

IAPP PRIVACY CERTIFICATION CANDIDATE HANDBOOK

Procedures and policies



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I. Introduction

A. About the IAPP

The International Association of Privacy Professionals is the largest, most comprehensive global information privacy community and resource. The IAPP helps practitioners develop and advance their careers and helps businesses manage and protect their data.

The IAPP is a not-for-profit association founded in 2000 with a mission to define, support and improve the privacy profession globally. We are committed to providing a forum for privacy professionals to:

- Share best practices.
- Track trends.
- Advance privacy management issues.
- Establish designations for privacy professionals.
- Provide education and guidance on opportunities in the field of information privacy.

B. Accreditation

The IAPP CIPP/E, CIPP/US, CIPM and CIPT credentials are accredited by the American National Standards Institute National Accreditation Board under the International Organization for Standardization standard 17024:2012. ANSI is an internationally respected accrediting body that assesses and accredits certifications that meet rigorous standards through their National Accreditation Board. ANSI's personnel certification accreditation program was the first in the United States to fulfill the requirements of ISO/IEC 17011, which represents the global benchmark for accreditation body practice.



Achieving accreditation is a tremendous acknowledgement of the quality and integrity of IAPP certifications, ensuring IAPP credentials are consistent and reliable worldwide. By validating professional skills that translate across national lines, it protects the integrity and legitimacy of IAPP certifications. It promotes to employers, colleagues, clients and vendors that IAPP certified professionals have the necessary knowledge, skills and abilities to perform their work.

The IAPP CDPO, CIPP/A and CIPP/C certifications are not accredited by ANAB but still follow the same rigorous policies and procedures to ensure they meet the same high standard of quality.



II. Programs

A. Core certifications

Unsure which IAPP certification program is right for you? Reach out to us at sales@iapp.org.

1. Certified Information Privacy Professional

The Certified Information Privacy Professional designations verifies your understanding of data protection laws, regulations and standards in your jurisdiction or discipline. There are four CIPP certifications for four different regions:

- Certified Information Privacy Professional/Asia
- Certified Information Privacy Professional/Canada
- Certified Information Privacy Professional/Europe
- Certified Information Privacy Professional/United States

2. Certified Information Privacy Manager

The Certified Information Privacy Manager certification attests to your understanding of how to implement data privacy regulations into day-to-day operations. CIPM certificants are leaders in privacy program administration and have the skills to establish, maintain and manage information privacy across all stages of its life cycle.

3. Certified Information Privacy Technologist

The Certified Information Privacy Technologist certification endorses your understanding of the use of technology in building data protection practices into products and services. CIPT certificants have a dual literacy in both privacy and technology essential components to ensure operations meet privacy goals and mitigate risks.



B. Additional credentials

1. Certified Data Protection Officer/Brasil

The Certified Data Protection Officer/Brasil credential is tailored to the needs of Brazilian data privacy professionals. The CDPO/BR certification signifies deep knowledge of the Lei Geral de Proteção de Dados Pessoais and the principles of data privacy management.

Steps to earning the credential

Candidates must meet two requirements to earn a CDPO/BR certification:

- Hold an active CIPM certification.
- Pass the LGPD exam.

These two requirements may be completed in any order. All training, preparation and exam materials for both requirements will be available in Brazilian Portuguese.

The LGPD exam is multiple choice, 60 questions and two hours long. To pass, the candidate must answer 45 of the 60 questions correctly. Passing solely the LGPD exam does not earn the candidate any certification.

Maintaining the credential

The only maintenance requirement for the CDPO/BR designation is the continued maintenance of the CIPM certification the certificant holds. Should the CIPM fall into suspension or revocation for any reason, the CDPO/BR certification will also be suspended or revoked.

2. Certification des compétences du DPO France

The IAPP has received approval from the National Commission for Informatics and Liberties to certify the competence of French data protection officers through the IAPP CDPO/FR certification. The certification is issued to individuals who meet the CNIL's requirements for data protection officers, as referred to in Section 4 of Chapter IV of Regulation (EU) 2016/679, and is specific to the laws and regulations of the French Republic.

