



Changes to Student Personal Information Policy & Procedures

1.0 Purpose

- 1.1 This policy outlines the guidelines and procedures for making changes to students' personal information at AUIB. The university recognizes the importance of maintaining accurate and up-to-date records of student data for administrative and academic purposes.
- 1.2 This policy aims to protect the privacy and security of students' personal information while ensuring the integrity of the data maintained by the institution.

2.0 Scope

- 2.1 This policy applies to all enrolled students, faculty, staff, and authorized personnel who are responsible for updating students' personal information at AUIB.

3.0 Definitions

- 3.1 Personal Information - Any data or information that identifies or could reasonably be used to identify an individual student. This includes, but is not limited to, names, addresses, contact details, Social Security numbers, student ID numbers, and academic records.
- 3.2 Authorized Personnel - University employees, contractors, and other individuals who have been granted access by the university Registrar to students' personal information for legitimate purposes and who are bound by the university's confidentiality and data protection policies.

4.0 Policy

- 4.1 Foster accountability among university personnel and students, encouraging adherence to the policy and procedures.
- 4.2 Before making any changes to students' personal information, the university requires explicit written consent from the respective student, except in cases where it is required or permitted by law to make such changes without obtaining consent.



- 4.3 To ensure the security and accuracy of the information, any request for changes to personal information must be accompanied by appropriate identification or authentication measures. Students may be required to provide government-issued identification, university ID, or other reliable verification methods.
- 4.4 Authorized Channels for Requesting Changes**
- 4.4.1 Student Information System (SIS) - Students are encouraged to use the SIS provided by the university for updating their personal information. The system is equipped with necessary security features to protect the data from unauthorized access.
- 4.4.2 In-Person Requests - In exceptional cases where the SIS is not accessible, students may submit requests for changes to personal information in person at designated university offices. The request must include the necessary identification documents.
- 4.5 The university will process requested changes to students' personal information promptly and efficiently to ensure the accuracy of records.
- 4.6 Upon successful processing of changes, the student will receive confirmation of the update via their university email or other secure communication channels. Additionally, the university may provide notifications regarding any significant changes to students' personal information.
- 4.7 The university will implement appropriate technical and organizational measures to safeguard students' personal information from unauthorized access, disclosure, alteration, or destruction.
- 4.8 Access to students' personal information will be restricted to authorized personnel with legitimate reasons for accessing such data, and access permissions will be regularly reviewed and updated as needed.
- 4.9 The university will maintain students' personal information in accordance with the university's records retention policies and applicable laws and regulations.
- 4.10 It is the responsibility of each enrolled student to promptly update their personal information with the university whenever there is a change in any relevant detail. This includes, but is not limited to, changes in contact information (address, phone number, email), legal name changes, emergency contacts, and any other essential personal details.
- 4.11 Failure to comply with this policy may result in disciplinary action, including but not limited to, sanctions, warnings, or termination, depending on the severity and frequency of the violation.



- 4.12 Any suspected or actual non-compliance with this policy should be reported to the appropriate university authority or the office responsible for data protection.

5.0 Procedures

- 5.1 The University Registrar or a designated representative is often responsible for managing student records, overseeing the online portal for personal information updates, and ensuring the accuracy and security of student data.
- 5.2 The IT department plays a crucial role in maintaining the secure online portal and technical infrastructure necessary for the processing and storage of students' personal information.
- 5.3 Office of the Registrar and Enrollment Services is involved in managing student information, providing support to students for updating personal data, and handling any inquiries related to the procedure.
- 5.4 The university will provide each enrolled student with access to a secure online portal that allows them to view and update their personal information.
- 5.4.1 Students must log in to the portal using their university-issued credentials (username and password) to access their personal information.
- 5.4.2 Upon initial enrollment, students will be prompted to review and verify the accuracy of the pre-filled personal information in the portal.
- 5.5 Students are responsible for promptly updating their personal information in the online portal whenever there is a change in any relevant detail.
- 5.6.1 To update personal information, students must navigate to the appropriate section in the portal and make the necessary changes.
- 5.6.2 The portal will prompt students to confirm any modifications before finalizing the updates.
- 5.6.3 In the event that the online portal is inaccessible or experiencing technical issues, students may contact the relevant university office or visit in person to update their information.
- 5.6 When requesting changes to personal information through the online portal, students will be required to re-enter their university-issued credentials to verify their identity.
- 5.6.1 In cases where students submit changes in person or through other authorized channels, they must provide government-issued identification or university ID to confirm their identity.



- 5.6.2 Authorized university personnel handling the change requests will cross-reference the provided identification with the student's records to ensure accuracy and prevent unauthorized access.
- 5.7 Students must notify the university of any changes to their personal information within 1 month of the change occurring.
 - 5.7.1 Failure to provide timely notification of changes may result in incomplete or inaccurate records and could impact the university's ability to effectively communicate with the student.
- 5.8 Upon receipt of a change request through the online portal or in-person, authorized university personnel will review the request for completeness and accuracy.
 - 5.8.1 Requests that are incomplete or unclear may be returned to the student for further clarification.
 - 5.8.2 Authorized personnel will process valid change requests in a timely manner, updating the student's personal information in the university's records.
 - 5.8.3 Upon successful processing of changes, the student will receive an email confirmation or notification through the online portal.
- 5.9 All university personnel who handle students' personal information must adhere to the university's data protection and confidentiality policies.
 - 5.9.1 Access to students' personal information will be granted on a need-to-know basis, and unauthorized access will be strictly prohibited.
 - 5.9.2 The university will regularly review and update access permissions for authorized personnel to ensure data security.
- 5.10 The university will retain students' personal information in accordance with the university's records retention policy and applicable laws and regulations.
 - 5.10.1 At the conclusion of a student's enrollment or upon request, personal information that is no longer required will be securely disposed of or anonymized in compliance with relevant retention schedules.
- 5.11 The university will provide training and awareness programs to all relevant staff and students to ensure they understand the policy and procedures for changes to personal information.
 - 5.11.1 Any updates or modifications to the policy and procedures will be communicated to the university community through official channels and the university website.



5.12 The university will regularly monitor compliance with this policy and its procedures to ensure adherence and identify areas for improvement.

5.12.1 Any instances of non-compliance will be addressed through appropriate disciplinary measures in accordance with university policies.

Related Policies and Documents

Records and Retention Management

Student Records Management

Privacy and confidentiality

Data governance