

PRIVACY POLICY

Effective date: 12/12/2024

LEGAL NOTICE: By accessing our website and providing your information for contact or application purposes, you agree to this Privacy Policy. We ask that you read it in full, and if you disagree with any aspect, you may contact us directly at info@jala.university before submitting your personal data.

1. ABOUT JALA UNIVERSITY

We are the first university that bridges education with industry. With the conviction that investing in people and their education is vital, we offer training programs for professionals and engineering students in order to bring their skills in line with the standards of the High-Tech industry.

Jala University is supported by high-tech partners in the software industry and other institutions dedicated to the development of technology. In some cases, students may receive scholarships to study at no cost and job opportunities upon graduation.

We aim to transform the economies of underserved regions through the software industry, creating professional opportunities that have an impact on people's lives, communities, and regions, with the goal of leaving a legacy for future generations.

2. ABOUT OUR WEBSITE

Through our website <https://jala.university/> you can learn more about our mission and programs, request further information, and apply to our university. We take responsibility for providing and managing information and applications to our programs, ensuring their proper functioning and the appropriate handling of personal data entrusted to us.

By using our website, we are committed to providing clear, transparent, and up-to-date information, ensuring that only the data strictly necessary for the purposes outlined here is collected. The confidentiality, integrity, and security of your information are our priorities.

For any inquiries related to the privacy of your data, you may contact us at: info@jala.university.

3. ETHICAL DATA MANAGEMENT

At Jala University, we respect your fundamental right to privacy, which is why we guarantee the protection of your personal data. In this document, we explain how we manage the information at each stage of the data lifecycle, including how data is collected, stored, analyzed, shared, and deleted by Jala University.

In the first stage, we describe the data collected by the university; in the second stage, we explain the parameters for data storage and security; in the third stage, we outline the purposes of data processing; in the fourth stage, called “sharing,” we explain how data is shared. Finally, in the deletion stage, we describe the information that is retained and how you can request the deletion of certain data.

For the processing of your personal data, Jala University obtains your explicit and informed consent through these Policies and the relevant contact and application forms. In this regard, you have the right to withdraw such consent at any time without affecting the lawfulness of processing based on the consent before its withdrawal. The processing of personal data is in accordance with the “Family Educational Rights and Privacy Act” (FERPA) and international standards to safeguard your privacy.

In relation to data processing, our principles are:

- a. **Data Integrity:** The quality of accuracy and completeness. The data you enter through our website will not be modified without your prior authorization or request, ensuring that the information provided retains its original content.
- b. **Reliability:** The quality of consistency in behavior and in the desired results. In other words, your information will be used in accordance with the purposes pursued by Jala University and stated in this document and on our website.
- c. **Transparency:** We are committed to maintaining clear and accessible communication about how we handle your personal data. This includes the purpose of processing, retention periods, and the rights you may exercise regarding your data. Any changes to our policies will be communicated in a timely manner.
- d. **Confidentiality:** We ensure the protection of the personal information you provide, guaranteeing that only authorized personnel have access to it. To achieve this, we implement security measures to prevent unauthorized access, misuse, or unauthorized disclosure of your data.

3.1. COLLECTION: WHAT DATA DO WE COLLECT?

From the use of our website, the personal data we collect is essential to provide our services in the best possible way, offer you information, manage applications, and proceed with the admission process to the academic experience at Jala University. In this regard, we collect the following data:

- a. **Personal Identification Information:** This includes names, surnames, Personal Identification Number (ID), email address, date of birth, nationality, country of residence, state or province, work-related personal data, personal data about physical characteristics, financial, patrimonial, and/or biometric data, postal code, and phone number.
- b. **Academic Data:** We collect information related to your academic history, including diplomas obtained, such as High School Diploma, language proficiency, grades, availability, and other relevant data for your application to our programs. Attendance records, recommendations, and/or risks detected during your time at Jala University are also recorded.
- c. **Sensitive Data:** In some cases, we collect sensitive data such as immigration or health information, economic status, and family support for studies. This data is collected only if necessary for the application or scholarship request process and to fulfill the academic obligations the student has with Jala University. We understand this is sensitive information and give it special protection.
- d. **Information Collected by Tracking Technologies:** We use cookies and other similar technologies to personalize and improve your experience on our website, as well as to analyze usage patterns and functionality. A “cookie” is a small data file transferred from a website to your device’s hard drive. Jala University sends cookies when you browse our site, interact with ads, request or customize information, or register for certain services.

