

WorldQuant University Privacy policy

This Privacy Policy has been updated according to new international legislature and is effective from 25 May 2018.

Thank you for using for WorldQuant University to enrich your learning experience. Here at WorldQuant University, we (**“WorldQuant University”, “WorldQuant”, “WQU”, “we”, “us”, “our”**) care about you (**“the user”, “you”, “your”**) and respect your privacy. We are therefore committed to protecting your privacy to the best of our capability. The ways in which WorldQuant University collects, uses and stores your personal data (**“information”, “personally-identifiable data”, “non-personally-identifiable data”, “user data”, “user information”**) are explained in this Privacy Policy. It also describes your rights to access, correct or restrict WorldQuant University’ use of your personal data.

Unless WorldQuant University links to a different Privacy Policy (for example in Third Party use), this Privacy Policy applies to the WorldQuant University website, Learning Management Systems (also referred to as LMS’s and ‘the Platform’), mobile applications, API’s or related services (all the aforementioned hereafter referred to as **“services”**). The use of WorldQuant University services requires your personal data in order to perform key functions on our platforms. Please note that by visiting our site and using our services, you are accepting and consenting to the practices described in the WorldQuant University Privacy Policy and are therefore bound by these practices.

The courses and/or programs that we create are made available to many different users, both in South Africa and internationally. In light of this fact, WorldQuant University aligns its privacy practices to internationally recognised and accepted principles of best practice. WorldQuant University is physically located in Cape Town, South Africa, with the street address Powder Mill Office Park, Ndabeni.

WorldQuant University takes the secure usage and storage of your data seriously and will take all necessary measures to ensure that your information is kept safe. In the event that you wish to withdraw your consent for WorldQuant University to use your data, we would ask that you refrain from using the platform or any of our related services. If you would like to know more about using the services provided by WorldQuant University, please refer to our Terms of Use.

1.1 Data collected

We distinguish in this policy between ‘personal data’ (defined as your name, contact details, identity number or any other information that can be used to personally identify you), and ‘non-personal data’ (de-identified or anonymized information extracted from and the use of WorldQuant University’ services). In the performance of services provided by WorldQuant University, data is collected from you directly, such as information entered by yourself upon registration.

We also collect data about your participation in courses, and data from third-party platforms you connect with. Some data is collected automatically, such as information about your device and the parts of our services you interact with or spend time using. The sections below detail the type of information collected and stored as well as the collection methods used.

1.1.1 Personal data collected

WorldQuant University may request that you provide details including, but not limited to, any of the following:

- Name and surname
- Email address
- ID number
- Telephone number
- Mobile number
- Date of birth

- Educational qualifications or history
- Gender
- Information about your location
- Marital status
- National, ethnic or social origin
- Language
- Personal opinions, views or preferences
- Information relating to your job role, such as your Department or Supervisor

Additional information may be collected during course participation, such as:

- Additional documentation (qualifications, ID documents)
- Assignments & quizzes
- Communications in forums, chat rooms or other messaging services linked to the platform
- Information gathered in surveys or polls

1.1.2 De-identified data / Non-personal data collected

WorldQuant University reserves the right to collect and use de-identified (anonymous) information available on our platforms/services, such as statistical data or website usage information.

1.1.3 User Communication Policy

WorldQuant University may make use of your personal data, such as your email address and/or mobile number, to connect with you via our platforms. This communication will primarily be for learning purposes and notifications relevant to the service being delivered. WorldQuant University will not contact you for marketing purposes without your consent.

1.2 Cookies and how personal information is collected

A cookie is a small file stored on your computer that collects and stores a moderate amount of usage data. This enables servers to deliver a browser page that is specifically tailored to you, based on previous searches and usage. This means that information and preferences from one website visit is carried to another, creating a seamless experience for you.

Personal information collected by cookies on WorldQuant University' websites includes data relating to:

- Session – this allows you to remain logged in until you log out of the platform, or your session expires.
- General storage – the fact that you visited the platform.
- Additional information – this can be your email address (for example, by clicking “Remember me” when logging in), language preference, or other profile settings such as a username. Please note that this information will only be stored if cookies are enabled in your browser settings.

All of the platforms affiliated with WorldQuant University make use of cookies. WorldQuant University uses cookies in order to provide a seamless user experience and enable critical functionality. Due to this, WorldQuant University reserves the right to restrict your access to some or all of the services in the event that cookies are not enabled in your browser settings.

