

Privacy Policy – The University of Chenab, Gujrat

1. Introduction

The University of Chenab, Gujrat (“UChenab”, “we”, “our”, or “us”) places great importance on the privacy and data protection of all individuals who interact with our official website (<https://uchenab.edu.pk>) and affiliated digital platforms. Whether you are a student, applicant, faculty member, researcher, partner, or visitor, we are committed to protecting the integrity and confidentiality of your personal information. This Privacy Policy outlines how your information is collected, used, shared, and protected, in accordance with Pakistan’s legal standards including the Prevention of Electronic Crimes Act (PECA) 2016 and internationally aligned best practices like the General Data Protection Regulation (GDPR).

2. Scope and Applicability

This policy applies to all users accessing UChenab’s official website, subdomains, and online forms, including those used for admissions, academic queries, scholarships, research contributions, career opportunities, or any services offered digitally. It covers data collected online and through third-party tools integrated within our platforms. Offline data practices and specific departmental websites may carry additional privacy notices that align with this primary policy.

3. Information We Collect

UChenab collects both identifiable and non-identifiable information from users. Data collection occurs either directly, through forms and interactions—or automatically via browser sessions and analytics tools.

a. Personal Information

We may collect the following types of personally identifiable data when voluntarily submitted:

- Full name
- Father’s name or guardian’s name (where applicable)
- Email address
- Phone number
- CNIC, passport number, or student ID
- Home or mailing address
- Academic records (degrees, transcripts, certifications)
- Employment-related data (for faculty or job applicants)
- Any other data you provide through inquiry forms, surveys, or communications

b. Technical and Usage Data

Collected automatically via your interaction with our website:

- IP address
- Browser type and version
- Operating system
- Device type
- Time zone and language preferences
- Referring URLs and destination pages
- Session duration and on-site behavior

c. Cookies and Tracking Technologies

We use cookies, pixels, and similar technologies to improve functionality and user experience. These technologies help us:

- Recognize repeat visitors
- Remember session preferences
- Analyze traffic patterns
- Personalize content delivery

You can manage your cookie preferences through browser settings, though disabling certain cookies may affect site performance.

4. Purpose of Data Collection

The University collects and processes personal data for the following purposes:

- To process academic admissions and program registrations
- To respond to inquiries submitted via contact forms or emails
- To provide requested services such as transcript issuance, verifications, and student support
- To conduct academic surveys and feedback evaluations
- To distribute university newsletters, updates, or marketing communications (only with your consent)
- To facilitate job applications and hiring processes
- To enhance the user experience through analysis of usage patterns
- To ensure technical functionality and security of our website
- To comply with regulatory requirements, legal obligations, and institutional policies

5. Legal Basis for Processing

UChenab processes your personal data under one or more of the following legal grounds:

- **Consent:** When you actively provide data for admissions, newsletters, or online forms
- **Contractual obligation:** For delivering services after your enrollment or job application
- **Legal compliance:** To meet requirements set by regulatory bodies like HEC, PEC, PCP, and the Government of Pakistan
- **Legitimate interest:** To improve service delivery, track performance metrics, or secure digital environments
- **Vital interest:** In exceptional cases such as medical emergencies or institutional safety

6. Data Sharing and Disclosure

We maintain strict controls on who can access your personal data. UChenab does not sell, lease, or share your data for commercial purposes. Data may be shared only as follows:

- **Internal Use:** Across UChenab's academic and administrative departments on a strict need-to-know basis
- **Third-Party Vendors:** With authorized service providers (e.g., IT support, hosting services, email providers), who are contractually bound to confidentiality and data security obligations
- **Legal Authorities:** When disclosure is required to comply with judicial processes, law enforcement, or government authorities
- **Research & Statistical Use:** Anonymized or aggregated data may be used for institutional reporting or academic analysis

7. International Data Transfers

In limited cases, your data may be processed or stored outside Pakistan, such as on cloud servers managed by reputable service providers. All such transfers occur under appropriate safeguards that ensure compliance with data protection standards. UChenab ensures that international processors are contractually bound to uphold privacy commitments.

8. Data Retention

Your personal data is retained only as long as necessary to fulfill the purpose for which it was collected. This includes:

- **Academic Records:** Stored permanently or for durations required by regulatory frameworks
- **User Accounts and Forms:** Kept active for the duration of your relationship with UChenab and deleted upon request or after inactivity

- **Communications and Logs:** Maintained for technical review, dispute resolution, or internal audits, then archived or securely deleted

When data is no longer required, it is securely deleted or anonymized in compliance with institutional and legal standards.

9. Security Measures

UChenab employs a comprehensive set of security controls to protect your data from unauthorized access, disclosure, alteration, or destruction. These include:

- SSL encryption on all data transmissions
- Firewall-protected servers and cloud backups
- Secure user authentication and session timeouts
- Regular vulnerability scans and software updates
- Access control policies with restricted internal data access
- Employee training on data protection and confidentiality

Despite our efforts, no system can be completely secure. Users are encouraged to exercise caution and report any suspected security incidents.

10. Your Rights

In line with national and international privacy frameworks, users of our platform have the right to:

- Access the data we hold about you
- Request correction or update of incomplete or inaccurate data
- Request erasure of personal data, subject to legal and academic limitations
- Object to or restrict specific forms of data processing
- Withdraw consent where previously given
- File a complaint with Pakistan's National Commission for Personal Data Protection (once operational under the PDPA)

To exercise your rights, email us at admissions@uchenab.edu.pk. We may require identity verification for security purposes.

11. Third-Party Websites and Services

Our website may include links to external platforms or services (e.g., payment gateways, affiliated institutes, or research portals). UChenab is not responsible for the privacy practices of those third-party websites. Users are encouraged to read their privacy policies before submitting any information.

12. Children's Privacy

This website is not directed to children under the age of 13. We do not knowingly collect data from minors unless provided with parental or institutional authorization. If we discover that data was collected from a child without proper consent, it will be deleted promptly.

13. Changes to This Privacy Policy

We reserve the right to update or revise this Privacy Policy at any time in response to changes in legal, regulatory, or operational requirements. Any updates will be posted on this page, and the effective date will be revised accordingly. In cases of significant changes, we may notify users via email or announcements on the website homepage.

14. Contact Information

For questions, concerns, or data access requests, please contact:

Office of Data Protection & Privacy

Email: admissions@uchenab.edu.pk

Phone: +92-321-8243622

Address: The University of Chenab, GT Road, Gujrat, Punjab, Pakistan

Website: <https://uchenab.edu.pk>

This Privacy Policy is designed to protect the rights of all stakeholders interacting with The University of Chenab and to reflect our commitment to academic ethics, digital safety, and transparency.