



Confidentiality

Policy Number: 107
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Confidential Information

CBDCE Directors, volunteers, vendors, and staff create, receive, and have access to, confidential material relating to individuals, including certificants, applicants, members of the general public, and staff; additionally, they have access to confidential information, including examination items and statistics, regarding the Certification Program. The information may be in textual, computerized, audio/video or other form. It is of the utmost importance that confidential information is treated in an appropriate manner. Failure to do so jeopardizes the credibility of CBDCE and may have legal consequences.

CBDCE is committed to protecting confidential and/or proprietary information related to applicants; candidates; certificants; and the examination development, maintenance, and administration process. The confidentiality policy applies to all individuals who are permitted access to confidential information. If a question is raised as to the confidentiality of certain information, confidentiality will be determined by the Board Chair.

Confidential materials include, but are not limited to:

- an individual's application status
- personal applicant/certificant information, including audio/video files [02/2021]
- exam development documentation (including role delineation study reports, technical reports, and cut score studies)
- exam items and answers
- exam forms
- individual exam scores

To ensure the security of the examination, all test materials are confidential and will not be released to any person (except individuals identified above as falling under the confidential agreement (e.g. Subject Matter Experts (SMEs), etc.)) or agency.

Information about an applicant/candidate/certificant will only be released to that applicant/candidate/certificant unless release of the information is authorized in writing by the individual or is required by law. All application information is confidential and will not be shared with any party other than CBDCE's examination development or administration vendors for certification processing purposes unless permission is obtained by the individual (see Mailing Lists below). Personal information retained within the database will be kept confidential.

Examination scores are released only to the examination candidate and in written form only (in person or by US mail) unless a signed release is provided in writing by the individual or release is required by law. Scores are not reported over the phone, by email, or by fax under any circumstances.

Board of Directors members will not disclose confidential information related to or discussed during Board meetings unless authorized by the Board. This includes any verbal or written information identified as a confidential matter.

All individuals with access to confidential examination information will abide by the guidelines established by the Impartiality Regarding Training policy (Policy 103) and are prohibited from participating in the development or delivery of exam preparation materials/activities and from taking the Certification Examination during access and for a period of two (2) years after access to confidential examination information has ended.

Any member of the Board of Directors who has been removed for any reason, resigned, or completed the term of service is liable for any unauthorized use of CBDCE examination materials or any other information, whether confidential or not, acquired during service on the Board.

Verification, Aggregate Data, & Mailing Lists

Certification Status Verification

An individual's certification status is not considered confidential. The names of certified individuals are not considered confidential and may be published by CBDCE. Names of individuals who do not pass the examination are confidential and not revealed under any circumstances, unless required by law.

CBDCE will provide confirmation of certification status to anyone who requests the information, and verification will be accessible via the online self-service verification system.

Verification of certification status will include the individual's name and current certification status. Contact and professional information is provided and maintained by the individual CDCES and is not verified by CBDCE. CBDCE does not warrant the accuracy, completeness, or timeliness of the information contained in this listing. In no event shall the Certification Board for Diabetes Care and Education be liable for any decision made or action taken in reliance on such information. This data may not be downloaded, republished, resold or duplicated, in whole or in part, for commercial or any other purposes or for purposes of compiling mailing lists or any other lists of diabetes educators.

Application status, information about whether or not an individual has taken the exam, and score information will not be released.

Aggregate Data

Aggregate exam statistics (including the number of exam candidates, pass/fail rates, and total number of certificants) will be publicly available and updated annually. CBDCE also makes available the count by state and general percentage information by professional discipline/profession on the web site. Aggregate exam statistics, studies and reports concerning applicants/certificants will contain no information identifiable with any applicant/certificant.

Persons may request additional aggregate data that does not identify individual certificants or violate the Confidentiality policy. CBDCE must approve and will determine the cost of any such requests. Requests must be submitted in writing to CBDCE and must include a statement of specific purpose for which the requested information will be used. The following statistics are available upon request:

- Total number of CDCESs in the state
- A breakdown of the total number by zip code with zip codes provided by person requesting the information
- A breakdown of the total number by discipline/profession

Mailing Lists

The Certification Board for Diabetes Care and Education (CBDCE) offers the use of the list of Certified Diabetes Care and Education Specialists (CDCESs) for mailings to organizations wishing to advertise their conferences, products, publications and services. All proposed mailings are reviewed in relation to current CBDCE Mailing List Usage policies (Appendix E) which is provided to any individual/organization making a request. The Mailing List Order form must be submitted to document the proposed mailing request. Rental rates are determined by CBDCE and maintained on the rental form. If the request is approved, lists are available for one-time use only.