Earning the certification

Candidates must meet two requirements to earn a CDPO/FR certification:

1. Satisfy one of the two following experience requirements:
 - Have at least two years of professional experience in projects, activities or tasks related to the missions of the DPO regarding the protection of personal data; or
 - Have at least two years of professional experience, as well as at least 35 hours in personal data protection given by a training establishment.
2. Pass the CDPO/FR exam.

The candidate must first apply with proof of their fulfillment of the experience requirement. This application can be found and submitted through [the IAPP website](#). Submitted applications will be reviewed by IAPP staff within 10 business days of submission.

Should it be determined that the application does not meet the experience requirements, the candidate will be notified via email. Rejected candidates are welcome to reapply once they meet the experience requirements. Approved candidates will be sent a link to purchase the CDPO/FR exam via email.

The initial purchase of the CDPO/FR exam is USD550 and includes two exam attempts. Additional exam attempts will require the purchase of a retake exam for USD375. Should the candidate fail an attempt, they will be contacted via email with instructions on how to redeem or purchase their next attempt.

The CDPO/FR exam is multiple choice, 100 questions and three hours long. To pass, the candidate must answer 75 of the 100 questions correctly and earn a score of at least 50% in each of the three exam sections:

- “General Data Protection Regulations and Measures Taken for Compliance.”
- “Responsibility.”
- “Technical and Organizational Measures for Data Security with Regard to Risks.”

Candidates with a passing score will be notified immediately upon exam completion. They can expect to receive their CDPO/FR certificate via email within two weeks.

Maintaining the certification

The CDPO/FR certification is valid for three years from the date it was earned. To remain CDPO/FR certified, certificants will need to reapply and retest. Prior to the end of the three-year CDPO/FR term, certificants will be contacted by the IAPP with instructions on how to do so.



C. Designations

1. Fellow of Information Privacy

The Fellow of Information Privacy distinguishes privacy professionals who have achieved comprehensive knowledge of privacy law, privacy program management and data protection practices. Acquisition of the FIP designation signifies the certificant has a proven track record of practical application in the field.

Earning the designation

To obtain the FIP designation, candidates must apply demonstrating the following:

- An active CIPP certification: CIPP/A, CIPP/C, CIPP/E or CIPP/US.
- An active CIPM or CIPT certification.
- Three years of continuous work experience in which data privacy represents at least 50% of the candidate's job responsibilities. Alternatively, an information security certification from ISC2, ISACA, IEEE or other professional institution will satisfy one year of this requirement.
- A reference list of three peers.
- A personal statement explaining how the candidate's background qualifies them for a FIP designation.

Candidates who feel they are qualified for the FIP designation [may apply through the IAPP's website](#). IAPP staff will contact the candidate's references requesting a letter of recommendation. Once all letters of recommendation have been received, the application will be reviewed by the certification team. This review process may take up to four weeks from the date the final letter of recommendation is received.

The candidate will be notified of the approval or denial of their application via email. Approved candidates will receive a digital certificate within two weeks of notification, and each new class of fellows will be announced biannually at an IAPP conference.

Maintaining the designation

The only maintenance requirement for the FIP designation is continued maintenance of the certificant's core designations. Should any of their certifications fall into suspension or revocation for any reason, the FIP designation will also be suspended or revoked.



2. Privacy Law Specialist

The IAPP is accredited by the American Bar Association to certify lawyers in the specialty area of privacy law. U.S. attorneys who meet the IAPP's rigorous specialist designation requirements may be permitted to advertise their privacy law specialty under their state's rules of professional responsibility.

The PLS designation signifies:

- Substantial time practicing U.S. state and federal law related to safeguarding personal information.
- Knowledge of relevant privacy laws, regulations and technology.
- A commitment to staying ahead of new developments.

Earning the designation

To obtain the PLS designation, candidates must email pls@iapp.org to request the required forms. To qualify, PLS candidates must:

- Be an attorney in good standing in at least one U.S. state.
- Hold a CIPP/US certification.

PLUS

- Hold a CIPM or CIPT certification.
- Pass the IAPP PLS Ethics exam or provide an MPRE score of 80 or above awarded in the last five years.
- Have ongoing and substantial involvement in practicing privacy law (at least 25% of their full-time practice over the last three years).
- Provide evidence of at least 36 hours of continuing education in privacy law for the three-year period preceding their application.
- Furnish a minimum of five peer references from attorneys, clients or judges attesting to their qualifications.
- Pay the USD50 application fee upon submission.

