

Privacy Statement for University of Hawai'i Websites Utilizing TouchNet Services

The University of Hawai'i (the "University") is committed to protecting the privacy and accuracy of confidential information to the extent possible, subject to provisions of state and federal law.

The University has engaged with a third-party payment provider TouchNet Information Systems, Inc. ("TouchNet") to handle credit card transactions. This Privacy Statement discloses the privacy practices for websites of the University of Hawai'i System that utilize the TouchNet service (collectively, hereinafter referred to as the "Website"). Whenever you purchase goods or services on this Website, your payment information is processed directly by TouchNet, who is required to comply with the Payment Card Industry Data Security Standard (PCI-DSS). UH does not maintain your financial data on UH's server or in backup. For information on how TouchNet collects, uses, shares, and disposes of your personal information, please see TouchNet's Privacy Policy, which can be found at: <https://www.touchnet.com/en/privacy-policy>

By using this Website, you are consenting to our collection and use of information in accordance with TouchNet's Privacy Policy and this Privacy Statement for University of Hawai'i Websites utilizing TouchNet Services. If you do not agree with TouchNet's Privacy Policy or this Privacy Statement for TouchNet Services, please do not use this Website.

Please note that other websites for the system, schools, centers, departments and other units within the University of Hawai'i system that do not utilize the TouchNet service may have their own privacy statements. You should review the privacy statement posted on other University of Hawai'i websites when you visit them.

What personal information do we collect?

This Website may collect usage information including the following:

- Internet Protocol (IP) address of computer being used or other unique identifier for your computer, mobile device, or other technology used to access the Website;
- Web pages requested
- Referring web page
- Browser used
- Operating system used
- Date and time
- Length of visit
- Websites you visited immediately prior to this Website.

The usage information and device identifiers are used to update and refresh University websites, and identify repeat users, to enhance your online experience and tailor content to your interests. Such usage information is typically non-identifying; and, if such usage information becomes identifying, it is treated as personally identifiable information (“PII”).

This Website may also collect PII that you provide to us including the following:

- Identifiers such as your name or account name, UH ID number, contact information, telephone number, email address, or postal address
- Education information including your status with the school or college with which you are affiliated (i.e. student, employee)
- Professional or employment related information
- Information you provide in any communication with us including correspondence transcripts
- Transaction information such as your user activity including access and purchase history
- Information about the products and services we provide to you
- Internet / electronic information collected through your internet-based activity (see “Cookies” for additional information)

How do we collect information?

Cookies

This Website uses “cookies” in order to deliver web content specific to individual users’ interests, to understand and save your preferences for future visits, or to keep track of online purchasing transactions. Cookies are small files that are stored on a user’s computer. Cookies are used to recall your specific information on subsequent website visits, simplifying the process of recording your information, allowing you to use customized features, and serving as a convenience feature to save you time.

Cookie settings can be adjusted in your browser and users can instruct their browsers to refuse all cookies entirely. If you choose to decline cookies, you may not be able to fully experience the interactive features of Website as there may be certain features that are only available through the use of cookies.

Google Analytics

This Website uses a tool called Google Analytics to collect information about the use of this site. For information on how Google Analytics handles user data, see Google’s privacy policy: <https://policies.google.com/technologies/partner-sites>. You can prevent

Google Analytics from recognizing you on return visits to this site by disabling cookies on your browser.

Web forms

This Website may collect information through the use of web forms. These forms may require you to provide information such as contact information when completing the form.

How do we use the collected information?

Providing a Service. The University may use the information you provide us for the performance of a service you have requested.

Communication. The University may use information collected from this Website for the purpose of communication back to individuals who contact us via the site.

Improving This Website. The University may use information collected from this Website to improve your experience with our service, products, and this Website, to report information about site accesses and data analytics purposes. This information is used to improve Web presentation and utilization. IP address information may also be used for troubleshooting purposes.

Does the University share the information with others?

- The University will not sell personal information collected by this Website to third-party organizations.
- The University may share personal information collected about you by this Website with University Officials who have legitimate interest, which may include third-party vendors that the University has engaged with to provide institutional services or functions on the University's behalf, such as TouchNet or TouchNet Ready Partners for credit card processing.
- The University may share information that does not personally identify you without restriction.

What if you are located in the European Economic Area?

If you are located in the European Economic Area, please visit https://www.hawaii.edu/uhdtagov/GDPR_Privacy_Notice_10.4.18_Accessible.pdf for additional information about ways that the University of Hawai'i, including this Website, may process your personal data and your rights regarding your personal data under the General Data Protection Regulation ("GDPR").

What if you are under the age of 13?

This Website is not intended to solicit information of any kind from children under the age of 13, and the University does not solicit or knowingly accept PII from any person under the age of 13. If you are a parent or guardian and are aware that your child under the age of 13 has provided information to the University, please contact us. If we become aware that we have collected personal data from a person under the age of 13 without verification of parental consent, we will take steps to delete the child's personal data.

What happens if the privacy statement changes?

This Privacy Statement was last revised on 03/23/2023. We may change this Privacy Statement at any time and for any reason. We encourage you to review this Privacy Statement each time you visit this Website.

What about privacy on other websites?

This Website may contain links to other websites. Some of those websites may be operated by third parties. We provide the links for your convenience, but we do not review, control, or monitor the privacy practices of websites operated by others.

We are not responsible for the performance of websites operated by third parties or for your business dealings with them. You are solely responsible for reviewing the privacy statements for any linked external websites to understand how those websites may collect, use, and share your information. Therefore, whenever you leave this Website we recommend that you review each website's privacy practices and make your own conclusions regarding the adequacy of these practices.

How to contact us?

If you have questions or comments about this Privacy Statement, please contact us by visiting <https://www.hawaii.edu/contact/>