

## Privacy Policy

### Introduction

This privacy policy explains how CADTR collects, uses and discloses personal information. “Personal information” is information about an identifiable individual but does not include the name, title or business address of telephone number of an employee of an organization. CADTR recognizes the importance of privacy and the sensitivity of personal information. Although the federal Personal Information Protection and Electronic Documents Act (PIPEDA) does not apply to our activities, CADTR is committed to ensuring that the foundation of our privacy policy is based on principles stipulated in PIPEDA.

### Collecting Personal Information

We limit the collection of personal information to that which directly relates to our activities. Where possible we will collect that information directly from the individual to whom it relates or from his or her authorized representative. We may collect personal information from third parties (for example academic institutions or employers) if we have your consent or if the law permits us to. We limit the nature and amount of information to what we need to fulfill the purpose for which we are collecting it. If we need additional information we explain why.

### How we use Personal Information

CADTR collects and uses personal information for credentialing and assessment purposes, for example:

1. to determine if an applicant is eligible for our services
2. to process applications
3. to manage and administer assessments
4. to process payments for applicant services
5. to maintain credentialing records for comparison
6. to administer applicant services
7. to support applicant service requests and resolve applicant issues
8. to comply with legal and regulatory requirements
9. to contact applicants and ask for their feedback
10. to keep applicants informed about our services and programs
11. to support other activities that are consistent with these purposes and our credentialing and assessment services generally

We limit access to personal information to our employees and agents who require it to administer and deliver our assessment and credentialing programs. We do not sell or trade any of the personal information we collect.

### Disclosure of Personal Information

If we intend to disclose personal information to a third party we will identify them and the purpose for the disclosure and seek consent, unless a law permits or requires us to disclose the information without consent.

CADTR may disclose personal information to:

1. third party service providers with whom we have a written agreement containing appropriate privacy protections,

2. licensing, regulatory and credential verification organizations, and
3. other organizations with the consent of the applicant.

## **Consent**

Where possible we will seek a person's consent before we collect or use his or her personal information. Most often we ask for consent in writing but the form of consent might vary depending on the situation. In some cases we may accept verbal consent. Consent can be express, for example in writing, or it might be implied through conduct or because of the nature of a person's relationship with us.

A person can withdraw his or her consent or withdraw it. This will affect the services we can provide to the person and might make it impossible for us to provide credentialing and assessment services.

## **Access to Personal Information**

CADTR provides individuals online access to their personal information. We will provide access to information in other formats within a reasonable time of receiving a request. If there is a cost to providing the information we will provide an estimate first.

## **Accuracy of Personal Information**

We take steps to ensure personal information is kept current, accurate and complete. But we do not routinely update personal information unless a process or activity requires it. If you are using our services we strongly encourage you to notify us if your information changes. If you notice that the information we have about you is inaccurate you should contact us and we will amend it. If we have disclosed inaccurate information we will contact the third parties to correct it.

## **Protection of Personal Information**

CADTR takes precautions to ensure personal information is kept safe from loss, and from unauthorized access, modification or disclosure. These precautions include:

1. Physical security for written documents,
2. Confidentiality policies and privacy protections in service agreements with third parties,
3. Technological safeguards and data security measures and policies, and
4. Secure destruction of personal information that is no longer required to fulfill the purpose for which it was collected.

## **Questions**

If you have questions about CADTR's privacy practices or to access to your personal information you may contact the CAS Manager at [cas@cadtr-acortd.com](mailto:cas@cadtr-acortd.com).