

Protocol and Communication Guidelines with Prospective Student

Introduction

The purpose of this policy is to establish guidelines for contacting prospective students to promote the educational services of MAD School. It is important to ensure that all prospective students are contacted in a professional, courteous and respectful manner, and that their privacy and personal information are safeguarded. This policy also includes an opt-out function for those who do not wish to receive any further communication from MAD School.

Protocol for Contacting Prospective Students:

- Prospective students will be contacted through various methods, including email, telephone or WhatsApp Chat. All communication will be relevant to the educational services offered by MAD School.
- Contact information for prospective students will be obtained through various sources, including website inquiries, and referrals.
- All communication will be conducted during reasonable hours and will comply with all applicable laws and regulations.
- In all communication, MAD School will identify itself, provide contact information for further inquiries, and clearly state the purpose of the communication.
- All communication will be conducted in a professional, courteous, and respectful manner.
- MAD School will keep a record of all communication with prospective students.

Opt-Out Function:

- Prospective students who do not wish to receive any further communication from MAD School will have the option to opt-out.
- Prospective students can refer to our Data Protection Notice For Customers (Sales & Marketing Department) for more details.

Compliance with this policy is mandatory for all employees of MAD School involved in the recruitment process. Any violation of this policy may result in disciplinary action.