We may use cookies that allow us to collect information about your browsing habits, which helps us offer a more personalized experience. These cookies can be either Session or Persistent. Session cookies are deleted from your device when you close your browser, while Persistent cookies remain on your device until manually deleted or they expire automatically. Most browsers accept cookies by default, but you can configure your browser to reject cookies or accept them selectively by adjusting your privacy preferences. However, if you choose to disable cookies, some features of our website may not display correctly.

Additionally, Jala University may use visit counters or “web beacons” (also known as “tracking images” or “pixel tags”) on some parts of our website. These tools are not used for personal identification, but to count visitors or access certain cookies, helping us improve the quality of our services. Visit counters typically collect the same information a browser provides as part of any standard communication over the Internet. If cookies are disabled, visit counters will not be able to track specific activities, although they can still collect general information about visits from an IP address. For more information about cookies, please refer to the “Cookie Usage” section below.

If the applicants or students are minors, explicit consent from the parents, legal guardians, and/or person with parental authority will be required for the collection and processing of their personal data necessary to fulfill the purposes outlined in this Privacy Policy. As such, by providing personal data of minors, it will be understood that such data is provided by the parent, guardian, and/or person with parental authority of the minor. However, in no case will we directly collect personal data from minors and/or individuals with cognitive disabilities. Jala University is committed to ensuring appropriate supervision of the use of the platform and personal data.

Personal data of users at Jala University is not public. However, actions or results derived from the use of the platform that do not contain personal identifiers may be used in publications, opinions, or comments, including advertisements and commercials.

3.2. STORAGE: HOW DO WE STORE AND PROTECT YOUR DATA?

We store your information for the time strictly necessary to manage the application and admission process. If you are admitted to one of our training programs, the internal policies of the Registration and Student Services department will apply, and your data will be kept as long as there are relevant academic reasons for Jala University.

In compliance with FERPA, Jala University is not required to retain all educational records containing specific information, but must ensure certain privacy protections for the educational records it does maintain. However, the necessary data is preserved for institutional accreditation and regulatory compliance purposes, ensuring the validity and transparency of the university’s academic programs.

We have implemented a series of technical and organizational security measures to protect our users' personal data, in accordance with international data protection standards and FERPA, in order to protect your personal and academic information from unauthorized access, misuse, disclosure, loss, or destruction. All website security is managed by recognized platforms and a dedicated IT team that works continuously on them. The security practices include, but are not limited to, the following:

- **Best Practices:** We apply development parameters determined by a team of security and technology experts, ensuring the reliability and maintenance of the website.
- **Platforms and services acquired specifically to provide website protection services**
- **Restricted access to platforms, with two-factor authentication (2FA), for exclusive staff in the relevant areas,** such as initially Admissions, and later only the Registration and Student Services area. This additional authentication minimizes risks by preventing unauthorized access.
- **Microsoft OneDrive and SharePoint** protect data through specific folder permissions and authentication via Microsoft Login (with username and password). This ensures that only authorized personnel can access the information.
- In the case of activities or meetups, Jala University uses authentication security protocols and human filters to ensure that access to tools used for email sending, live streaming, and others is properly protected.

The mentioned platforms and security measures may be changed only to improve the management and protection of information.

Although our website is protected and we work diligently to safeguard your information, we cannot guarantee that our site or internal action platforms will be completely secure or error-free at all times. We will perform rigorous and ongoing security maintenance, but to the extent permitted by law, we do not assume responsibility for any unauthorized access or misuse of your information by a third party beyond our control.

3.3. ANALYSIS: HOW DO WE USE YOUR DATA?

Jala University is committed to using your personal data exclusively to fulfill the goals of the academy and achieve the legitimate purposes outlined below:

- a. Provide relevant information about our academic programs and the steps to take to be a part of or study at our institution, answer inquiries, and resolve issues.

