

DOCUMENT TITLE	Data Protection Policy	DOCUMENT Ref. GLTI/PR/QA -02
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GLTI- CONFIDENTIALITY AND DATA PROTECTION -POLICY

Introduction:

GDPP is a policy regulating how our company protect staff, students' and clients' personal data. While Oman does not currently have a standalone data protection law. The Oman's Constitution (Royal Decree No. 101 of 96) recognizes an individual's right to confidentiality in all forms of communication, it does not recognize the right to privacy as a fundamental right beyond this.

Some of the key privacy and data protection requirements of the GDPP include:

- Requiring the consent of subjects for data processing
- Anonymizing collected data to protect privacy
- Providing data breach notifications
- Safely handling the transfer of data across borders
- Requiring certain companies to appoint a data protection officer to oversee policies compliance.

GLTI as a company working on (Training and Education Field); has access to personal, career and employability of its staff and trainees. As GLTI works in careers and employability services which entitles us to hold information on students, staff, and graduates. This information is generated either by the individual themselves when supplying paper based or electronic information, or by staff in supporting trainees, staff, and graduates.

GLTI data protection and compliance with local and international standards:

ص ب 2156 : الرمز البريدي 112 ، بوشهر - سلطنة عمان . هاتف 24593388 : فاكس 24595596 : بريد إلكتروني glti@gltioman.com : 1297582 www.glti.oman.co

P.O Box:2156,P.C:112,Bosher, Sultanate Of Oman ,Phone :24593388,Fax:24595596 E-mail: glti@gltioman.com , www.gltioman.com ,C.R,No: 1297582.

1. Confidentiality

i. The GLTI services respects the right of confidentiality of students, graduates, and Staff using the GLTI services. In practice, this means that respects the right of individuals who use the service to be able to discuss or divulge matters of a personal or confidential nature with the confidence that such information will be treated with the utmost confidence.

ii. We will not disclose anything about the nature or content of your contact with the GLTI services to anyone outside the Service, unless you agree that we do so. For example, discussions with a GLTI Consultant will be treated in the strictest confidence and will not be revealed in any part to anyone outside of the GLTI unless specifically requested by the client.

iii. GLTI services staff will not pass on personal information about clients (including information relating to attending an appointment) to anyone outside the GLTI (including academic staff, relatives, friends or external agencies) without their permission.

iv. The GLTI services use an external provider of to allow students to access details of graduate vacancies, internship and work experience opportunities, part-time jobs and volunteer opportunities and to sign up to career related events. To enable students to use this service a limited amount of personal data is transferred to the external service.

Individuals have the right to opt-out of this service at any time. If you would like further information about this or would like to opt-out of this service Confidentiality & Data Protection Statement please contact: GLTI staff, Tel: 24593388, email: info@gltioman.com

v. Statutory bodies periodically require the GLTI to collect information from graduates/students.

a. The National Training Fund (NTF) requests information concerning graduate destinations. However, the conditions under which this process is carried out are bound by the Data Protection Act and graduates are advised at the time of the request about the way in which the information will be used.

b. The Ministry of Labour requests information concerning graduate destinations.

vi. 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 right of access to 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)**).

vii. We will ensure that all statistical information given to third parties (for example, for Service evaluation purposes) is produced in an anonymous format so that individuals cannot be identified.

viii. In any of the above circumstances, staff will seek to obtain the concerned consent prior to disclosure of any personal information, but, if the crisis or danger is sufficiently serious or acute, the information will be disclosed without the client's consent. Under all circumstances the information that is disclosed will be kept to the minimum necessary for effective response to the situation.

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ix. E-mail contact details may also be obtained to allow appropriate follow up, including forwarding presentations or other information from employer events.

2. Record Keeping and Data Protection

The GLTI services records basic information (for example, name, course, contact details and other biographical information) for administrative purposes; this information may be held on paper and/or electronically and is used to produce anonymous statistical information about users and use of the GLTI services. These services have formal guidelines for not holding personal records longer than it deems necessary; this is informed by current data protection legislation, the GLTI Codes of Practice and guidance from relevant professional bodies.

3. Personal records

During formal discussions with careers staff, clients may provide information of a personal and sensitive nature concerning, for example, finances, disability, a medical condition or personal concerns or difficulties. A record of the discussion may be kept to ensure that the appropriate guidance or response is provided, particularly at any subsequent visit. Notes may record the points or key issues raised, the advice or information given by the adviser, relevant background information, any action to be taken, and details of any follow-up action together with any related correspondence; points of concern may also be noted.

4. Request for information relating to individuals

Under the data protection laws, clients have the right to ask GLTI for any information held about themselves as an individual. If they wish to make an enquiry about data that relates to themselves, they must obtain the GLTI official request form, which is available from the Admin. Section of GLTI (email: info@gltioman.com).

5. In case of further information and complaints regarding data

If you have any concerns about data protection or confidentiality matters, please raise them with any member of staff. If you have any concerns or complaints about how information you have disclosed has or has not been used, please write to Admin-in-charge Mr. Abdallah Al Rashidi , (email : abdallah@gltioman.com).

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