

Privacy Notice for Community Residents
Applicability: KAUST Community Residents

This privacy notice ("Notice") applies to all community residents of King Abdullah University of Science and Technology ("KAUST", "we", "us", "our"). 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 or agreement.

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.

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 do we process about you?

Below are some examples of categories of Personal Data we may collect and/or process. The information collected depends on many factors, such as your affiliation with KAUST; whether KAUST supported you with an Iqama application and/or shipment of personal effects; your activities at KAUST and attendance at events; and your requests for services provided by KAUST.

- Personal details such as name, date of birth, nationality, gender, marital status, and dependents
- Contact details such as address, personal phone number and email address
- Your sponsor's employer and housing contract, for KAUST Research & Technology Park tenants
- Information about your family members and domestic helper and/or driver
- Government IDs, i.e., Passport, Iqama, National ID, Driver's License
- KAUST ID number, KAUST ID request form, supporting documentation and photo
- Information about your vehicle, including make, model, year, and color; any temporary vehicle permits; RFID tag; vehicle insurance; license plate information; snapshots of vehicle plate numbers at gates; and gate entrance and exit dates and times
- Information about when you access a restricted facility, including date, time, and door details
- Information about drones and boats or vessels that you register
- Information about visitors you request and/or host and gate pass records for deliveries
- Information related to requests made to Government Affairs
- Information related to your accommodation at KAUST, including housing options, bids for housing, proxy appointment, Housing Agreement, key-related requests, caretaker arrangements and other accommodation services requests
- Relocation information to/from KAUST and, if applicable, shipment of personal effects
- Participation in and contributions to Office of the Arts activities and events
- Participation in KAUST Enrichment for Youth ("KEY") Engagement programs and related billing history

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- Participation and contribution to volunteer activities and events, associated documentation, photos, and videos
- Participation, progress in, and completion of training or workshops offered to community members, i.e., driving permit program, traffic safety training, and bike safety and skills training
- Membership in a community club; participation in community programs, projects, and initiatives.
- Comments and feedback submitted in customer satisfaction surveys, polls, focus groups, and on KAUST websites such as The Lens
- Request details, service-related notes, and your feedback related to requests for maintenance, waste disposal, gardening, cleaning, nanny services, etc.
- Information about your usage of community recreational facilities and library account
- Information about your registered pets; requests to import or export a pet; information you share to offer pet sitting services
- Information related to complaints involving you
- Photos, videos, and statements about KAUST events and/or to advertise KAUST events
- Photos, videos, and personal stories and experiences featuring inspirational community members and volunteers
- Incident reports involving you such as traffic violations and appeals, and associated documentation
- Footage related to you or involving you from CCTV and traffic cameras (please note, these cameras are used to deter, detect or investigate incidents and to maintain the health and safety of individuals and the security of facilities and equipment)
- Information required for emergency response, including 911 calls

2. What sensitive Personal Data may be collected?

We may also collect and retain the following "special categories" of more sensitive personal information, when applicable to meet our obligations under applicable Saudi laws, to fulfil our duty of care to ensure a safe working and living environment, to serve your vital interests or a definite interest of yours when you are difficult to contact, to protect public health or safety, and/or with your consent:

- Health information for Iqama medical clearance and medical clearance from KAUST Health
- Health information related to communicable diseases or foodborne illnesses that you voluntarily share with HSE and/or the Food Safety & Quality Control Team
- Health information you voluntarily share with Patient Relations at KAUST Health
- Your registration and/or participation in a community club or activity that may reveal health-related information about you (i.e., Pregnancy and Childbirth Classes, La Leche League, Smoking Cessation Support, Wellness Classes)
- Health, criminal, or security information required for emergency response, investigation, and/or reports in the case of any health, safety, security incidents or complaints

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Children are considered a vulnerable category under data protection laws. For KAUST community members with children, we may process information related to your children, i.e., as needed for relocation to KAUST, enrollment and studying at TKS, registration for and participation in KAUST activities and events, to respond to an emergency situation, and in other contexts as required. We may also publish photos and videos that include your children at KAUST events and training, including on third party websites (e.g., Flickr).

