

PRIVACY AND INFORMATION SECURITY POLICY

Revision History

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1. Purpose

Maxbyte Technologies Inc. is committed to safeguarding the privacy and security of learners' records in compliance with U.S. government regulations, including the Family Educational Rights and Privacy Act (FERPA) and other applicable data protection laws. This policy outlines the responsibilities and processes for managing the input, maintenance, release, and issuance of learners' records following the completion of a learning event.

2. Scope

This policy applies to all employees, instructors, administrators, and third-party service providers who handle learners' records. It covers the collection, storage, processing, and dissemination of learner data within Maxbyte Technologies Inc.'s learning management systems, share point portal and administrative processes.

3. Learner records Privacy and Security

Maxbyte Technologies Inc. ensures that all learner records are handled securely, in compliance with applicable privacy laws, including the Family Educational Rights and Privacy Act (FERPA) and other U.S. government standards.

a) Terms of Records Release

- Learner records, including personal and academic information, will only be released upon the learner's written consent, except where required by law.
- Requests for records must be submitted through an official request process, with identity verification measures in place.
- Records will not be shared with third parties unless required for accreditation, compliance, or legal obligations.

b) Notification to Learners

- Learners will be informed about the policies governing their records at the time of enrollment.
- Any updates to the privacy policy will be communicated through official channels, such as email notifications and updates on the learning management system (LMS).
- In case of any data breach affecting learner records, affected individuals will be promptly notified following legal requirements.

c) Personnel Training and Awareness

All employees and Contractors handling learner records must complete privacy and information security training provided by Maxbyte Technologies Inc.'s ICT manager in collaboration with the Director of Learning.

- New staff/contractors must complete the training within 10 business days of their onboarding.
- Existing staff/contractors must complete the annual refresher training every March, before the start of the new training cycle.
- Training content includes FERPA compliance, secure access protocols, identity verification, role-based access permissions, and data breach response procedures.
- Attendance and completion of this training are documented and monitored by the ICT team.
- Only personnel who have completed this training will be granted access to learner records.

This ensures that all individuals responsible for managing learner data understand their responsibilities and comply with Maxbyte's information privacy standards.

4. Information Input and Maintenance

- Learner records are entered into the system by authorized personnel only.
- Data collected includes enrollment details, attendance records, assessment results, and certification statuses.
- All records must be verified for accuracy before final submission.
- Periodic audits of records are conducted to maintain data integrity and compliance.
- Access to learner records is restricted based on job roles and responsibilities.

5. Record Release and Issuance

- Learners have the right to access their records upon request.
- Records will only be released to third parties (e.g., employers, accreditation bodies) with written consent from the learner or as required by law.

- Requests for record issuance must be processed within 10 business days.
- Official certificates and transcripts will be issued upon successful completion of the learning event and verification of compliance requirements.

6. Learner Information Request Process

We are committed to protecting your personal and academic information. Your learner records, including CEU transcripts and certificates, are securely maintained and will only be released with your written permission.

1. You can review our full Privacy Policy at the Maxbyte Technologies Inc. training website.
2. To request a copy of your records, please:
 1. Complete the attached Information Release Request Form.
 2. Submit it via email to: info@maxbytetech.com.
 3. Include a valid photo ID for identity verification.

7. Data Security Measures

- Encryption is applied to digital records to prevent unauthorized access.
- Physical records are stored in locked, access-controlled areas.
- Multi-factor authentication (MFA) is required for system access to learner data.
- Regular cybersecurity training is provided to staff handling learner records.
- Data retention policies ensure that records are stored securely for the required duration and properly disposed of when no longer needed.

8. Compliance and Monitoring

- Regular reviews are conducted to ensure adherence to this policy.
- Any suspected or confirmed data breaches must be reported immediately to the IT Security Team.
- Learners will be notified in case of unauthorized access or data compromise affecting their records.

9. Review and Updates

This policy will be reviewed annually and updated as necessary to reflect changes in legal requirements, technological advancements, and best practices in data security.

By implementing this policy, Maxbyte Technologies Inc. ensures that learner records remain secure, confidential, and accessible in compliance with U.S. government regulations.

INFORMATION RELEASE REQUEST FORM

Full Name of Learner: _____

Email Address: _____

Phone Number: _____

Date of Birth: _____

Program/Course Name: _____

Date(s) of Attendance: _____

Type of Record Requested (e.g., Transcript, CEU Certificate):

Purpose of Request:

Recipient Name and Address:

Learner Signature: _____

Date: _____

Note: Please attach a copy of a valid photo ID. Submit the completed form to info@maxbytetech.com.