Applicants may opt out of inclusion in the mailing or email lists by indicating as such on the certification application form, record update form, or by contacting CBDCE.

Confidentiality Agreements

The following categories of individuals are required to review the established confidentiality guidelines and sign confidentiality forms attesting they will not disclose confidential information as indicated:

- CBDCE staff: before beginning work and annually (Appendix A)
- Board of Directors members and SME/volunteers: before beginning their initial term of office and annually (Appendix A)
- Proctors: included as part of testing vendor's employee contract
- Vendors: included as part of contract with each applicable vendor
- Initial and Renewal of Certification Applicants: required to read and acknowledge a confidentiality statement as part of the application process

Violation of the confidentiality policy may lead to disciplinary action, including dismissal, or legal consequences.

Security of Confidential Materials

All confidential materials will be retained in a secure manner as required by the security and record retention policies.

The internet must not be used to transmit confidential information (e.g. email messages), unless the data are encrypted and password protected and similarly, identifiable confidential information must not be disclosed by telephone or by facsimile. Under no circumstances should confidential information be published on the World Wide Web or communicated over the Internet.

Board members, volunteers, and staff will keep confidential and secure any confidential materials that are sent to them. These materials will be kept in a secure and private location at all times until they are returned to the CBDCE office or are destroyed as directed.

Access to Confidential Information

Access to confidential information will be limited to those individuals who require access in order to perform necessary work related to the certification program during the time frame for which access is required. Access will be granted in compliance with the provisions of the security policy.



NON-DISCLOSURE/CONFIDENTIALITY GUIDELINES

CBDCE Directors/volunteers/vendors/staff that create, receive, and have access to, confidential material relating to individuals, including certificants, applicants, members of the general public, and staff; additionally, they have access to confidential information, including examination items and statistics, regarding the Certification Examination. The information may be in textual, computerized, audio/video or other form. It is of the utmost importance that confidential information is treated in an appropriate manner. Failure to do so jeopardizes the credibility of CBDCE and may have legal consequences.

- Confidential information shall not be divulged except on the direct authorization of the CBDCE Board.
- Confidential information will not be discussed in public places.
- Confidential materials provided, assigned, produced, developed or reviewed while under my control or possession will be maintained securely in a locked cabinet when not in use and the confidentiality of those materials will be maintained.
- No portion of confidential materials will be reproduced, divulged or disseminated and no original or copies of confidential materials will be retained.
- Submission of confidential examination materials to CBDCE or its testing agency should be made using the specified authorized secure courier or through the testing agency's test development system.
- User names and/or passwords granted should be considered confidential and are not to be reproduced, divulged or disseminated in any form to any persons or entities.
- All examination items that are developed or produced by me are original works, and CBDCE is held harmless for any claims of copyright infringement arising from development or production of such items.
- All examination items developed, produced or reviewed by me are considered works made for hire, become the property of CBDCE, and I shall not make further use of them without written permission from CBDCE.
- Upon completion of a volunteer position, confidential information will continue to be treated as private and privileged and that information will not be released by written or verbal statements except upon direct written authority of the CBDCE Board. Failure to maintain information as private and privileged will be considered a breach of confidentiality.
- All those with access to confidential examination information are prohibited from participating in the development or delivery of exam preparation materials/activities and from taking the Certification Examination during access and for a period of two (2) years after access to confidential examination information has ended.

The internet must not be used to transmit confidential information (e.g., email messages), unless the data are encrypted and password protected and similarly, identifiable confidential information must not be disclosed by telephone or by facsimile. Under no circumstances should confidential information be published on the World Wide Web or communicated over the Internet.

BECAUSE OF THE CONFIDENTIAL NATURE OF MATERIAL, CBDCE DOES NOT RECOMMEND THAT VOLUNTEERS RECEIVE INFORMATION AT THEIR PLACES OF EMPLOYMENT.

All CBDCE volunteers and staff are required, on an annual basis, to sign a Non-Disclosure/Confidentiality Statement.

I CONFIRM that I have read and understood CBDCE's Non-Disclosure/Confidentiality Guidelines and I AGREE to comply with them. I acknowledge that breaches of non-disclosure/confidentiality are serious offenses that could lead to legal consequences or disciplinary action, including dismissal.

Signed _____

Name (print): _____

Position _____

Approved 6/20/2009; Updated 11/2018

Date _____