- b. Improve, develop, and understand our services by offering personalized experiences, content, and information, including specific communications regarding your application or any other information related to your enrollment at the university.
- c. Manage your application, admission, and registration process, as well as keep your academic record up to date once someone becomes a student at Jala University.
- d. Communicate or carry out activities, events, and online classes through technological platforms for text, voice, and video, with data storage to ensure the continuity of your academic training.
- e. Provide or request information about your admission application, application status, academic and administrative matters, or any other academic service you may need, through various physical and electronic communication methods, such as instant messaging services, email, phone calls, and technological communication platforms for text, voice, and video with storage.
- f. We also use this information to send you emails or messages related to educational marketing on topics we consider of interest to you. We also use the information to respond when you contact us.
- g. Disseminate knowledge of the highest ethical, scientific, technological, and professional standards, ensuring that you receive a well-rounded education.
- h. Provide assistance in finding institutions that offer scholarships and/or loans, provided you meet the established requirements, as well as inform you about relevant academic and administrative matters.
- i. Create a student profile and assign you a student ID to manage your academic activities, including exam applications and the management of your academic stay at Jala University.
- j. Manage access to Jala University's facilities and electronic access to our systems and technological infrastructure, ensuring that your information is protected and that access to such resources is properly managed. This includes creating official identification and managing your participation in events and activities necessary for academic and extracurricular development, as a representative of Jala University, contributing to your overall education.

- k. Promote security and protection on our admissions platform by investigating the use of our services, including any suspicious activity or potential violations of our Privacy Policy.
- l. Provide psychological support, according to the university's internal procedures (applicable to undergraduate students), and if necessary, contact your family or authorized third parties in case of emergency, to ensure your well-being in critical situations.
- m. Generate weekly, monthly, and annual reports on your academic performance.
- n. Recommend students to various companies for internships, thus contributing to their professional development.
- o. Ensure compliance with our policies, internal procedures, investigations, and any requirements from competent authorities, that are properly substantiated, in accordance with the applicable regulations.
- p. Use cookies and other similar technologies to operate, personalize, measure, improve, and provide assistance with our services. This includes improving your experience as a user, understanding how you use the platform, protecting the integrity of the information, and ensuring optimal performance of the services we offer.
- q. Comply with legal obligations imposed by current regulations in the educational and personal data protection fields, apply for certifications, and continue improving security.
- r. Track, assess, and report on academic and extracurricular performance.

Failure to provide this information must be expressly communicated if you choose not to opt for our training programs. However, if you have already started your application, this decision would limit your ability to fully enjoy the academic and administrative services of the university, creating various obstacles in accessing essential educational resources, including course registration, access to digital platforms, academic support, as well as the issuance of certificates or attestations. The processing of personal data, in this case, is necessary for the management of your academic record and for compliance with Jala University's legal and contractual obligations in the educational field.

Additionally, if you do not object, Jala University will also process your personal data for the following additional purposes that are not necessary for the requested service but help and facilitate providing you with better service.

- a. **To send you promotional information about courses, diplomas, seminars, symposia, extracurricular workshops, and events.**
- b. **For your personal image, whether through photos and/or videos, to be used in various physical and/or electronic media, including Jala University's official social media, with the purpose of creating informational, promotional, and/or dissemination materials. This authorization will be granted explicitly through a specific form.**
- c. **To disseminate congratulations and other celebrations and special days, as well as recognitions for outstanding achievements.**
- d. **To conduct surveys and evaluations to improve the quality of the products and services we offer.**
- e. **To create an alumni profile.**
- f. **To conduct studies on browsing habits and the use of our services.**
- g. **To promote the academic, research, outreach, sports, cultural, recreational, and social events organized by Jala University.**
- h. **To send you advertising and communications for marketing, telemarketing, or financial campaigns.**
- i. **To inform your family members and/or authorized third parties about your academic and extracurricular performance in accordance with FERPA regulations.**

The refusal to use your data for these purposes will not be a reason to deny the services or products you have contracted or requested, nor to terminate the relationship established between you and Jala University.

3.3.1. ADMISSION PROCESS

As a fundamental part of the admission process, there are several stages where students provide information and receive automatic notifications. In the event that applicants request the results of their tests, Jala University will only provide general feedback on the process. Once accepted, students must formalize their enrollment through electronic signature, managed via a legally valid electronic signature platform, for the following documents necessary for the proper execution of academic services and the best use of institutional resources (listed exemplarily, but not limited, as Jala University may

incorporate other documents or modify them; in case of any modifications, Jala University will proceed to notify the involved students):

- a. **Enrollment Agreement:** Establishes the general conditions that each student must comply with, including student obligations, registration, and other related matters.
- b. **Video/Photography Authorization Form for Educational Purposes:** Authorizes the university to use videos and photographs of the student for educational and training purposes.
- c. **Video/Photography Authorization Form for Advertising Purposes:** Authorizes the university to use images and videos of the student in marketing campaigns and institutional promotions, with prior explicit authorization.
- d. **Admission Process Approval:** A document that confirms the student's acceptance into Jala University, detailing the academic program and the admission conditions.
- e. **Scholarship Loan Agreement:** Establishes the obligations and conditions of the awarded scholarships, ensuring the proper use of the provided funds.