3. Where do we get your Personal Data?

Directly from you or your family members

You and/or your sponsor or parents (for children) may provide KAUST with your Personal Data in-person, via email, text, online chat, phone, a virtual meeting, a webform, and/or online portal, for example, when you:

- relocate to KAUST and obtain an Iqama
- manage your accommodation, including completing forms for key requests, caretaker authorization, proxy appointments, and home improvement requests
- register for KAUST clubs, training, courses, workshops, programs, initiatives, events, activities, and volunteer opportunities
- request to host a visitor
- request maintenance, housekeeping, or other services
- request a vehicle RFID tag, motorized plate, and/or temporary vehicle permit
- register a drone, boat/vessel, and/or pet
- advertise your skills or share your story on KAUST Community websites
- photos, videos, interviews, and/or stories featuring or involving you for KAUST publications, or to be published on KAUST's social media channels and/or websites
- provide feedback to KAUST

Assigned or captured by KAUST

Some examples of Personal Data that KAUST may assign to you, when applicable, include:

- your KAUST ID number, photo ID, RFID tag for your vehicle
- your housing options and/or accommodation at KAUST
- progress in, and successful completion of, training programs
- ticket status for requests made to helpdesks (i.e., FM and Patient Relations)
- citations for traffic violations or other health, safety, or security violations

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Some examples of Personal Data that KAUST may capture involving you include:

- photos or videos involving you at KAUST events
- footage involving you from CCTV and security drones

Received from other residents

KAUST may receive information about you from other KAUST residents. Some examples of Personal Data from other residents include:

- photos, video, or drone footage captured in relation to KAUST events or activities or featuring KAUST residents
- expression of concern or emergency calls about a resident
- maintenance requests or reports involving your KAUST residence
- complaints filed or reported incidents involving you, i.e., raised to Housing Resident Relations, Security, HSE, or Legal and
- feedback involving you related to events or activities at KAUST featuring you, such as performances, presentations, lectures, etc.

Received from third parties

KAUST may receive information about you from third parties external to KAUST. The table below lists examples of personal information we may receive from third parties, when applicable.

External entity or individual	Personal Data we may receive
Airlines and taxi service	Booking details related to relocation , if applicable
External photographers or videographers	Photos, videos, and drone footage from KAUST events
Medical Service Provider at KAUST	Clearance for relocation
Ministry of Interior	Iqama status
Service Providers	Information related to 959 requests is shared with KAUST. Transportation bookings (i.e., for bus and taxi) and trip details may be shared with KAUST. Recreational bookings and library book account information may be shared with KAUST.

4. Do I need to provide all the information requested?

Webforms used to collect Personal Data will identify mandatory fields. You do not need to provide information in fields marked “Optional” or that do not have an asterisk (or other marking that indicates the field is mandatory).

For requests related to services available at KAUST, failure to provide the information requested may result in an inability to process your request.

For volunteer activities, trainings, workshops, and other offerings, KAUST or supporting third parties will communicate any mandatory information you need to submit. For example, select activities may require submitting a signed waiver of liability, volunteer agreement, confidentiality agreement, or proof of training, etc. Failure to provide the mandatory documentation will prevent you from being able to participate in the activity.

For complaints, you are provided the opportunity to respond to the complaint/allegation and share your version of events, but it is optional whether you provide the information requested. Withholding information may mean the case is not pursued or that your perspective is not taken into consideration in the outcome. In some cases, a failure to respond to an investigation committee may result in a penalty, up to an including loss of privileges to live at KAUST.

For any questions about the Personal Data requested, please contact us at DPO@kaust.edu.sa.

5. Why do we collect and process your Personal Data?

KAUST offers a variety of programs and services to enhance the quality of life, promote social interaction among the KAUST community, and foster a vibrant community.

Below are some examples of how your Personal Data may be processed:

PERSONAL DATA CATEGORIES	PURPOSE	LEGAL BASIS
Personal details, contact details, household member details, relocation bookings and shipment, initial gate access, housing information, medical clearance, and government IDs	Manage relocation and application for family residency visas	Agreement we have with you or your sponsor Comply with immigration laws and Iqama requirements Legitimate interest to support health, safety, and security of community residents
KAUST ID	Provide gate access, access to recreational and other select KAUST facilities, and a means to establish KAUST affiliation	Legitimate interest in ensuring the security of the KAUST community and to facilitate identification for KAUST-related offerings, events, programs, and services
Vehicle information	Ensure road safety in the community	Legitimate interest in ensuring the security of the KAUST community and to facilitate management of traffic-related incidents.
Drone, boat, vessel registration	Facilitate government registrations of drones, boats, and vessels	Comply with Saudi laws
Visitor information	Manage visitors to KAUST	Legitimate interest in facilitating visits to KAUST and to ensure the security of the KAUST community.
Information related to requests to Government Affairs	Facilitate requests related to government services and requirements	Comply with Saudi laws Legitimate interest in supporting compliance with applicable laws
Information supporting requests made to Accommodation Services	Manage accommodation at KAUST	Implement an agreement we have with you and/or your sponsor Legitimate interest in supporting safety and proper care of rental property Consent as to details of caretakers and appointed proxies.

