



Effective Date: 2/2007

Revision Date: 3/25/11

Approval:

### **Policy – Student Privacy**

**Policy:** Clayton State University Center for Continuing Education protects the students' information that we collect for registration purposes. This information will not be released to anyone, including parents of the student older than 18 years of age, without the prior written consent of the student.

**Purpose:** Student privacy is important to us. This privacy policy ("Privacy Policy") covers privacy practices with respect to "Personally Identifiable Information" (as further defined below) that is transmitted electronically to or collected by via the web, telephone, mail and other sources: how we collect and use Personally Identifiable Information and with whom we may share Personally Identifiable Information.

**Responsibilities:** Site Coordinators, Program Managers and all other staff ensure that students' information is maintained and secure.

#### **Process/Procedures:**

##### Collection and Use

We do not collect any Personally Identifiable Information from students except when they expressly volunteer the information. This includes when they:

- Register for a course
- Request information (electronically) about course
- Use or participate in various services or features made available on the Website (including, for example and without limitation, blogs and other user communities).
- Request contact with a program manager
- Provide comments, questions or feedback about courses and instructors.

"Personally Identifiable Information" includes, for example, name; home or business address; e-mail address; telephone, wireless and/or fax number; short message service or text message address or other wireless device address; instant messaging address; credit card and other payment information; employment information and work experience; demographic information and/or other information that may identify the student as an individual or allow online or offline contact with the student as an individual. Additional information that is protected under this privacy policy and will only be shared directly with the student includes:

- Courses the student has attended, dates and durations, and CEUs awarded

We will not sell, share, or rent Personally Identifiable Information other than as disclosed below

in the "Sharing Personally Identifiable Information" section of this Privacy Policy. We do not sell, share with or rent to others e-mail addresses solely for the purpose of third party marketing, other than as disclosed below in the "Sharing Personally Identifiable Information" section of this Privacy Policy.

Among other things, we may use the student's Personally Identifiable Information to respond to requests and inquiries and to provide the student with the services and features offered on or through the website. We may also use the student's Personally Identifiable Information to communicate timely information and special offers (for example, in the form of e-mails, mailings, and the like) about courses and events, sponsored by us, that we think might be of interest.

If the student registers for a course using a credit card, Personally Identifiable Information (such as name and shipping address) and financial information (such as credit card number and expiration date) may be required. This information may be used for billing purposes and to complete registrations. If we have trouble processing an order, this contact information may be used to get in touch with the student. Personally Identifiable Information also may be collected when you apply for a position with us or a program sponsored by us. In these cases, Personally Identifiable Information is used only for the purpose of processing and evaluating the registration.

The Personally Identifiable Information given to us via the website and information about registration may be combined with other Personally Identifiable Information (such as demographic information and past registration history) available from our records. This information may be used to make our future marketing efforts more efficient and will help us to improve the operations and maintenance of our website and business.

By visiting this Website, and/or using our services, you agree to the terms of this Privacy Policy as they may be amended from time to time. As we update and expand our services, this Privacy Policy may change, so check back to this page from time to time.

### Sharing Personally Identifiable Information

We may share Personally Identifiable Information collected electronically through its Website in the following ways:

Personal information shall be only used for program purposes and to ensure satisfactory completion of all program goals and all learning event requirements.

### Notification of Changes

If we decide to change our Privacy Policy, we will post those changes in the Privacy Policy section accessible from the home page of the Website so that you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. Any changes or updates will be effective when posted. Under certain circumstances, we may also elect to notify you of changes or updates to our Privacy Policy by additional means, such as posting a notice on the front page of our Website or sending you e-mail.

### Problems or Complaints

If you believe that there has been a violation of this Privacy Policy, please contact Karen LaMarsh at (678) 466-5115. We will investigate and take appropriate action and report back to

you within a reasonable period of time.

**References:** ANSI/IACET 1-2007 Standard CE/T 9.4 Maintaining Learner Records

### **Related Documents:**

Statement on our website: NEEDS TO BE ADDED

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