All personal data collected during the application process for admission will be reflected in the corresponding documents. These documents not only formalize the relationship between the student and Jala University but also allow for more efficient regulation of the relationship. Additionally, these documents establish clear parameters for compliance, rights, and responsibilities, which are essential to ensure the proper development of the obligations and rights of both parties.

The electronic signature through a secure, legally valid platform facilitates an efficient process for formalizing agreements, in compliance with data protection regulations as outlined in your privacy policies, which you accept when using the application.

The admission process at Jala University for various training programs is managed by the Admissions Team, who are responsible for managing and recording all information related to applicants. Jala University has a Registrar in each country where it operates, ensuring local and appropriate attention to the particularities of each region. The Registrar validates the information provided by the Admissions Team. The Registrar cannot share the data collected with other areas of the university, except in exceptional cases that require disclosure for specific reasons. Additionally, the Registrar manages key aspects of the admission process, such as schedule management, tracking grades, academic performance alerts, managing withdrawals, sending notifications, and attendance control. The Registrar

will communicate with the Student Services area when academic follow-up is required for students, and if any risk is detected, the Registrar will report it to the CEO and Student Services.

During the admissions phase, all applicant data is managed in a CRM (a system that collects, analyzes, and links data to improve relationships with applicants), where only the admissions officers from each country can access the information according to the applicant's origin. An internal communication platform is also used to store and organize important documents related to students, such as academic records and supporting documents, in a structured and accessible manner according to admission cycles. Additionally, an application is used for conducting surveys and evaluations, allowing for data acquisition, retention, and analysis across multiple data collection flows, facilitating centralized record management and ensuring that the information is updated and accessible globally.

3.4. SHARING: WHO DO WE SHARE YOUR INFORMATION WITH?

a TRANSFER OF DATA TO THIRD PARTIES

Jala University is committed to not sharing your personal data with third parties, unless it is strictly necessary for the provision of academic services. In such cases, we ensure that the third parties involved comply with the applicable data protection regulations, including signing confidentiality agreements to ensure the proper handling of the information.

As established under FERPA, the following individuals are not considered third parties: teachers, administrators, support staff, lawyers, medical personnel, counselors, human resources staff, IT specialists, security personnel, contractors, consultants, volunteers, or other persons who are part of Jala University. These individuals will require access to information only as necessary to perform their role within our institution.

For the storage of personal data in the cloud or its analysis, Jala University may use external service providers, where documentation from each country is organized and stored, allowing access to student history and classification of information according to admission cycles. All selected providers are subject to strict contracts that require them to comply with the applicable data protection regulations, thus ensuring the security and confidentiality of the stored information.

Additionally, Jala University uses various technological platforms to provide its academic and administrative services. These platforms facilitate communication, secure information storage, process automation, and the exchange of academic information between students, academic staff, and administrative personnel as follows:

In all cases, the platforms we use have their own privacy policies and declare compliance with international data protection standards.

It is important to note that Jala University does not publish, expose, disseminate, or share your information through these platforms with third parties or the public. These platforms are only internal management tools for the purposes outlined in this document, and their access is continuously monitored.

Furthermore, Jala University collaborates with an external agency that handles certain graphic and marketing aspects, which has contractual restrictions to protect the confidentiality of the shared data and exclusive access to the information necessary to achieve its objectives. The internal marketing team may use the information of applicants who were not admitted for future offers; however, this information cannot be shared with third parties under any circumstances.