1.3 What we do with your data

1.3.1 Personal data

We will use your personal data to:

- Verify your account (email verification)
- Send course-related email communications, for the purpose of:

- Welcoming you to a new course
- Notifying you of assignment deadlines
- Notifying you of enrolment expiration
- Notifying you of new course information (additional videos, notes, surveys)
- Notifying you of low activity on our services
- Notifying you of your course completion
- General course announcements
- Gain insights into learning analytics, for the purpose of:
 - Identifying user trends
 - Identifying users that would be well suited to our services
 - Identifying useful learning materials
 - Identifying problem learning materials
 - Reporting purposes:
 - Individual focused reports
 - Program-level reports focused reports
 - Insurance Sector Education and Training Authority (INSETA) reports
 - Evaluating the success of the learning platform
- Research, development and continual improvement of our platforms.
- To provide support on content and tech related queries

1.4 Disclosing your personal data

WorldQuant University will never disclose your personal data to a third party for marketing purposes. WorldQuant University only shares data with third parties in order to improve user functionality. These third parties are listed in section 1.5 (Third Parties) below. Each is necessary to either improve your time spent on the platform or gain insights into how learning takes place.

In the event of WorldQuant University entering into a business partnership or merger with another company, or if required by law, WorldQuant University may be legally required to disclose your personal information.

1.5 Third Parties

As mentioned in Section 1.4: Disclosing your personal data, WorldQuant University makes use of third-party providers. WorldQuant University only partners with trusted third-party providers, however it should be noted that your data and the use of your data by third parties is subject to their individual privacy policies. Below we will list all third-party providers that we make use of. Please click on the links to be redirected to their privacy policies.

1.5.1 Analytics

We make use of the following providers to track web traffic as well as user behavior:

- Google Analytics:
 - Personal data collected: Cookie and usage data
 - Privacy Policy: [link](#)
- Intelliboard:
 - Personal data collected: Usage data
 - Privacy Policy: [link](#)
- SengGrid:
 - Personal data collected: Usage data (i.e. email analytics)
 - Privacy Policy: [link](#)

1.5.2 Additional platform functionality

We make use of various third-party providers to enhance the overall learning experience as well as to increase platform functionality. We reserve the right to send or store your data overseas in order to carry out our processing activities.

- LiveStream:
 - Personal data collected: Cookie and usage data
 - Privacy Policy: [link](#)
- Examity:
 - Personal data collected: Cookie and usage data
 - Privacy Policy: [link](#)

1.6 Security

1.6.1 How we process your data

1. Hubble platforms are hosted by Amazon Web Services, which are ISO27001 certified.
2. All databases where account information is stored are secure and all passwords are encrypted.
3. We ask that you only enter the requested information into the input fields. We will never ask for private or sensitive information, for example passwords related to banking or other websites, or card details.
4. System access permission is set on three different levels. These are the server, file-system and database levels. Access to each of these levels is secured via encryption protocols (details can be provided on request) and only internal developers have access to the servers.
5. Additional information on any of the above will be provided on request and is detailed in our WorldQuant University LMS Security Practices document, which is available on request.

1.6.2 Where we process your data

The courses and/or programs that we create are made available to many different users, both in South Africa and internationally. In light of this fact, WorldQuant University aligns its privacy practices to internationally recognised and accepted principles of best practice. WorldQuant University is physically located in Cape Town, South Africa, with the street address Powder Mill Office Park, Ndabeni.

1.6.3 Retaining your data

The length of time that Hubble will keep your personally-identifiable data is dependent on if it is still being processed for a specific purpose related to your course. This amount of time will be based on compliance with applicable laws.

1.7 Your rights

You may request that we provide you with a description of any personal data stored about you at any point. To make this request, contact us at [**support@masters.wqu.org**](mailto:support@masters.wqu.org).

As the user, you also have the right to be forgotten. This means that, in the event that you no longer wish to use our services, you may request that your data be removed from the platform and related services. To do so, adequate proof of identity will be required (certified passport and original utility bill showing your current address).

Please note that information that is de-identified and intended to be used for research purposes may be retained.

WorldQuant University invests in high-quality security and commits to protecting user privacy. Despite this, no data transmission over the internet can be entirely secure. WorldQuant University does not take responsibility for the misuse or appropriation of personal information shared in forums, chat groups or other public or private messaging services used on our platforms/services. You are strongly advised to never post personal information unless you are

filling out required fields. Additionally, it is recommended that you change your password and security details regularly, and immediately report the misuse of personal information or any suspected breach of security by contacting us at [**support@masters.wqu.org**](mailto:support@masters.wqu.org).

1.8 Policy amendments

We review our privacy practices on a regular basis and are at liberty to update this policy to reflect such practices at any point. Should there be any major amendments to this policy, we will contact you either via email or the platform messaging system to notify you of such changes. However, it is your responsibility to check this page regularly to ensure that you are aware of any amendments made to the original policy.

This Privacy Policy forms part of our website Terms of Use. If you do not agree with any point made within this document, then you will be required to cease the use of this platform.

Should you require further information regarding how we store, use and acquire data, then please feel free to contact us at [**support@masters.wqu.org**](mailto:support@masters.wqu.org).

This Privacy Policy was last updated on 22 May, 2018.