

# Protecting Your Privacy



## Privacy Policy

The privacy of personal information is an important principle to the NDAEB. We are committed to collecting, using and disclosing personal information responsibly and to only the extent necessary for the services we provide. The NDAEB makes every reasonable effort to be open and transparent as to what personal information we collect, how it is handled, and to whom it is disclosed. Our privacy policy complies with the Personal Information Protection and Electronic Documents Act (PIPEDA).

**To be granted examination eligibility, you must read and sign the Consent for Personal Information Form, authorizing the NDAEB to collect, use, hold and disclose your personal information. If you choose not to sign the consent form, the NDAEB will be unable to register you for the NDAEB examination and/or for taking its Clinical Practice Evaluation.**

## Retention & Destruction of Personal Information

We retain personal information on your file as long as necessary to meet the requirements of the NDAEB mandate.

We destroy paper files containing personal information by shredding. After use, credit card information is destroyed.

We destroy electronic information by deleting files and when hardware is discarded, we ensure that hard drives are physically destroyed.

## You Can See Your Information

You have the right to see what personal information we hold about you. You may submit a request in writing with proof of your identity (name, contact information and NDAEB registration or certificate number). When requesting your personal information, you will receive copies of documents held in our files related to you. The NDAEB reserves the right to charge a nominal fee for such requests.

If you believe a mistake has been made regarding your personal information we hold, please advise us in writing and a review of your file will be completed. In the event we agree that a mistake has been made by us, we will make the correction and notify anyone to whom we sent this information.

**Please note:** clients requesting examination papers will receive **only** a copy of **their personal answer sheet** which **does not include** examination questions.

Examination questions (test bank items) are the property of the NDAEB and are not distributed outside of examination sittings.

Changes to basic personal information eg. Contact information, may be made over the phone **only** by the client. (Please do not send personal information via email as security cannot be assured).

## Do You Have a Concern or Require More Information?

The NDAEB Chief Administrative Officer/Registrar is our Information Officer. Should you have questions regarding our privacy policy, please contact our office at (613) 526-3424.

If you wish to make a formal complaint about our privacy practices, you may make it in writing to our Information Officer. Your complaint will be acknowledged and it will be investigated promptly. You will receive a written response with a formal decision and reasons for it within thirty days.

The Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Information and Privacy Commissioner can be reached at:

112 Kent Street, Ottawa, ON K1A 1H3  
Phone: (613) 995-8210 Toll Free: 1-800-282-1376  
Website: [www.privcom.gc.ca](http://www.privcom.gc.ca)

## NDAEB

204 - 2283 St. Laurent Blvd.  
Ottawa, Ontario K1G 5A2  
Ph: : 613-526-3424  
Fax: : 613-526-5560  
Email : [office@ndaeb.ca](mailto:office@ndaeb.ca)

# What is Personal Information?

Personal information is information about an identifiable individual. Personal information gathered from all NDAEB clients includes: name, age, gender, photograph, home address, phone number, credit card information (if applicable), educational information, including the country in which you were educated, transcripts, diplomas or letters confirming your formal education or certification as a dental assistant. Your photograph is affixed to your exam application for identification purposes. (Please **do not** submit copies of photo ID cards, driver's licenses or passports as these documents contain personal information we do not require or wish to hold).

Other personal information that may be gathered from certain individual clients may include: international qualifications assessment reports verifying education completed in other countries; reports of a medical or psychological nature related to a client's request for special exam accommodations or in support of appeals; or religious information such as a letter from a religious leader confirming a client's request for a special sitting date based on religious reasons. Also included in a client's personal information will be his or her NDAEB Examination and/or CPE results.

## Who We Are & Why Do We Gather Personal Information?

The National Dental Assisting Examining Board provides the national exam and certificate for the dental assisting profession in Canada. We work in concert with provincial Canadian Dental Assisting Regulatory Authorities (CDARA) by issuing the NDAEB certificate, a document required in some jurisdictions to license/certify or register as a dental assistant.

We gather personal information to confirm that clients wishing to write the NDAEB exam have completed the necessary education to be eligible for the NDAEB certificate, and for exam administration and statistical purposes.

## Who Receives Your Personal Information & What Does the NDAEB Disclose?

### Testing Agency

In the process of providing the exam, our contracted testing agency receives: your name, mailing address, program of education, the number of attempts on the exam and your NDAEB registration number. Your mailing information is used to produce your exam results letter. Your education information is used to confirm your eligibility for the exam and for preparing statistical reports related to educational programs. Your educational program **does not** receive your individual exam results. The NDAEB reports only the number of exam writers from schools with five (5) or more writers and their average exam scores as compared to the national average.

### Exam Invigilators (Proctors)

Invigilators administer the exam and CPE at sites across Canada on behalf of the NDAEB. They receive your name and NDAEB registration number to verify your attendance at the exam.

You will submit your Admission Letter to the invigilator when entering the site. Following the exam and/or CPE, all information is returned to the testing agency by courier and your personal information is **not** retained by the invigilator. Invigilators sign a confidentiality agreement.

### Canadian Dental Assisting Regulatory Authorities (CDARAs)

The NDAEB may release any of the personal information of a client to the CDARA in the province in which the client resides, or in which the client wrote the examination and/or took the CPE, to any other CDARA requesting information about the client and to any other CDARA to which the NDAEB considers, in its sole discretion, that such disclosure is appropriate. Such personal information consists of the client's name, result(s) of his or her NDAEB examination and or CPE, his or her NDAEB Certificate Number, the date of the client's examination sitting, the date of the client's taking of the CPE and the date of the completion of the client's Transfer of Credentials (ToC).

You may disclose **your own** personal information, including NDAEB exam results and certificate number, **directly** to a third party.

## NDAEB Committees

Members of the NDAEB Candidate Eligibility Assessment Committee will require personal information in support of a client's request for special sitting accommodations. Such additional personal information may include: reports from educational counselors or other professionals describing a need for special accommodation such as extra time, the use of an exam reader or separate room. When assessing a candidate's eligibility for exam based on international educational credentials, assessment reports are used to validate and confirm educational credentials and course content for substantial equivalency to the Canadian standard. In the case of a request for an alternate sitting date due to religious reasons, the committee will require a letter from the client's religious leader prior to considering the request.

Clients wishing to appeal failed exam results may do so in writing. The NDAEB Appeals Committee requires a letter from the appellant who may include additional information related to the appeal such as: information from professionals such as physicians, educational counselors or other third parties.

NDAEB committee members sign a confidentiality agreement.

## Protecting Your Personal Information

We understand our obligations to our clients and the importance of protecting your personal information. For that reason, we take the following measures:

- Paper information is under supervision or secured in a locked or restricted area.
- Electronic hardware is either under supervision or locked in a secured area. All computers are password protected and our network is protected from external threats. We use only direct line or digital cell phones making it difficult to intercept our calls.
- Paper information is transmitted in sealed, addressed envelopes or boxes by reputable companies.
- Electronic information is transmitted either through direct line or is encrypted.
- Staff are trained to collect, use, disclose and store information according to our privacy policy.
- NDAEB committee members, external agencies or individuals with whom we do business enter into confidentiality agreements with us.