Individuals certified in non-ABA states may have different requirements. Reach out to pls@iapp.org for additional information.

Applications are reviewed quarterly by the PLS advisory board. Candidates will be notified of approval or denial via email after the review is complete. The current application submission period [can be found on the PLS webpage](#).

Maintaining the designation

The PLS designation is valid for five years. Toward the end of their PLS term, candidates will be contacted via email.

III. Exam preparation

A. Body of knowledge

Each certification exam has a corresponding body of knowledge available on the [IAPP website](#). The bodies of knowledge are created by exam development boards through the conversion of feedback from large-scale surveys of qualified professionals into comprehensive lists of topics.

No question will be on the exam that is not covered by a topic or subtopic on that exam's body of knowledge. The body of Knowledge should serve as the candidate's core resource.

B. Preparation materials

The IAPP offers official preparation materials, such as trainings, textbooks and practice exams, [available through the website](#). All official preparation materials reflect their bodies of knowledge. Certification exams are not a reflection of the candidate's ability to recall by memory the preparation materials. Preparation materials can be useful tools for building a working understanding of the topics on a body of knowledge.

Candidates may be asked to apply their knowledge to different situations not outlined in the preparation materials. Candidates should judge exam preparedness by their thorough understanding of all topics on the body of knowledge rather than completion of any given training material.

Any exam preparation materials produced or distributed by third parties are not affiliated with or endorsed by the IAPP. These illegitimate materials violate pre-exam nondisclosure agreements and will not accurately prepare candidates for IAPP exams.

IV. Exam registration

A. Purchasing

IAPP certification exams can be [purchased through the IAPP store](#). Once an exam has been purchased, it will appear in the candidate's [MyIAPP portal](#).

Before purchasing an IAPP exam, note that either IAPP membership or a certification maintenance fee will be required for your certification to become active when you pass your exam. See our official CPE policy for more maintenance information on our website.

B. Scheduling

All IAPP exams must be scheduled and taken within one year of purchase. The exam's expiration date can be viewed in the [MyIAPP Portal](#). Expired exams will be closed and fees forfeited.

Exams must be scheduled at least 24 hours in advance, and appointments are subject to availability. The IAPP recommends scheduling as far in advance as possible. Exam expiration dates will not be extended for failure to account for preparation time, scheduling time or last-minute appointment availability.

Before scheduling, ensure the name in your [MyIAPP portal](#) is identical to the name on your ID; this will be required to verify your identity on exam day. If it does not match, you can edit the name that will appear on your exam in the "Edit My Profile" section of your [MyIAPP portal](#).

To schedule your IAPP exam:

- Navigate to the ["My Purchases" section of the MyIAPP portal](#).
- Select the green "Schedule" button next to the exam.
- You will be asked if you require special accommodations to make testing accessible to you.
 - » If you select "Yes," the process for requesting accommodations will begin. See page 11 of this handbook for details.
 - » If you select "No," you will proceed to the Pearson VUE website.
- From Pearson VUE's website, choose your exam from the list of "Preapproved Exams."
- You will then be guided through the scheduling process.
- After successful scheduling, you will be shown a page with a green banner that says, "Your appointment is confirmed!"
- You will receive an appointment confirmation via email.

Until you are shown this banner and receive this confirmation email, you have not reached the end of the scheduling process. Please keep the appointment confirmation email for your records.

To reduce the amount of data Pearson VUE collects, the address and phone number on your Pearson VUE account will be the IAPP U.S. headquarters' address and phone number. If Pearson VUE needs to contact you during your exam, they will do so through the chat box or, in situations when the chat box cannot be used, through the phone number you provide during check-in.

C. Rescheduling or canceling

If your exam is scheduled at an in-person testing center, you may reschedule or cancel your appointment up to 48 hours prior to the appointment time.

If your exam is scheduled as an OnVUE remote-testing appointment, you may reschedule or cancel up to 15 minutes past the scheduled exam time.

To reschedule or cancel your appointment:

- Navigate to the [“My Purchases” section of the MyIAPP portal](#).
- Select the green “Schedule” button next to the exam.
- From Pearson VUE’s website, choose your exam from the list of “Preapproved Exams.”
- Next to the appointment information, select either “Reschedule” or “Cancel.”
- You will be led through the process of canceling the appointment or choosing a new one.

