



SECURITY MANUAL

Exercise Oncology Instructor™ Certification

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Introduction

Thank you for visiting the Maple Tree Cancer Alliance (“MTCA”) website (the “Site”), or using any of the online services from MTCA including, but not limited to, e-Books (collectively referred to as “MTCA Services”). MTCA is committed to providing our visitors with content and services characterized by outstanding quality and customer service. This Security Manual explains how MTCA collects and processes your Personal Data (as defined herein).

Each time you use MTCA Services, the current version of this MTCA Security Manual will apply. Please check for updates regularly by referring to the Effective Date of the Security Manual. Your continued use of the MTCA Services following any such change will constitute your acceptance of all terms and conditions. In addition, by visiting the Site or any of our other websites, you agree that your visit, usage, and any dispute over privacy, is governed by this Security Manual. Please read this carefully before using the MTCA Services.

“Personal Data” is any information that enables us to identify you, directly or indirectly, by reference to an identifier such as your name, MTCA account number, location, data, online identifier, or one or more factors specific to your physical, physiological, genetic, mental, economic, cultural or social identity.

Security Manual

EFFECTIVE DATE: DECEMBER 1, 2023

Privacy Policy — Our Commitment to Privacy

Your privacy is important to us. To better protect your privacy, we provide this notice explaining our information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on every page of our Site.

The Information We Collect

We will request only the information we need to provide the highest level of service to you. On some pages of the Site, you can order products, make requests, enter sweepstakes, and register to receive materials. The types of Personal Data collected at these pages include:

Personal Data that you give us:

- Name
- Address
- Phone number
- Company Information
- Email address
- Credit/Debit Card Information
- Gender
- Ethnic Background
- Birth Date
- Highest Level of Education

Personal Data we collect from you:

- Purchase information
- Payments due
- MTCA Certifications information
- Disciplinary information
- Location

Non-Personal Data

Our Site logs IP addresses and browser types for the purposes of system administration and user functionality. These logs will be analyzed to improve the value of the materials available on our website. User sessions and user browsing behaviors may be tracked. We use non-identifying and aggregate information to better design our website. We also may collect browser type, device type (such as desktop, laptop, table, phone, etc.), operating system and local time zone. Please check your web browser if you want to learn what information your browser sends or how to change your settings.

How We Use Personal Data

We will only process your Personal Data, including sharing it with third parties, where:

1. You have provided your consent, which can be withdrawn at any time
2. The processing is necessary for the performance of a contract to which you are a party
3. We are required by law
4. Processing is required to protect your vital interests or those of another person
5. Processing is necessary for the purposes of our legitimate commercial interests, except where such interests are overridden by your rights and interests

We may use Personal Data you give us for the following purposes:

- We use the information you provide about yourself or someone else when placing an order or making a request only to the extent necessary to complete that order or request
- To carry out our obligations arising from your certification
- To provide our Certified eNewsletter, provided you have given your consent
- To respond to your questions and provide related certification services such as renewal notices
- To ensure that MTCA content is presented most effectively for you and the device you are viewing it on

We may use Personal Data we collect about you for the following purposes:

- To administer MTCA Services and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes
- To improve MTCA Services to ensure that content is presented most effectively for you and the device you are viewing it on
- As part of our efforts to keep MTCA Services safe and secure
- To measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you
- To make suggestions and recommendations to you and other users of MTCA Services about goods or services that may interest you or them

When we share and who can access your Personal Data

We may share your Personal Data for the purposes described in this Privacy Policy with:

- Employees of MTCA
- Partners, suppliers, and subcontractors
- Analytics and search engine providers that assist us in the improvement and optimization of MTCA Services
- Credit processing and credit reference agencies
- In the event that we sell or buy any business or assets, in which case we may disclose your Personal Data to the prospective seller or buyer of such business or assets solely for the purposes of the transaction

We will not sell your Personal Data to third parties without your consent. From time to time with your consent, we may send information about our services to the email or mailing address provided by you. To be removed from receiving any mailings, you may contact our customer service department at support@mapletreecanceralliance.org. Unless we think that such action is necessary to comply with the law or legal process or to protect the interests of MTCA or others, we will not release your Personal Data without your consent.