All employees, academic staff, and third parties who have access to these platforms and others we may use in the future are subject to confidentiality agreements and rigorous training in information security, ensuring that personal data is treated confidentially and securely. Jala University is committed to regularly monitoring and evaluating compliance with these policies by its collaborators and providers to ensure the continued protection of students' and users' data.

b APPLICATION CONDITIONS AND SCHOLARSHIPS

The application to Jala University is a constantly evolving and updating process. You can request information through our website and verify that you meet the admission criteria set by the University. Jala University collaborates with various authorized entities to provide scholarships to students, which will be subject to the conditions and processes defined by each of them. Once the applicant has been admitted, the necessary information for managing the scholarship will be shared, which will include the signing of the Scholarship Loan Agreement and the fulfillment of academic obligations, which will be duly communicated to the applicant.

c RESPONDING TO REQUIREMENTS AND AVOIDING DAMAGES

At Jala University, we are committed to protecting the privacy and security of our users and their information. Your data will not be shared with third parties. However, in certain circumstances, we may access, retain, and share users' information in response to legal requirements or to prevent harm. Below, we detail how we may act:

- **Compliance with Legal Requirements:** We may access, retain, and share information about users if we receive a valid legal request, such as a court order, subpoena, tax requirement, or other request from a competent authority in any of the countries where we operate. In such cases, we will act in good faith and in accordance with the applicable law.
- **Prevention of Fraud and Illegal Activities:** We may access, preserve, and share information if we believe in good faith that it is necessary to detect, prevent, or combat fraudulent activities or other illegal conduct. We will also do so to protect our services, our users, and other individuals from potential harm or damage.
- **Investigations and Security:** For the sake of security and to comply with our policies, we may review, process, and retain information about users for an extended period if there is a legal request or obligation, governmental investigations, or investigations related to potential violations of our policies.
- **Data Retention:** In the event that we deactivate accounts of users who are not part of the university and who have violated our terms, we will retain their data for a minimum period of one year to prevent the recurrence of abusive conduct or violations of our policies.

We are committed to acting responsibly, complying with the laws, and applying them to protect our users and maintain the integrity of our services. If you have any questions or concerns about how we handle information and legal requirements, please feel free to contact us at info@jala.university. We will be happy to provide you with all the information you need.

4. USER RIGHTS REGARDING THEIR DATA

As a User, you have the right to obtain confirmation from Jala University regarding the processing of your personal data, the purposes for which it is used, the categories of data that are shared with third parties or international organizations, and the retention period. Additionally, you have the right to request the correction, deletion, or restriction of such data, file complaints with control authorities, request information about its origin in case the data was not obtained from you but you are implicated, among other rights established in international agreements.

Our adult students, within the framework of FERPA, have the right to request the modification of such records, grant consent before any personal identification information contained in them is disclosed, and file complaints in case of non-compliance. Additionally, the student has the authority to decide whether to authorize their parents, legal guardians, or any third party to access their financial or educational records, either partially or fully.

If any student is a minor, their parents, legal guardians, or other third parties will exercise the rights mentioned. That is, they have the right to access their child's educational records, request modification of those records, grant consent for various processing purposes, and even make requests and file complaints in case of non-compliance. For this reason, if a minor enters their personal data, we will require authorization from their parents or legal guardians before taking any action or making any administrative decisions.

Once students reach the age of majority, they will be considered "eligible students" under FERPA, and all these rights will transfer to them.

Thus, at any time, as an adult, you may request the personal information we store about you or its modification if you believe it is incorrect and you cannot change it yourself. We are obligated to comply with requests regarding your own information, but not the information of third parties, so your identity and capacity will be verified before providing such information.

The User also has the right to object to the processing of their personal data, unless Jala University provides legitimate reasons for processing that override the User's interests, rights, and freedoms, or for the formulation, exercise, or defense of claims, through the email info@jala.university.

We are committed to acting responsibly, complying with the laws, and applying them to protect our users and maintain the integrity of our services. If you have any questions or concerns about how we handle the information and legal requirements, please feel free to

contact us at info@jala.university. We will be happy to provide you with all the information you need.

