



Universal Care Academy

Type: Privacy Policy

Category: Administrative

Policy Number: UCA- 019

Responsible Authority: Universal Care Academy

Approval Authority: Board of Academy

Effective: November 2017

Last reviewed: October 2020

Mandatory Revision Date: October 2025

Privacy Policy

About:

- Universal Care Academy is a Private Career College that provides In-person and Online courses and training for various professional aspects.
- In this document we refer to Universal Care Academy as “we”, “our”, “us” or “UCA”.
- We imply the policy under Freedom of Information and Protection of Privacy.

Information that we collect:

The personal information that we collect, store, use and/or disclose: -

- name, address, and contact details (including name, postal address, e-mail address and telephone number).
- date of birth, gender, sexual orientation, marital status, and family status
- Race, culture, ethnicity, origin, nationality
- bank account and credit card details.
- work history and sin number (when applicable)

- educational history, test scores, credentials and similar information collected in applications for study.
- Blood type and information about accommodation needs, whether they are health-related or related to other personal characteristics protected by human rights legislation.
- financial information, including financial information about family members; and
- information about transactions and dealings with us, for example.
 - payments made to UCA and by UCA.
 - communications with us about attending UCA.
 - courses and programs taken, academic performance and awards; and
 - activities undertaken as a UCA alumnus (e.g., events attended, donations made).
- Apart from personal information, we have security cameras placed in various locations on campus that is used for video surveillance to monitor the activities.
- We monitor our communication and IT systems that are used for telephone communication and online services that are delivered by and on behalf of UCA and collecting information about the system use.
- We use data that is provided by the Instructors (especially for online courses) like course documents and modules, their personal, educational, and work experience details for marketing purposes.
- We collect the assessments and attendance of each student to verify and monitor their performance and whether they require additional aid and if they qualify for certification.
- We may collect other categories of personal information for other purposes but the personal information collected and the purposes for which it will be retained, used and/or disclosed will be described to you at the time or before the time of collection.
- We create and maintain a student record with the collected information for each student that enrolls with UCA

Method of Collection:

UCA provides more than one method of collection of Information for the comfortability of the student, employee, contractor and to provide a better reach and ease of access.

Directly:

- The information will be collected as and when the student registers with UCA directly or they fill out a form and submit it to us.

Indirectly:

- We collect personal information from several third-party sources where individuals have provided appropriate consent to us or the third party.
- There may also be limited instances where we collect personal information without consent where required or permitted by law.

Online:

- We have online website through which individuals can apply for this college programs as well and this could be one of the methods of data collection.

Use of Collected information:

- We use the collected information to communicate and market to potential students, alumni, and current students as well.
- Recruit potential students and staff for courses that are developed and/ or on the process of introducing
- Information collect can also be used for audit and assess the programs and services.
- Information can also be used to deliver academic and administrative services.
- We use certain collected information for promoting and fund-raising purposes as well.
- The information serves as a data that would be analyzed for the development of the organization and will be collected with appropriate consent.
- Online data is used for IT services and to develop the IT firm with regards to remodeling, troubleshooting, maintenance, and data security.

- Email information are only used for updates about UCA, promotions and other information purposes and is only sent after collecting the consent of that individual.
- We agree with Canadian Antispam Legislation.

Access to Records and Information:

- Our employees and contractors of UCA have the access to information to the extent at which they need to know.
- The CEO or/and management head would have access to all the information when necessary for monitoring and supervising the various services.
- All the employees and contractors of UCA would handle the information based on the confidentiality policy

Person Seeking Access:

- Person who wishes to access record must:
 - submit a written student record request to administration of UCA
 - provide adequate information to identify the records
 - pay a prescribed fee(if applicable)

Disclosure of Information:

- The information will not be disclosed to any individual unless they are requested by a legal body for any legal purposes.
- Information may be disclosed to related individuals in situations like health and safety purposes.
- If at all the information has to be disclosed it will be done so with the consent of that individual.

Storage and Disposal of Records:

- All reasonable steps shall be taken to protect the security and confidentiality of personal information during its collection, storage, transportation, handling and destruction.
- All reasonable steps shall be taken to ensure that when personal information is to be destroyed, it is destroyed in such a way that it cannot be reconstructed or retrieved.
- Information collected or created by the College shall be maintained in accordance with legislative or other record retention requirements.
- The length of retention of records may vary from services and purpose.