



# IBLCE DATA PRIVACY POLICY

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I.	INTRODUCTION .....	2
II.	OBJECTIVE .....	2
III.	SCOPE AND DEFINITIONS.....	2
IV.	APPLICATION OF LOCAL LAWS.....	3
V.	PRINCIPLES FOR PROCESSING PERSONAL INFORMATION .....	3
VI.	PURPOSES FOR PROCESSING PERSONAL INFORMATION .....	3
VII.	SPECIAL CATEGORIES OF PERSONAL DATA.....	4
VIII.	TRANSFERRING PERSONAL INFORMATION.....	4
IX.	SECURITY AND CONFIDENTIALITY .....	5
X.	AUTOMATED DECISIONS .....	5
XI.	MODIFICATIONS TO THE PRIVACY POLICY .....	5
XII.	TERMINATION OF THE PRIVACY POLICY .....	6
XIII.	YOUR RIGHTS AND CONTACT INFORMATION .....	6

# IBLCE DATA PRIVACY POLICY

## I. INTRODUCTION

The International Board of Lactation Consultant Examiners (“IBLCE”) is a non-stock, tax-exempt Virginia, USA corporation organized to protect the public by certifying individuals who demonstrate their competence to practice as International Board Certified Lactation Consultants (IBCLCs) and/or RLCs providing quality care to babies and mothers worldwide, by administering an independent internationally recognized examination. IBLCE has offices in Australia, Austria and the United States of America. To further its public protection function through its certification and recertification activities, the IBLCE gathers information from the public, applicants, candidates and certificates to enable it to deliver its services, to improve the nature of the services it provides for its certification program, and to protect the integrity of its credential.

## II. OBJECTIVE

The IBLCE respects the privacy of its applicants, candidates and certificants. To protect their privacy, the IBLCE has implemented the following privacy policy (the “Privacy Policy”). This Privacy Policy intends to ensure that the IBLCE collects, processes, and uses personal information in a manner that conforms to the highest standards. This Privacy Policy is available on the IBLCE’s websites. Hard copies are available on request from the IBLCE. Contact information for the IBLCE regional offices follows:

IBLCE in the Americas  
6402 Arlington Boulevard, Suite 350  
Falls Church, Virginia 22042-2356 USA  
Phone: 703-560-7330  
Email: [iblce@iblce.org](mailto:iblce@iblce.org)  
Website: [www.ams.iblce.org](http://www.ams.iblce.org)

IBLCE in Asia Pacific  
PO Box 1533  
Oxenford, QLD 4210 AUSTRALIA  
Phone: 61 7 5529 8811  
Email: [rd@iblce.edu.au](mailto:rd@iblce.edu.au)  
Website: [www.iblce.edu.au](http://www.iblce.edu.au)

IBLCE in Europe  
Steinfeldgasse 11  
2511 Pfaffstatten AUSTRIA  
Phone: 43-2-252-206-595  
Email: [office@iblce-europe.org](mailto:office@iblce-europe.org)  
Website: [www.europe.iblce.org](http://www.europe.iblce.org)

## III. SCOPE AND DEFINITIONS

This Privacy Policy applies to all legal entities and offices of IBLCE that process personal information received from you.

This Privacy Policy does not cover data rendered anonymous or where pseudonyms are used. Data are rendered *anonymous* if individual persons are no longer identifiable or are identifiable only with a disproportionately large expense in time, cost, or labor. The use of *pseudonyms* involves the replacement of names or other identifiers with substitutes, so that identification of individual persons is either impossible or at least rendered considerably more difficult.

*Consent* means any freely given specific and informed indication of a person’s wish signifying that person’s agreement to personal information relating to him or her being processed.

*Personal Information* is defined as information about an identified or identifiable person; an identifiable person is one who can be identified, directly or indirectly by reference to one or more factors to his or her identity, e.g. by an identification number.

*Processing* means any action that is performed on Personal Information, whether or not by automated means, such as collecting, recording, organizing, storing, modifying, retrieving, consulting, using, disclosing by transmission, disseminating or otherwise making available such data. Processing also includes deleting or destroying data.

*Sensitive Data* (aka *Special Categories of Data*) means data containing personal information about racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership or details about the health or sexual orientation or further personal information if and to the extent defined as sensitive data under applicable law.

#### **IV. APPLICATION OF LOCAL LAWS**

This Privacy Policy is designed to provide a uniform minimum compliant standard for every IBLCE entity and/or offices with respect to its protection of Personal Information worldwide. IBLCE recognizes that certain laws may require stricter standards than those described in this Privacy Policy. IBLCE will handle Personal Information in accordance with local law applicable at the place where the Personal Information is processed. IBLCE will collect, process and use your Personal Information without your consent only to the extent required for entering into a contract with you or for purposes of fulfilling such contract or as otherwise allowed or mandated by applicable law.