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Information related to volunteer activities, KAUST events, clubs, programs, and offerings, including related recordings, statements, photos and videos	Support social engagement, enrichment, connection, and culture at KAUST	Consent
Information related to KEY Engagement and Outreach programs	Manage KEY Engagement and Outreach programs	Consent
Training and workshops	Provide training and educational resources	Consent Agreement for paid training Legitimate interest in supporting health and safety of community
Comments and feedback in surveys, focus groups, polls, and submitted on KAUST communication channels	Evaluate and improve community offerings; enhance community engagement, and improve quality of life	Consent
Requests for maintenance, gardening, housekeeping, nanny services, etc.	Provide services related to accommodation and childcare	Implement an agreement with you or your sponsor Consent Legitimate interest in maintaining upkeep of housing and providing a safe and healthy living environment
Information about usage of recreational facilities	Manage recreational offerings at KAUST	Legitimate interest in evaluating and improving recreational offerings
Pet registration and advertisement for pet sitting services	Community pet management	Legitimate interest in managing animals in the community for the health and safety of the community. (pet registration) Consent (advertising pet sitting services)
Information related to complaints involving you	Complaint management	Consent Implement an agreement with you, when applicable Comply with applicable laws Legitimate interest in ensuring a safe, respectful, and healthy living environment

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Photos, videos, statements, and personal stories about KAUST events and/or to advertise KAUST events or to feature inspirational community members and volunteers	Promote KAUST community, its events, and capture memories of shared experiences	Consent
Information required for emergency response, investigation, and reports in the case of any health, safety, or security incidents, including traffic incidents	Incident management and emergency response	Serve your vital interests or a definite interest of yours when you are difficult to contact Protect public health or safety Comply with applicable laws Legitimate interest in protecting KAUST and supporting the community's health and safety
Information compiled for data analytics	Improve services and operations	Legitimate interest in improving KAUST services and operations
Footage from CCTV and traffic cameras	Manage security	Comply with applicable laws Legitimate interest in deterring, detecting and/or investigating incidents and in ensuring the health and safety of individuals and the security of facilities and equipment

Your Personal Data will not be processed later in a manner inconsistent with these purposes, except as provided or required by law.

6. Is there automated decision-making or profiling involved?

No, KAUST does not rely on any automated decision-making or conduct any profiling in these processes.

7. Who do we share your Personal Data with?

Within KAUST, we share the minimum relevant information with the specific individuals deciding upon a request or issue, or as needed to provide you with a relevant service. Below is a table of external entities and individuals with whom we may share your information, what we may share and why.

Entities and individuals	Information we may share (when applicable) and why
Airlines and taxis	KAUST may share information about you required to book flights and taxis i.e., for relocation (when applicable).
Contractor workforce employees and independent contractors	Some individuals processing your Personal Data may be contractor workforce employees and/or independent contractors who work at KAUST.
Court or governmental entity	KAUST may share relevant information about you in a court case or in response to a governmental entity where a claim, complaint, or lawsuit has been brought against KAUST.
Internal KAUST network users	Photos, videos, personal stories, and statements related to community members, KAUST activities and events, and maintenance requests may be shared on Internal KAUST websites and internal social media channels.
Kanoo	If applicable, KAUST may share information about you required to book travel, i.e., for relocation.
Medical service provider at KAUST Health	With your consent, KAUST will share relevant information with KAUST Health so it can provide you with support or in case of an emergency.
Ministry of Foreign Affairs	KAUST may share information about you to apply for your residency visa and renewal, as applicable.
Moving companies	KAUST may share information required to support the shipment of personal effects, i.e., for relocation with a moving company.
Public	Photos and videos related to KAUST events and/or activities may be shared on public KAUST websites and/or its social media channels.
Zakat, Tax, and Customs Authority	Invoices or payments subject to audit or government regulations will be stored in ZATCA servers for VAT purposes.

8. How long do we keep your Personal Data?

Your Personal Data is permanently retained by KAUST with the following exceptions:

- Unless required to investigate an incident, CCTV footage is deleted after 90 days. This also applies to CCTV in off-campus buses.
- Traffic camera footage (used to capture vehicle plate numbers in limited locations) is deleted after 1 year.
- Information about your vehicle captured at KAUST's security gates is stored for 1 year, then deleted.
- Reports received regarding recreational facility usage are stored for 3 years, then deleted.
- Logs of access to a restricted facility are stored for 1 year, then deleted.
- Personal data contained in emails sent to KAUST personnel are securely destroyed after the individual separates from KAUST.
- Personal data contained in KAUST systems may be securely destroyed when a system is replaced.

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