Privacy/Confidentiality Policy

The OPS BOC abides by strict privacy/confidentiality policy demonstrating its firm commitment to CRA and OCT-C candidates and certificant privacy (available at www.opsweb.org > Certification > Forms & Guides). The policy applies to all aspects of the OPS credential including the secure handling and storage of application materials, examinations, scores, and candidate and certificant records. OPS BOC staff and volunteers are required to complete a non-disclosure document agreeing to protect the privacy of CRA and OCT-C certificants and candidates. It is the policy of the OPS BOC that non-disclosure protected information may NOT be released to or shared with:

1. Any member of the public unless there is applicable statutory exception or written release from the CRA or OCT-C candidate or certificant.

2. Any member of the OPS BOC unless the recipient has a legitimate interest for the use of that protected information to perform a service or carry out a responsibility within that person’s scope of employment or engagement as an OPS BOC agent.

The OPS BOC procedure is that protected information may only be released or shared in accordance with this policy. OPS staff and OPS BOC agents with access to protected information are expected to safeguard that information from unauthorized disclosure. This includes, as appropriate:

- Computer Systems and Applications Security: Central processing units, peripherals, portable storage devices, operating system, applications software and data;
- Physical Security: The premises occupied by OPS and/or the OPS personnel, agents or contractors using computer equipment storing or having access to protected information;
- Operational Security: Environmental control, power equipment, operational activities related to operations;
- Procedural Security: Established and documented security processes for information technology staff, vendors, management and individual users of protected information;
- Network Security: Communications equipment, transmission paths, switches, terminals and adjacent areas.

The OPS and the OPS BOC reserve the right to change this policy at any time by notifying users of the adoption of a new privacy statement.