Below, we explain how our processes work to enforce your rights regarding your personal data:

- a. **Access to Information:** At any time, as a student, and, if applicable, your parents or legal guardians duly authorized under FERPA, have the right to request access to your educational records and the personal information we store about you by sending an email to info@jala.university. The University processes such requests within a maximum of forty-five (45) days, providing the opportunity to inspect and review the requested records, as set forth in FERPA. We are obligated to provide you with access to your information, but not to third-party information, so your identity will be verified before any data is provided.
- b. **Information Storage:** We store and protect your information for the time necessary to manage your admission process at Jala University, and if admitted, until the completion of your studies and even afterward for academic accreditation purposes.
- c. **Rectification:** If you believe that any of your data is incorrect or incomplete, or if you believe that the information in your record is inaccurate or violates your rights, you may request its rectification by sending an email to info@jala.university, as established under FERPA. We are committed to correcting the information in a timely manner. Once the request is submitted, it will be forwarded to the Registrar's Office, where they will verify the information. If the error is evident and/or true, the change will be made through an information system; however, we are not obligated to modify the educational records in response to a request, although we will consider the request. If we decide not to amend the records, we will inform the requester about their right to request a hearing. If, after the hearing, the decision to not modify the record is upheld, the student or their parents will have the right to include a statement in the record expressing their viewpoint, which will remain in the record as long as the contested information is kept in the records. If the request is not to correct inaccurate or erroneous information, these procedures will not be applied, and we will not be obligated to hold a hearing on that matter.

It is important to note that the rectification procedure can only be used to correct inaccurate or erroneous data, but not to change a grade, opinion, or decision made by the university regarding the student, as stated under FERPA.

- d **Objection to Data Processing:** If you no longer wish for us to use your information for purposes related to your admission or continued enrollment at Jala University, you can object by sending an email to info@jala.university, exercising your informational self-determination, controlling the disclosure of personal information, except in cases where FERPA authorizes its disclosure without consent, such as when an institutional official with a legitimate educational interest needs access, or when a court order is issued. Additionally, you may limit the processing of your data in the following circumstances:
- If you dispute the accuracy of your personal data, for a period that allows us to verify its accuracy.
 - If the processing is unlawful and you oppose the deletion of your data, requesting instead the restriction of its use.
 - If Jala University no longer requires your data, but you need it for the formulation, exercise, or defense of claims.
- e **Deletion:** We retain your information for the time necessary to manage your admission, the duration of your studies, and any additional period required for institutional reasons. If you wish to delete your personal data from our platform, you have the option to do so at any time. However, certain information may remain anonymized or stored for academic or legal purposes, as permitted by applicable regulations.
- f **Retention of Certain Information:** It is important to note that some of the information you have shared with the university or with other applicants, which is not directly related to your account, will not be automatically deleted when you request the deletion of your data. Additionally, certain data, such as records in our backup systems, may remain stored for technical or commercial reasons for a reasonable period.

We want to ensure that you have control over your personal data and provide you with the opportunity to access and delete your information whenever you wish. If you have any questions, feel free to contact us at info@jala.university. We are here to assist you and protect your privacy at all times. In any case, you may file a complaint with the U.S. Department of Education if you believe the institution has not complied with FERPA requirements.

Jala University reserves the right to make changes and modifications to these Privacy Policies at any time and at its discretion, when necessary, to adapt to legislative, regulatory, or technical changes. In case of significant modifications to these Policies, we will notify you through a visible communication on our platform and/or via email, at least fifteen (15) days in advance of the date when the changes will take effect.

We recommend that you periodically review our Privacy Policies to stay informed about updates. The “Effective Date” at the top of these Policies will indicate the date of the most recent modification. We will also notify you annually, through the method we deem most appropriate, about your rights to inspect and review your student records, request corrections, consent to the sharing of your information with third parties, and file a complaint in case of non-compliance.

If you have any questions or concerns regarding our Privacy Policies or our services in general, please feel free to contact us at info@jala.university. We will be happy to address all your inquiries and provide you with the information you need.

6 DISPUTE RESOLUTION

In the event of any dispute related to the management of information, the interpretation, application, compliance, and enforcement of these Privacy Policies, all users, of any nationality, agree to resolve such disputes with Jala University in the following manner:

- **Friendly Communication:** In the first instance, the parties agree to attempt to resolve the dispute through friendly electronic communications sent to the email address info@jala.university.
- **Conciliation:** If a solution is not reached through electronic communications, the parties will submit to an internal virtual conciliation hearing, with the relevant departments and personnel present, so that the user can express their concerns and be attended to.
- **Arbitration:** If conciliation does not result in a voluntary agreement, the dispute may be definitively resolved through institutional arbitration at the authorized Conciliation and Arbitration Center in California, USA, according to the regulations in force at the time of the request.



We appreciate your trust in the services and data management provided by Jala University. Please remember that these Policies are designed to protect your information, and we are at your service for any inquiries via email at info@jala.university.