



# Confidentiality and Data Protection Policy

## Introduction

The General Data Protection Policy (GDPP) outlines the measures our company takes to safeguard the personal information of employees, students, and clients. The data protection is regulated in Oman with **Personal Data Protection Law (PDPL)** that came into force on 5 February 2024.

TQTI, a company operating in the Training and Education sector, has access to personal, career, and employability information pertaining to its employees and trainees. As TQTI specializes in career and employability services, we are authorized to maintain records on students, staff, and graduates. This data is collected either directly from individuals through paper or electronic submissions or by staff members who assist trainees, employees, and graduates.

TQTI is committed to data protection and adheres to both local and international compliance standards.

## 1. Confidentiality

- The TQTI services uphold the confidentiality rights of students, graduates, and staff utilizing its services. This commitment ensures that individuals can engage in discussions or share personal or sensitive information with the assurance that their privacy will be thoroughly protected.
- We will keep all information regarding your interactions with the TQTI services confidential and will not share it with any external parties without your consent. For instance, conversations with a TQTI Consultant will be held in the utmost confidentiality and will not be

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disclosed to anyone outside of the TQTI, unless explicitly requested by you.

- TQTI services personnel will not disclose any personal information regarding clients, including details about appointment attendance, to individuals or entities outside of TQTI, such as academic staff, family members, friends, or external organizations, without obtaining the client's consent.
- The TQTI services utilize an external provider to facilitate student access to information regarding graduate vacancies, internships, work experience opportunities, part-time employment, and volunteer positions, as well as to register for career-related events. To provide this service, a minimal amount of personal data is shared with the external provider.
- Individuals retain the right to withdraw from this service at any time. For additional information or to opt-out of this service, please refer to the Confidentiality & Data Protection Statement and contact TQTI staff at Tel: 99347202 or via email at [info@tqtoman.com](mailto:info@tqtoman.com).
- All records are confidential to the Service and no one outside the Service will be able to access any records without your written consent or except when required to do so by law (you have the right to access your own record under the data protection laws. We will take all reasonable steps to safeguard the security of any information about you that we hold in electronic format. We will destroy all written and electronic records after **(Three years)** except financial records will be maintained at least **(Five years)** according to Commercial Companies Law (Royal Decree No. 18/2019), article 18.
- We will guarantee that any statistical data shared with external parties, such as for service evaluation, is presented in an anonymous manner to prevent the identification of individuals.
- In the situations mentioned above, staff will strive to obtain the necessary consent before revealing any personal information. However, if the crisis or threat is deemed to be significantly serious or



urgent, the information may be disclosed without the client's consent. In all cases, the disclosed information will be limited to what is essential for an effective response to the situation.

## 2. Record Management and Data Security

The TQTI services maintain essential information, such as names, courses, contact information, and other biographical details, for administrative purposes. This data may be stored in both physical and electronic formats and is utilized to generate anonymous statistical insights regarding users and their engagement with TQTI services. The services adhere to established protocols that prevent the retention of personal records beyond what is deemed necessary, in compliance with current data protection laws, the TQTI Codes of Practice, and recommendations from related professional organizations.

## 3. Personal Information

During formal consultations with career advisors, clients may share personal and sensitive information related to finances, disabilities, medical conditions, or personal challenges. A record of these discussions may be maintained to ensure that appropriate guidance or responses are provided, especially during future visits. Notes may capture key points or issues discussed, the advice or information provided by the advisor, relevant background details, any actions to be taken, and information regarding follow-up actions, along with any associated correspondence. Additionally, any concerns raised may also be documented.

## 4. Inquiry for Personal Information

According to data protection regulations, clients are entitled to request any information that TQTI holds about them as individuals. To inquire about their personal data, clients must complete the official request form provided by TQTI, which can be obtained from the Administration Section (email: [info@tqtoman.com](mailto:info@tqtoman.com)).



## 5. Additional Information and Complaints Regarding Data

If you have any issues related to data protection or confidentiality, please do not hesitate to discuss them with any staff member. For concerns or complaints regarding the use or non-use of the information you have provided, please contact the person responsible:

Dr. Samir Al Bahrani, at (email: [info@tqtoman.com](mailto:info@tqtoman.com)).

Dr. Samir Al Bahrani

Manager of Institute

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