

This privacy notice ("Notice") applies to current and former users of the 959@FM application. The purpose of this Notice is to inform you of how we process your Personal Data. This Notice does not form part of any contract.

For the purpose of applicable data protection legislation, the entity which is responsible for your Personal Data is King Abdullah University of Science and Technology, Thuwal 23955-6900, Kingdom of Saudi Arabia ("KAUST", "we", "us", "our").

This Notice replaces and supersedes any previous notices addressing the same or similar issues, whether formal or informal. KAUST reserves the right to alter, amend, or replace this Notice in whole or in part. The latest version of this Notice can be found here. You should always check that you are referring to the latest version of this Notice if you have previously downloaded hard copies of this Notice.

1. What Personal Data does the 959@FM application collect?

The 959@FM application may collect different types of Personal Data based on your interaction with the application, including:

- Login Information: When logging in to the 959@FM application, the application gathers essential details to identify you correctly, such as your user ID, mobile device model, device ID, IP address, device brand, country where you are logged in from, and access date.
- Information to send a notification: If you agree to receive notifications, the application sends a "Push notification" token from your device to the application backend. The pair Device ID and Push Notification Token is stored so that we can send public and private notifications based on your interactions with the application.
- Service request information: When creating a request, the application collects essential information related to your request and to ensure efficient communication with you, such as the alternative phone number provided by you.
- Profile information: When creating an account in 959@FM, the information you provide, such as your personal email, KAUST ID, and telephone number are collected and forwarded to KAUSTCentral to facilitate the creation of your account.
- Location information: if you opt-in to having your location tracked while using a map functionality, your location will be processed by KAUST ArcGIS Maps. The 959@FM application does not additionally collect or store location tracking data.
- Feedback submitted: We collect feedback via SurveyMonkey if you voluntarily submit your feedback.

As new features are added, other similar types of Personal Data may be collected to enable you to use those features and capture your preferences.

2. What sensitive Personal Data is being collected?

No sensitive Personal Data is collected in the application.

3. Where do we get your Personal Data?

Your Personal Data is collected from the information you enter into the application, i.e., your requests for services, and your profile information. In addition, your Personal Data is also accessed from KAUST Systems, such as your history of maintenance requests and profile information. If you have any inquiries regarding the Personal Data collected by the application, please reach out to us at fmcallcenter@kaust.edu.sa.

4. Why do we collect your Personal Data?

The 959@FM app simplifies the process of requesting FM services by processing your Personal Data. Your Personal Data used by 959@FM will not be processed later in a manner inconsistent with this purpose, except as provided or required by law.

5. Do I need to provide all of the information requested?

No, the application is designed to personalize the Personal Data you would like to share by allowing you to "opt-in". This means that logging in, creating a profile, requesting notifications, and setting preferences are all optional features.

6. Why are we able to process your Personal Data?

We may process your Personal Data with your consent.

7. Does the processing involve profiling and/or any automated decision-making?

No, the 959@FM app does not rely on any automated decision-making or conduct any profiling in this process.

8. Who do we share your Personal Data with, and how do they process the Personal Data?

We share the following collected data with third-party service providers registered at KAUST.

- FM Service Providers: Your request details, name, email, phone numbers, location (office/home), and KAUST ID and
- App developer (Thiran Technologies): application support, which may include your name, email, location, phone number, and service requested.

Personal Data is not disclosed to any third parties for advertising or marketing purposes, and we do not engage in the sale of Personal Data to third parties.

9. Where is my Personal Data stored?

Personal Data will be stored in a variety of places – in the University's IT systems, including e-mail, and in the cloud on third-party servers that are located inside and outside the Kingdom of Saudi Arabia.

10. How do we protect your Personal Data?

Any Personal Data collected will be viewed and stored with all reasonable care, and we implement a variety of security measures to prevent your Personal Data from being accidentally lost, used, or accessed in an unauthorized way. For instance, all communication between the 959@FM app, and the 959@FM

backend are encrypted. We limit access to your Personal Data to those who have a genuine business need to know it. Individuals with access must process your Personal Data in an authorized manner and are subject to confidentiality agreements.

For more information about the technical measures KAUST applies to protect your Personal Data, please see KAUST's [Minimum Security Standard](#), [Information Security Policy](#), and [Data Classification Procedure](#).

11. How long do we keep your Personal Data?

Your Personal Data are permanently retained.