makes sure that the schools will be allowed to access the data intended for the respective school only.

However, if you provide us with personal information over the internet, you should be aware that the absolute security of the information transmitted over the internet or stored in electronic storage cannot be guaranteed to be 100% secure. While we take serious efforts to protect such personal information, you acknowledge that we cannot ensure or warrant the security of any personal information provided by these means and you provide it to us at your own risk.

3. CREDENTIALS AND CONFIDENTIALITY

If you are provided with a username, password or any other piece of information as part of our security procedures, you are responsible for maintaining the confidentiality of your password and username for the Portal/App and you are responsible for all activities that are carried out under them. We do not have the means to check the identities of people using the Portal/App and we will not be liable where your password or username is used by someone else.

You agree to contact us or the School IT team immediately and inform about any unauthorised use of your username or password of which you become aware. We and the School IT team have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our opinion, you have failed to comply with any of the provisions of this Privacy Policy or the Terms and Conditions.

4. ACCESS AND CORRECTION OF PERSONAL INFORMATION

Subject to verification of identity, any Personal Information held about an individual may be accessed, updated, or corrected by application to EEST by sending an email to respective School registrar or to us in email info@eestinfo.com with the subject line "Privacy Policy - EEST." There is generally no fee

for an individual to make a request or to be provided access to his or her Personal Information. However, depending on the complexity of the request a reasonable processing fee may be charged in some cases. EEST will endeavour to respond to access and correction of Personal Information within 15 business days after a written request is received by an EEST authorised employee.

5. DISCLOSURE AND RETENTION OF PERSONAL INFORMATION

As part of providing services to a customer, EEST may disclose Personal Information to third party suppliers and contractors of services or retain and disclose Personal Information as authorized by law for example metadata. EEST may disclose some Personal Information to its affiliated entities in countries in which EEST operates for the purposes of providing services to our customers, including technical support. Such disclosure is subject to the privacy laws applicable in the jurisdiction where that affiliated, entity is located. A formal intragroup agreement is in place to ensure all Personal Information is properly protected at all times for transfers within EEST. EEST only retains Personal Information for as long as required by applicable law or as needed for our business functions and activities. If Personal Information is no longer needed, it is then destroyed or disposed of securely.

6. DIRECT MARKETING

EEST will only engage in direct marketing practices under the laws of the relevant country or jurisdiction. At any time an individual or organization may contact EEST to request that they no longer receive any marketing material or information from EEST. If you feel at any stage we have incorrectly used your Personal Information for direct marketing, please contact us immediately at info@eestinfo.com with the subject line "Privacy Policy – EEST".

However the data collected through our online application forms for schools are delivered to the respective schools and processed by the schools individually. EEST will not access such data use for any marketing purposes.

7. INTERNATIONAL DATA TRANSFERS

As a provider and user of IT services, including cloud services, EEST retains Personal Information on servers that may be located in some overseas countries. EEST recognizes and respects the varying national laws and obligations and their impact on cross-border data transfers when transferring or processing Personal Information outside of the country of collection for the purposes identified above. EEST will take all reasonable steps to ensure that no person or entity, breaches any relevant privacy and data protection laws using a variety of lawful data transfer mechanisms and contractual agreements for privacy and data protection.

8. WEBSITE BROWSING and COOKIES

EEST websites will result in some information being logged including the time of access, IP address, and the pages that have been viewed or accessed. EEST also stores cookies from website browsing and uses to present relevant information and for website analytics. EEST websites may contain links to external websites. EEST is not responsible for the content or privacy policies that govern such external websites. By visiting our website, EEST does not automatically capture any specific personal information from you, (like name, phone number or e-mail address), that allows us to identify you individually.

Our Site contains links to other third-party websites and platforms. We do not have any control over them and take no responsibility for any information you give them. Other third-party websites and

platforms have different privacy and security policies, which we advise you to read. Please contact those websites and services directly to learn about their privacy practices.

We use cookies to personalize content and to provide you with an improved user experience. By using this Site you consent to the deployment of cookies. You can control and manage cookies using your browser settings. Please note that removing or blocking cookies can impact your user experience and some functionality may no longer be available.

9. PRIVACY ISSUES

EEST has legal obligations under privacy legislation to hold information securely and to use it appropriately in accordance with our privacy policy. If you feel we have breached these obligations, or have any questions about this Policy, or to raise any issues about privacy or data protection within EEST please contact EEST at: Email: info@eestinfo.com with the subject line "Privacy Policy – EEST." Due to the nature of the services that EEST provides, in most situations, it will be impracticable for an individual to deal with us on an anonymous basis. EEST will not consider anonymous requests and such requests shall be ignored. If you are not satisfied with EEST response and the issue relates to a privacy concern or alleged breach by EEST, you may take your complaint to the relevant government authority responsible for privacy and data protection.

10. CONSENT

By submitting information to us, you consent to our collection, storing and processing of your information in accordance with this Privacy Policy. You are entitled to request that we stop any consent-based processing of your personal information after you withdraw that consent. Please contact us at the relevant contact details in the Contact Us section below.

All users of our Applications are supposed to be Parents, Guardian, Staff of the Institution where our applications are used in live or test environment and of 18 years or more age. Our websites are available for public viewing to all. As a reputed Education related Vendor, protecting the online privacy of children is especially important to us. If you are under 18 years old, please do not provide us with your name, contact details or any other information about yourself in the contact us page of our websites.

11. CONTACT US

If you have any queries, comments or complaints regarding our websites, Online Applications, Apps or this Privacy Policy, please write to us in the office address or email id given below with the subject line as "Privacy Policy-EEST".

The Webmaster
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