

Privacy and Usage Policy

Arab Open University – Kingdom of Saudi Arabia

Article (1): Title

This policy shall be referred to as the “Privacy and Usage Policy.” Its purpose is to explain and regulate the process of disclosing and managing beneficiary data in a lawful and systematic manner while ensuring complete confidentiality.

Article (2): Login Data

Each time you visit the University’s website, information from the browser is sent to the system log files, including: the time and date of the visit, pages viewed, IP address, referral URL, operating system, stored information, and type of browser used.

When this information is collected, all IP addresses are either deleted or anonymized—meaning that the IP address is altered so that it cannot be linked to the original user except through extensive research.

The anonymized information stored in the server log file is used to enhance the user experience, make website navigation easier, quickly identify errors, and allocate server resources based on demand. For example, this information allows us to calculate peak traffic times and plan adequate server capacity to maintain optimal website performance.

Article (3): Security and Payment

Payments made by students through the website are processed using the available payment services (Mada and SADAD) in accordance with their terms and policies.

Appropriate security measures and technologies are implemented to prevent unauthorized or unlawful access, loss, or destruction of your information. Your personal information is stored in a secure database on an electronic server protected by firewalls, making it difficult for intruders to decrypt. However, we

cannot guarantee 100% protection. Therefore, we strongly advise you not to send full credit card or debit card details to any staff member for assistance or payment processing. It is your responsibility to protect your password and computer from unauthorized access.

Article (4): Acknowledgment

By enrolling and registering at the University through electronic services, you consent to our use of your information as described in this privacy policy for the purpose of identity verification.

Article (5): Beneficiary Rights

If you are concerned about your data, you may change your password for the systems in use automatically. You are also entitled to request assistance from the support team if you face difficulties changing your password. Furthermore, you may request correction of any errors in your personal data at any time, free of charge, provided that you submit official documents for verification.

Article (6): Usage Policy

The terms of use apply to the University website and electronic services, as well as all University departments, branches, and social media platforms that reference these terms and conditions as a trusted source.

By visiting the website and using its services, you agree to the current terms and conditions. If you do not agree, you may refrain from using the website. The University reserves the right to amend, modify, add to, or remove parts of the terms and conditions at any time, and such changes take effect once published on the website without prior notice. Please review the terms regularly to stay updated, as continued use constitutes full acceptance of all changes.

In some cases, completing a procedure may require acceptance of the terms and conditions, but no additional data entry will be required once you have agreed.

All intellectual property rights on the website—including information, designs, software, and their arrangement—are the exclusive property of the University and are protected by copyright law.

For official communication, only the University email is recognized.

The University reserves the right to make changes to the website, its policies, and agreements, including the Privacy Policy and the Terms of Service.

Article (7): Commitment

The University commits to the following:

- Clarifying how your information is used in this Privacy Policy.
- Taking clear measures to keep your information secure.
- Never sharing your information with external parties.