We are headquartered in the United States. Your Personal Data may be accessed by us or transferred to us in the United States to our affiliates, partners, merchants, or service providers who are located worldwide. If you are visiting our Site from outside the United States, be aware that your information may be transferred to, stored, and processed in the United States where our servers are located and our central database is operated. By using our Service, you consent to any transfer of this information.

We will store your Personal Data, in a form which permits us to identify you, for no longer than is necessary for the purpose for which the Personal Data is processed. We may retain and use your Personal Data as necessary to comply with our legal obligations, resolve disputes and enforce our agreements and rights, or if it is not technically reasonably feasible to remove it. Consistent with these requirements, we will try to delete your Personal Data quickly upon request.

Cookies

Like many websites, our Site uses cookies to distinguish you from other users of the Site. This helps us to analyze the use of the Site to customize and improve the content and the layout of the Site.

You do not have to accept our cookies and can block them by activating the setting on your browser that allows you to refuse some or all cookies. You may also delete them after they have been placed on your hard drive. If you do not accept our cookies, or delete them, some areas of the Site that you access may take more time to work or may not work at all.

We use the following cookies:

- Strictly necessary cookies
- Analytical/performance cookies
- Functionality cookies
- Targeting cookies
- Third party cookies

“Do not track” signals

We do not respond to web browser “do not track” signals. As such, your navigation of our Site may be tracked as part of gathering of quantitative user information described above. If you arrive at our Site from a link from a third party site that does respond to “do not track” requests, that will end once you reach our site.

Rules for Submissions and Messages

Responsibility for what is posted in the discussion groups or other public forums lies with each user – you alone are responsible for the content of your messages, and the consequences of any such messages. We cannot and do not review every submission a user may make. We neither endorse nor guarantee the accuracy or propriety of any submission. We do, however, reserve the right but do not assume the obligation to delete submissions and restrict or prohibit your use of our sites for legal or other reasons.

Our Commitment To Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place MTCA appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect. However, we cannot guarantee the security of information transmitted to us over the internet. You are responsible for keeping your password secret. Never give your password to anyone, even someone claiming to be an MTCA employee.

Web Linking

MTCA may link to other web sites. These sites may collect user information or solicit personal information. Since we do not control these sites we are not responsible or liable for the privacy practices or content of such sites.

Our Commitment To Children's Privacy

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under 13, and no part of our Site is structured to attract anyone under 13. If we learn that Personal Data of persons less than 13 years old has been collected through our Site, we will take the appropriate steps to delete this information.

How To Access Or Correct Your Information

You may access or correct your Personal Data that we maintain by contacting our customer service department at support@mapletreecanceralliance.org. To better protect your privacy and security, your email address must match the email address used to establish your account. We use this procedure to better safeguard your information.

How To Contact Us

Should you have any other questions or concerns about this privacy policy please send us an email at support@mapletreecanceralliance.org.

Records Retention Policy

MTCA shall indefinitely retain records of all candidates and current or former MTCA Exercise Oncology Instructor™ (EOI) Certified Professionals as long as they remain affiliated with MTCA as an organization, or until they request in writing that the information be removed. While public records of their information will then be removed, MTCA will retain the member's records securely for a period of five years. Records of MTCA continuing education providers shall be retained for five years. Professionals holding an MTCA credential are encouraged to retain certification and continuing education information for a period of four years.

Destruction Policy

The MTCA National Director of Certification is responsible for the ongoing process of identifying its records which have met the required retention period and overseeing their destruction. Destruction of hard copy documents will be accomplished by shredding. Destruction of digital files will be accomplished by deletion of the files. Document destruction will take place quarterly.

Document destruction will be suspended immediately, upon any indication of an official investigation of when a lawsuit is filed or appears imminent. Destruction will be reinstated upon completion of the investigation or claim, whichever is latest.

Security

MTCA applicant, candidate, and certificant personal information are maintained in secure databases and archived electronically to secure local and cloud-based networks and may include third-party cloud systems. Individual information is accessible only via that person's MTCA EOI web account, which is protected by the username, email address, and password selected by the individual. Any hard copy records are stored in locked filing cabinets in secure areas within the MTCA administrative building.

Confidentiality

MTCA 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, MTCA'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
- EOI Identification Number (MTCA ID#)
- Credit card data (for installment plans only)
- Purchase history
- Number of exam attempts
- Exam score/s
- Continuing education courses (CECs) 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.

