

This Privacy Policy and Terms of Use is effective from 12th February 2018

Tamil Nadu Open University ("University") is committed to protecting your privacy and accelerating online facilitation of quicker and reliable communication to the applicants who are to submit application and pay fees online for admission / examination / affiliation and or other services provided by the university by using third party innovative online solutions.

This Privacy Policy and Terms of Use ("Policy & Terms") applies to those persons ("Applicants") who submit online application and pay fee for admission / examination / affiliation and or other services to be provided/offered/ conducted by the University and visiting Tamil Nadu Open University website ([www.tnou.ac.in](http://www.tnou.ac.in), [www.tnouadmission.in](http://www.tnouadmission.in) & its sub domains and [www.tnoupayment.in](http://www.tnoupayment.in) & its sub domains to have access of the web interface ("Website") that contain relevant application format fields to be filled in online and submit the same as well as to make online payment of the required fee and convenience charge through authenticated login ("Service"). The service offered by the website is meant only for the relevant persons both current and private students; authorized representatives of study centers / learning centers/ colleges/institutions; parents; public; authorized agencies; Government Departments and other bodies ("Applicant") duly recognized by the university to use the website. The applicant may be required to provide the unique detail, email ID and mobile number as part of online submission. As soon as the above details are submitted, he / she will be allowed access with a valid OTP (one time password) to the interface for transaction. In certain cases, the interface would display the pre existing details relevant to the transaction to be made so as to enable the applicant to confirm and pay the fees. In certain other cases, the applicant may have to provide details as required to be filled in the interface and pay the fee. Any person other than an applicant as stated above is specifically prohibited to use or attempt to use the website or service provided by the university.

For providing you an authenticated access, we collect your mobile number that belongs to you or currently being used by you or authorized to be used by you as mandatory requirement. On submitting the mobile number, you will be receiving One Time Password (OTP) in the mobile entered by you for verification and authentication. On applying the OTP received, you will be provided an authenticated access for using the service. The information submitted by you is used for the Service and will be used only for the purpose meant here.

At the end of online application with details for submission, you may be at times asked to declare the statement submitted as true or as shown in the screen as well as to agree to the Policy & Terms herein to further proceed to use the service and confirm the submission. If the displayed details in the screen before the declaration do not match to your details or found to be inadequate to what you have provided, you may provide additional information as allowed by the interface or do the editing, if allowed by the interface and change the details OR If you do not agree to the declaration and / or the Policy & Terms (you are advised to click open and read the same), then you shall revert back by clicking the "Cancel" button available in that web page. NO PERSON

SHOULD USE OR ATTEMPT TO USE THE SERVICE KNOWINGLY THAT THE DETAILS ENTERED AND / OR THE DETAILS DISPLAYED ON THE SAID SCREEN DONOT BELONG TO HIM/HER, THEN SUCH PERSON IS PROHIBITED TO CONFIRM THE DETAILS TO PROCEED FURTHER AND DOING SO WOULD AMOUNT TO VIOLATION OF THE TERMS OF USE AND LIABLE FOR APPROPRIATE ACTION BOTH CRIMINAL AND CIVIL AS THE CASE MAY BE. Once the submitted details are of yours and complete as well as you agree to the declaration and Policy & Terms, then you may click the “Confirm” button after ticking the check box provided therein. If any applicant ticks the check box and clicks “Confirm” button, it is concluded that he/she had made the declaration and agreed to the Policy & Terms. In case you have anything to resolve in this regard, please contact by email furnished in the website. Anyone trying or attempting to violate this mandatory requirement may be treated as violating the Policy & Terms and liable for appropriate legal and civil action as the case may be.

Once you confirm and proceed to make the payment, you will be directed to a third party served secured socket layer web page to do the payment transaction of the required fee and convenience charge. By choosing any one of the mode of payment options namely by credit card or debit card or through net banking as the case may be, you can complete your payment. Once payment is successful, you will be directed to page where you can get confirmation message or download your submission details in PDF format as the case may be for your record. Depending upon the choice of the mode of payment the convenience charge may vary. While transacting the payment, you are required to provide only the credit / debit card or net banking details that are genuine. Any applicant trying or attempting to misuse this page will be treated as violating the terms of usage and liable for both civil & criminal legal action. By choosing to proceed with payment and visiting the relevant web page of the payment gateway provider, you are also bound by their terms of usage and privacy policy.

We have the discretion to capture other information such as end user device models, IP, usage pattern etc for analytical purpose and improving the service. The content of your information shall be retained and used for future communication; conduct of examination and shall be available for limited period as determined by the University

You may note that third party software is used for analytics of usage of this site. All matrix information collected from your usage of the Service shall be used for improving the service and evaluating as to how the users use the service to compile statistical information. The matrix information and statistical information shall never be divulged to you for any reasons whatsoever. We will use this information in order to maintain, enhance, or add to the functionality of the Service and to personalize the experience for you.

When you use the website or service we may store some information on your computer. This information will be in the form of a “cookie” or similar file. Cookies are small pieces of information stored on your hard drive. These cookies are essential for the basic functionalities offered by the Service. Various categories of cookies (including third party cookies) are used in the website and Service. We do not use cookies to spy on you or otherwise invade your privacy. They cannot invade your hard drive and steal information. We use cookies to help you navigate the website and service as easily as possible, and to remember information about your current session. These are the Session Cookies and they are removed from your system when you close the web browser or turn off the computer. You may also note that an advice has been provided in the website as to which of the browsers are supported by the website for optimal performance and you shall access using these browsers only. Also you should follow the instruction given in the index page of the website to successfully complete the online submission. You must enable cookies, if required, on your web browser to use the Service. You can set your browser to either reject all cookies, to allow only “trusted” websites to set them, or to accept only those cookies from those websites you are currently on.

The Website and Service have the required standard security measures in place to protect against the loss, misuse, and alteration of the information under our control. While there is no such thing as “perfect security” on the Internet, we take all reasonable steps to ensure the safety of your personal information. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to the website or via the Service and any transmission is at your own risk. Once we receive your personal information, we will use strict procedures and security features to try to prevent unauthorized access. Additionally, you retain all rights of ownership to your personal data we collect. Except as set forth herein, we will not sell or share your personal data with any third parties or use your personal data to compete with you. Your privacy is of utmost importance to us. We retain your data as long as needed to provide the Service. We reserve the right to disclose your personal data as required by applicable law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or other legal process served on us.

Amendments to the Policy & Terms will be posted to this URL and will be effective when posted.

If you have questions or clarification regarding the service please send email to the one provided in this web page

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