

Confidentiality and Records Retention

PTA Global (PTAG) is governed by the federal laws of the United States and follows all laws and regulations regarding the storage, usage and destruction of confidential information.

Confidential information (non-public information including but not limited to addresses, phone numbers and financial account numbers, 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 privacy and nondisclosure agreement.

The following individual data is collected and maintained in a secure database indefinitely.

- First and last name
- Email address
- Mailing address
- Phone Number
- Club details if employed by a sponsoring club
- Account username and password
- PTA Global Identification Number (PTAG ID#)
- Credit card data (for installment plans only)
- Purchase history
- Number of exam attempts
- Exam score/s
- Continuing education courses (CEC's) logged into profile
- Copies of CEC certificates of completion and CPR/AED certificates of completion
- Recertification notes and certificates

The following employees and contractors have access to all or parts of this confidential information.

- PTAG Administration staff (Executive Vice President and Director of Education)
- PTAG CB Liaison
- PTAG Certification Board
- PTAG Customer Service Team
- PTAG Accounts Assistant
- PTAG Chief Technology Officer
- IT Contractor
- Computer-based testing exam delivery psychometrics contractors

Exam scores are considered confidential information and will not be disclosed without the written consent of the person in question (using [CPT Consent for Information Release](#)), 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 where applicable, to the candidate's sponsoring club. Test scores are not provided over the phone. Test scores remain in the PTA Global database indefinitely and may be required to provide evidence of validity and reliability of the exam.

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 an exam), certification status, certification or PTAG ID

number, and the current status of a previously-certified individual. This information can also be accessed from the ptaglobal.com website with a search function. Only the candidate name, PTAG ID#, type of certificate, date completed and expiration date, if any, is provided.

The following data is also maintained by PTAG in aggregate, indefinitely, to ensure compliance with the NCCA record-keeping requirements and best practices of record keeping.

- Names of individual applicants becoming candidates
- Exam scores for all exam attempts
- Names of currently certified professionals
- Names of previously certified professionals

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.

Please see PTAG's [Privacy Policy](#), also found at the bottom of the PTA Global website at www.ptaglobal.com, for more information about data collected by PTAG and the use of such data by PTAG.

Candidates and certified professionals may update their personal information at any time by logging into their PTA Global account and making the updates in the "profile" section. Name change requests can be made by contacting PTA Global directly at info@ptaglobal.com or 877-647-0690.

Should a candidate or certified professional wish to request that their confidential information be shared, they must complete the [Consent for Information Release](#).

PTA Global Certification Board
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