#### **V. PRINCIPLES FOR PROCESSING PERSONAL INFORMATION**

IBLCE respects the privacy rights and interests of each individual. IBLCE will observe the following principles when processing Personal Information:

- Personal Information will be processed fairly and lawfully.
- Personal Information will be collected for specified, legitimate purposes and not processed further in ways incompatible with those purposes.
- Personal Information will be relevant to and not excessive for the purposes for which they are collected and used. For example, Personal Information may be rendered anonymous when feasible and appropriate, depending on the nature of the data and the risks associated with the intended uses.
- Personal Information will be accurate and where necessary, kept up-to-date. Reasonable steps will be taken to rectify or delete Personal Information that is inaccurate or incomplete
- Personal Information will be kept only as long as it is necessary for the purposes for which it was collected and processed.
- Personal Information will be processed in accordance with your legal rights (as described in this Privacy Policy, or as provided by applicable law).
- Appropriate technical, physical, and organizational measures will be taken to prevent unauthorized access, unlawful processing, and unauthorized or accidental loss, destruction, or damage to Personal Information.

#### **VI. PURPOSES FOR PROCESSING OF PERSONAL INFORMATION**

**To Administer the Application and Certification Process.** IBLCE applicants, candidates and certificant are required to divulge to IBLCE certain Personal Information relevant for their certification, e.g. name, address, contact information and educational and professional background. Such Personal Information is submitted voluntarily by the applicant, candidate or certificant or by persons or entities which that applicant, candidate or certificant requests to provide information (such as references, transcripts, etc.) to IBLCE.

In addition, all applicants for the IBLCE examination are required to agree to be subject to the Code of Professional Conduct for IBCLCs and the IBLCE Disciplinary Procedures. These procedures mandate that the following parties involved are entitled to receive copies of all relevant documents related to the case: the Complainant, the Respondent, legal counsel for the Complainant and the Respondent (if any), all members of the IBLCE Ethics and Discipline Committee, and the members of the IBLCE Staff which support the work of that committee. Also, certain individuals believed to have personal knowledge of the events complained of may be contacted and furnished copies of documents as part of the investigation conducted by IBLCE.

**To Process Payments.** Credit card account information provided to IBLCE by applicants, candidates or certificants who choose to pay fees using their credit cards will only be processed for payment processing purposes. IBLCE does not disclose credit card account information to any person or entity except to the appropriate clearinghouse in order to obtain payment.

**To Protect the Public.** The IBLCE makes a list of currently certified IBLCE certificants available to the general public through the current IBCLC Registry maintained on the IBLCE regional office websites:

- IBLCE in the Americas: [www.ams.iblce.org](http://www.ams.iblce.org)
- IBLCE in Asia Pacific: [www.iblce.edu.au](http://www.iblce.edu.au)
- IBLCE in Europe: [www.europe.iblce.org](http://www.europe.iblce.org)

## **VII. SENSITIVE DATA (SPECIAL CATEGORIES OF DATA)**

To the limited extent IBLCE needs to collect any Sensitive Data (aka. Special Categories of Data), IBLCE will ensure that you are informed of such collection and processing and that where required by applicable law, your explicit consent to the processing and particularly to the transfer of Sensitive Data will be obtained. Appropriate security and protection measures (e.g., physical security devices, encryption, and access restrictions) will be provided depending on the nature of Sensitive Data and the risks associated with the intended uses.

## **VIII. TRANSFERRING PERSONAL INFORMATION**

**Transfer between IBLCE offices and entities.** Because the IBLCE is an international organization, we may need to transfer your personal data to our different offices and/or entities around the world for purposes described under Section VI of this Privacy Policy. The IBLCE offices are located in the following locations: Australia, Austria and the United States of America. The level of data protection laws in such countries may not be equal to the level of data protection in your home country but every IBLCE office and/or entity, wherever located, must comply with this Privacy Policy.

**Transfer to non-IBLCE entities.** IBLCE does not disclose your Personal Information except as outlined below or as otherwise allowed or mandated by applicable law: (i) you have consented to the transfer of your Personal Information, (ii) the disclosure is necessary for the performance of a contract between you and the IBLCE, (iii) the transfer is necessary or legally required on important public interest grounds or for the establishment, exercise, or defence of legal claims, (iv) the transfer is necessary to protect your vital interests.

We may use agents which provide services to us. We ensure that such agents handle the personal data the same way we do. We take the following steps with regard to IBLCE agents: We exercise appropriate due diligence in selecting our agents, we require our agents by contract to implement appropriate technical and organizational security measures and we monitor our agents to confirm that they have satisfied such obligations.

## **IX. SECURITY AND CONFIDENTIALITY**

IBLCE is committed to taking appropriate technical, physical, and organizational measures to protect Personal Information against unauthorized access, unlawful processing, accidental loss or damage, and unauthorized destruction of your Personal Information.

