

# USAID IMPROVING PRIVATE SECTOR COMPETITIVENESS (IPSC) ACTIVITY

## Privacy Policy

This policy applies to all personal information collected by the USAID Improving Private Sector Competitiveness (IPSC) Activity (hereinafter referred to as the “Activity”, “IPSC”, “us”, “we” or “our”).

The purpose of this policy is to inform you of how IPSC collects and manages personal information that is subject to personal information protection principles of the U.S. and Vietnamese Governments. Please take a moment to read this policy so that you understand the purposes for which we collect, manage, and use your personal information.

By interacting with us, submitting information to us through the IPSC Landing Page (referred to herein as the “site”) at the address <https://main.ipsc.vn> to sign up for support packages offered by the Activity, you agree and consent to IPSC collecting, managing, and using your personal information.

IPSC may from time to time update this policy to ensure that it is consistent with the latest available information, and/or any changes in legal or regulatory requirements. Subject to your legal rights, you agree to be bound by the prevailing terms of this policy as updated on our site. Please check back regularly for updated information on how IPSC handles your personal information.

### Summary

Currently, we will only collect personal information through IPSC’s Landing Page offering our support packages to eligible Vietnamese small and growing businesses (SGBs). This means that we will collect, manage, and use personal information for reasonable business purpose only if there is consent or deemed consent from you on such purposes and you have been notified.

We do not share or transfer personal information in connection with the site except as set out in this policy, or as otherwise explained on the site -including in the terms and conditions linked to the site.

### 1. Person Information

1.1. In this policy, “Personal Information” refers to any data, whether true or not, about an individual who can be identified from that information.

1.2. Examples of such personal information you may provide to us include (depending on the nature of your interaction with us) your name, personal cell phone number, personal email address, work phone number, work email address, name of your company or organization, mailing address, and any other information relating to individuals that you may have submitted to us.

### 2. Collecting Personal Information

2.1. Generally, we collect personal information in the following ways:

- (a) When you submit registration forms through IPSC’s Landing Page.
- (b) When you submit a registration form to confirm your attendance at events organized by IPSC through specific links or sites designed specifically for each event.
- (c) When you interact with the IPSC by sending emails to our email addresses or mailing list.

We will make a reasonable effort to ensure that personal data collected by us - or on our behalf - is accurate and complete.

# **USAID IMPROVING PRIVATE SECTOR COMPETITIVENESS (IPSC) ACTIVITY**

## **3. Purposes for Collecting, Using and Disclosing Your Personal Data**

3.1. Generally, IPSC collects, manages, and uses your personal information for the following purposes:

- (a) Assess and process registration or requests made by you for any courses, events, and support packages offered by us.
- (b) Maintain contact with you and other contacts.
- (c) Respond to your queries, feedback, complaints, and requests.
- (d) Verify your identity.
- (e) Manage the administrative and business operations of the Activity and comply with IPSC's internal policies and procedures.
- (f) Meet or comply with any applicable rules, laws, regulations, codes of practice or guidelines issued by any legal or regulatory bodies which are binding on IPSC.
- (g) Contact beneficiaries for improving our services.
- (h) Report to the USAID Vietnam Mission.

## **4. Disclosure of Personal Information**

IPSC will take reasonable steps to protect your personal information against unauthorized disclosure. Subject to the provisions of any applicable law, your personal information may be disclosed by IPSC, for the purposes listed above (where applicable).

We do not disclose personal data to third parties except when required by law, when we have the individual's consent - or deemed consent - or in cases where we have engaged third parties such as data intermediaries or subcontractors specifically to assist with IPSC's activities. Any such third parties whom we engage will be bound contractually to keep all information confidential.

## **5. Data Security**

IPSC will take reasonable efforts to protect personal information in our possession or our control by making reasonable security arrangements to prevent unauthorized access, collection, use, disclosure, copying, modification, disposal, or similar risks.

We have implemented generally accepted standards of technology and operational security to protect the personal data in our possession - or under our control - and to prevent unauthorized access, collection, use, disclosure, copying, modification, disposal, or similar risks. All IPSC personnel follow a network-wide security policy. Only authorized IPSC personnel are provided access to personally identifiable information and these personnel have agreed to ensure the confidentiality of this information.

## **6. Retention of Personal Data**

We will cease to retain personal data, as soon as it is reasonable to assume that the purpose for collection of such personal data is no longer being served by such retention, and such retention is no longer necessary for legal or business purposes.

## **7. Contacting Us – Feedback, Withdrawal of Consent, Access, and Correction of your Personal Information**

7.1 You can contact us at [info@ipsc.vn](mailto:info@ipsc.vn) if you:

- (a) Have any questions or feedback relating to your personal information or our policy.

## **USAID IMPROVING PRIVATE SECTOR COMPETITIVENESS (IPSC) ACTIVITY**

- (b) Would like to withdraw your consent to any use of your Personal Data as set out in this Data Protection Policy.
- (c) Would like more information or access to make corrections to your personal information records.

7.2 Upon reasonable notice being given by an individual of her or his withdrawal of any consent given or deemed to have been given in respect of our collection, use, or disclosure of personal data, we will inform the individual of the likely consequences of withdrawing her or his consent. We will cease (and cause any of our data intermediaries and agents to cease) collecting, using, or disclosing the personal data unless it is required or authorized under applicable laws.