- MTCA Administration staff (Vice President of Operations)
- MTCA Certification Board Liaison (National Director of Certification)
- MTCA Certification Board

- MTCA Customer Service Team
- MTCA Accounts Assistant
- MTCA Chief Technology Officer
- IT Contractor (MonitorEDU)
- Computer-based testing exam delivery psychometrics contractors (ClassMarker)

Exam scores are considered confidential information and will not be disclosed without the written consent of the person in question (using the Consent for Information Release) unless MTCA 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 MTCA 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 MTCA ID number, and the current status of a previously-certified individual. This information can also be accessed from the mapletreecanceralliance.org website with a "Search Trainers" function. Only the candidate's name, MTCA ID#, type of certificate, date completed, and expiration date, if any, is provided.

The following data is also maintained by MTCA 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 MTCA 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 MTCA 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 MTCA.

The purpose of the MTCA EOI Certification Exam is to protect the public and other stakeholders against ineffective practices and procedures. The examinations are intended to ensure minimal entry-level competency of health and exercise professionals. Sharing of examination information with and between candidates compromises the validity of the examination. Consequently, in order to maintain the integrity and security of all MTCA Certification Exams, examination questions, answers, or other source materials are never released to candidates under any circumstance.

Candidates are expected to prepare for and pass examinations on their own merit. Candidates who intentionally pursue examination information beyond what is legally and ethically shared by MTCA and MTCA employees, including pursuit of previous examination candidates, are considered to be engaging in unethical and illegal acts and will be disqualified from eligibility. All candidates who take the MTCA Certification Exams voluntarily agree to maintain examination confidentiality and are contractually obligated to uphold this agreement. Printed examinations are the copyrighted property of MTCA and should any confidentiality agreement be violated, the culpable person or persons will be prosecuted by MTCA.

MTCA does not discriminate against any individual on the basis of religion, gender, ethnic background, age, national origin, or physical disability.

No information submitted to MTCA will be released to a third party without authorization and a written consent from the candidate. This includes examination results and pass/fail status.

MTCA does verify if an individual currently holds an MTCA Certification. This information is readily available to the public and employers via the "Search Trainers" on our website.

NON-DISCLOSURE AGREEMENT AND GENERAL TERMS OF USE FOR EXAMS DEVELOPED FOR THE MAPLE TREE CANCER ALLIANCE CERTIFICATION BOARD

This exam is MTCA-confidential and is protected by trade secret law. It is made available to you, the examinee, solely for the purpose of becoming certified in the area referenced in the title of this exam. You are expressly prohibited from disclosing, publishing, reproducing, or transmitting this exam, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of the Maple Tree Cancer Alliance Certification Board. Prior to starting the exam, candidates will be asked to agree with the terms described in both the MTCA non-disclosure agreement (NDA).

Test Delivery Fairness Policy

Maple Tree Cancer Alliance ensures fairness in the delivery of the EOI certification exam. All applicants must bring a current and valid government-issued photo identification and a current CPR/AED certification card with hands-on practical to the examination. The examination administration personnel will ensure that the photo identification matches the name of the individual named on the exam registration roster. Maple Tree Cancer Alliance contracts with MonitorEDU, an independent testing vendor. The proctors of the EOI certification exam have received adequate training, are able to manage irregularities and document details as needed for an investigation, provide the approved accommodations, and abide by administration procedures provided by Maple Tree Cancer Alliance. Proctors of the EOI certification exam do not have a conflict of interest or vested interest in the outcome of the exam. The EOI certification exam may only be delivered via Live Remote Proctoring with MonitorEDU using cell phone webcam technology. The exam will not be delivered by MTCA employees or certification board members, nor will it be delivered in a paper and hand-scored format.

Monitoring Ongoing Compliance with Exam Administration and Security Procedures

MTCA will regularly monitor EOI examination administration information for modalities, such as irregularities, candidate data, and item performance, to evaluate and verify examination security. When appropriate, corrective actions will be taken and documented. MTCA will take appropriate preventative action to address foreseeable problems in examination administration and security procedures to ensure fairness and guard against breaches.



MapleTreeCancerAlliance.org