### **Equipment and Information Security**

To safeguard against unauthorized access to Personal Information by third parties outside IBLCE, all electronic Personal Information held by IBLCE are maintained on systems that are protected by secure network architectures that contain firewalls and intrusion detection devices. The servers holding Personal Information are “backed up” (i.e., the data are recorded on separate media) on a regular basis to avoid the consequences of any inadvertent erasure or destruction of data. The servers are stored in facilities with comprehensive security and fire detection and response systems.

### **Access Security**

IBLCE limits access to internal systems that hold Personal Information to a select group of authorized users who are given access to such systems through the use of a unique identifier and password. Where Personal Information is stored in hard copy format reasonable steps are taken to ensure that hard copies of Personal Information are secure (i.e. hard copies are logged away, security alarm system or other appropriate security measures are in place). Access to Personal Information is limited to and provided to individuals for the purpose of performing their job duties.

### **Transmission of Information**

IBLCE also uses secure socket layer (SSL) encryption to protect the transmission of the information you submit to it when you use its secure online forms. Please understand, however, that email that you send to IBLCE is not necessarily secure against interception. If your email communication includes Sensitive Data or other sensitive information like your personal identification number, your bank account number or your credit or charge card numbers, contact us through one of our secure online forms or by mail or telephone.

### **Training**

IBLCE will conduct training regarding the lawful and intended purposes of processing Personal Information, the need to protect and keep information accurate and up-to-date, and the need to maintain the confidentiality of Personal Information to which employees have access. Authorized users will comply with this Privacy Policy, and IBLCE will take appropriate disciplinary actions, in accordance with applicable law, if Personal Information is accessed, processed, or used in any way that is inconsistent with the requirements of this Privacy Policy.

## **X. AUTOMATED DECISIONS**

Some countries regulate the making of Automated Decisions, which are decisions about individuals that are based solely on the automated processing of data and that produce legal effects that significantly affect the individuals involved.

IBLCE does generally not make Automated Decisions. If Automated Decisions are made, affected persons will be given an opportunity to express their views on the Automated Decision in question.

## **XI. MODIFICATIONS TO THE PRIVACY POLICY**

IBLCE reserves the right to modify this Privacy Policy as needed, for example, to comply with changes in laws, regulations, IBLCE practices and procedures, or requirements imposed by data protection or supervisory authorities. If IBLCE changes this Privacy Policy, it will post the changes on its websites: [www.ams.iblce.org](http://www.ams.iblce.org), [www.iblce.edu.au](http://www.iblce.edu.au) and [www.europe.iblce.org](http://www.europe.iblce.org). Regularly reviewing these websites will ensure that you are always aware of what information IBLCE collects, how it is used, and under what circumstances, if any, IBLCE will share it with other parties.

## **XII. TERMINATION OF THE PRIVACY POLICY**

In the event that this Privacy Policy is terminated for whatever reasons and under any circumstances, and is not replaced by other guidelines or rules, IBLCE will remain bound by this Privacy Policy for the processing of Personal Information that had been transferred under this Privacy Policy.

## **XIII. YOUR RIGHTS AND CONTACT INFORMATION**

You are generally entitled to have access to any Personal Information about you that IBLCE holds and to correct, amend, or delete that information where it is inaccurate, no longer legal or inappropriate. Access is generally granted within 30 days of each request. However, access to your Personal Information may be withheld in a certain number of limited circumstances (such as where the burden or expense of providing access would be disproportionate to the risks to your privacy, or where the rights of another person would be violated), as permitted by applicable law. When IBLCE does withhold Personal Information, it may instead choose to give you a summary of that information.

To correct or update your Personal Information at any time, please send a signed letter to IBLCE regional office that serves your country of residence at:

IBLCE in the Americas  
6402 Arlington Boulevard, Suite 350  
Falls Church, Virginia 22042-2356 USA

IBLCE in Asia Pacific  
PO Box 1533  
Oxenford, QLD 4210 AUSTRALIA

IBLCE in Europe  
Steinfeldgasse 11  
2511 Pfaffstatten AUSTRIA

If you have any queries with respect to this Privacy Policy or you suspect that IBLCE has handled your Personal Information in a manner that does not comply with this Privacy Policy, please contact IBLCE by e-mailing, telephoning or writing to the IBLCE regional office that serves your country of residence at:

IBLCE in the Americas  
6402 Arlington Boulevard, Suite 350  
Falls Church, Virginia 22042-3217 USA  
Phone: 703-560-7330  
Email: [iblce@iblce.org](mailto:iblce@iblce.org)  
Website: [www.ams.iblce.org](http://www.ams.iblce.org)

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PO Box 1533  
Oxenford, QLD 4210 AUSTRALIA  
Phone: 61 7 5529 8811  
Email: [rd@iblce.edu.au](mailto:rd@iblce.edu.au)  
Website: [www.iblce.edu.au](http://www.iblce.edu.au)

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Steinfeldgasse 11  
2511 Pfaffstatten AUSTRIA  
Phone: 43-2-252-206-595  
Email: [office@iblce-europe.org](mailto:office@iblce-europe.org)  
Website: [www.europe.iblce.org](http://www.europe.iblce.org)