

## ***Confidentiality***

Confidential information (non-public information including, but not limited to, social security number, financial account numbers, or medical information, etc.) is protected by federal, state and local laws or regulations. To protect the privacy of our candidates and certified professionals, PTAG’s database of personal information is accessible only by authorized staff and authorized contractors operating under a nondisclosure agreement. Please see PTAG’s Confidentiality and Records Retention, posted on its website, [www.ptaglobal.com](http://www.ptaglobal.com), for more information about data collected by PTAG and the use of such data by PTAG.

Exam scores are considered confidential information and will not be disclosed without the written consent of the person in question, unless PTAG is required to do so by law or court order. Unless required by law to be provided to a regulating agency, score results are provided only to the candidate and only if the candidate did not pass the exam. Test scores are not provided over the phone.

Information that is not considered confidential and may be shared with schools, employers, inquiring clients of certified professionals, regulatory or licensure body, and other concerned third-parties includes general exam results (whether a candidate passed and exam), certification status, certification number, the current status of a previously-certified individual’s credential and whether the individual is in a “Not in Good Standing” status with PTAG.

Information in the PTAG database, such as pass rates, number of certified professionals, score trends, etc., may be used in the aggregate (summarized across a group of individuals) for the purpose of research reports, marketing, partner relations and other published data. Additionally, schools, employers or PTAG partners may be provided aggregated data (e.g., summarized across all students of an institution, all employees of an employer, or other grouping, provided that there are enough included individuals to assure that data pertaining to any one individual cannot be deduced) reflecting the Pass/Fail percentage, recertification rates and other data points collected by PTAG.