

Maple STC – Data Protection Policy

1. Purpose

At Maple STC, we take the protection of your personal data seriously. This policy outlines how we collect, store, use, and protect student and staff data in compliance with applicable data protection laws.

2. Scope

This policy applies to:

- All current, former, and prospective students
- Staff, coordinators, and affiliated agents
- Any individual whose data is collected and processed by Maple STC

3. What Information We Collect

We may collect and store the following types of personal information:

- Full name, contact details, and date of birth
- Email address and phone number
- Nationality and identification documents
- Academic history, enrollment details, and program progress
- Payment information
- Any communication with Maple STC support, instructors, or administration

4. How We Use Your Data

We use your data to:

- Process applications and admissions
- Provide access to our online learning platform ('Maple Eduverse')
- Communicate with students about their studies and support services
- Monitor academic progress and issue certificates
- Manage payments and financial records
- Improve the quality of our services and learning experience

5. Sharing Your Data

We will **never sell your personal information**. We may share your data only with:

- Awarding bodies (e.g., ABE) for official registration and certification
- Authorized coordinators or instructors to support your learning
- Technology providers strictly for platform functionality (under secure agreements)
- Government authorities when legally required

6. Data Storage & Security

- All personal data is stored securely using encrypted systems.
- Access is limited to authorized personnel only.
- We regularly review our security practices to protect against unauthorized access, loss, or misuse.

7. Your Rights

You have the right to:

- Access the data we hold about you
- Request correction of any inaccurate or incomplete information
- Request deletion of your data, subject to legal or academic record-keeping requirements
- Object to certain uses of your data (e.g., marketing)

Requests should be sent to: management@maplestc.com

8. Data Retention

We retain student records only for as long as needed to fulfill educational, legal, or accreditation requirements and financial records for at least 5 years, and as per legal standards of Vietnam.

9. Policy Updates

This policy may be updated to reflect changes in regulations or practices. Students will be notified of significant changes via email or platform announcement.

10. Contact

If you have any questions about this policy or how your data is handled, please contact:

Email: management@maplestc.com

Phone: +84 (0) 899166156