When the exam has been successfully canceled or rescheduled, you will receive an email confirmation from Pearson VUE. Unless you have received this email, you have not completed the cancellation or rescheduling process. It is the candidate’s responsibility to ensure they complete this process. Missed appointments cannot be reopened for unsuccessful cancellation or rescheduling.

Only under extenuating circumstances, such as a medical or family emergency, can an exam appointment be canceled or rescheduled beyond Pearson VUE’s rescheduling deadlines. In such circumstances, the candidate will need to [contact Pearson VUE directly](#) to request special assistance with canceling or rescheduling the appointment.

In circumstances beyond its control, Pearson VUE may need to reschedule your exam appointment. Pearson VUE will contact you as soon as possible and work with you to reschedule your appointment. The IAPP is not responsible for expenses incurred stemming from these exam cancellations, including, but not limited to travel expenses or lost wages on the day of the exam.

D. Special accommodations

Special accommodations are assistances the IAPP can provide to candidates with qualifying disabilities to ensure comparable opportunities for success on their exam. Special accommodations include but are not limited to:

- Screen reader.
- Sign language interpreter.
- Admission of a service animal to the testing location.

After selecting the “Schedule” button next to your exam in your [MyIAPP portal](#), you will be asked if you require special accommodations. If you select “yes,” the certification team will be notified and will reach out to you via email within two business days. A member of the certification team will walk the candidate through the request process.

The IAPP strongly encourages test takers to request special accommodations as soon as possible as this process may take up to 30 days to complete.

Special accommodations documentation will be deleted one year after the date of approval. Should a candidate wish to test with special accommodations again after this date, they will need to reapply.

While exam accessibility is a priority for the IAPP, the implementation of accommodations must also consider technical limitations and exam security. Implementation of an accommodation may vary depending on your preferred delivery method or may only be available through a certain delivery method.

V. Taking the exam

A. Exam information

1. Exam structure

All core IAPP exams are:

- 90 questions, 15 of which are unscored field test questions.
- 150 minutes long.
- Are multiple choice questions with only one correct answer. The candidate may be asked to read a scenario and then answer questions relating to it.

Candidates will use the cursor to select their desired response from the options. Forward and backward arrows can be selected to move back and forth between exam questions.

Halfway through the exam, the candidate will be offered a 15-minute break. This break divides the exam into two distinct halves, each containing half the total exam questions and half the total time limit.

Regardless, if candidates accept or skip the break, the candidate is required to finish and submit the first half of the exam. The candidate cannot return to the first half after submission.

2. Agreements

Upon launching the exam, the candidate will be asked to review and sign the application statement and confidentiality agreements before continuing. Those documents can be found in their entirety on pages 21 and 22 of this handbook. The IAPP encourages candidates to review and understand these prior to the exam appointment.

3. Dismissal

It is the responsibility of the Pearson VUE proctor to enforce the testing rules as written. Should a rule be violated, they are required to issue a warning depending on the infraction and end the exam attempt. If an exam attempt is ended for violation of testing rules, the exam is permanently closed, and all fees are forfeited.

If your exam was dismissed for a violation of rules, and you believe this to be an error on behalf of the proctor, please [contact Pearson VUE](#). Pearson VUE will open a case to review the accuracy of the dismissal. If the exam was taken with OnVUE and audio recording of the session and proctor notes will be reviewed.

Should Pearson VUE determine a testing rule was violated, the exam will remain closed. If no exam rule was violated, they will reopen the exam for a new attempt. Pearson VUE is unable to make exceptions or bend the testing rules under any circumstances and can only assist in cases when the exam was incorrectly dismissed.

However, the IAPP is able to exercise flexibility and consider exceptions to Pearson VUE's standard policy. If your exam was correctly revoked for a violation of rules but you would like to request leniency on the grounds of misunderstanding, mistake or simple human error, please follow our policy exception request process on page 19 of this document.

4. Expenses

The IAPP will not be held responsible for any expenses incurred in the pursuit of certification, including but not limited to travel expenses and lost wages on the day of the exam. The IAPP will not provide monetary compensation for the impacts of failing to obtain or maintain a certification, such as limitation of job prospects. In the case of technical or test center issues during the exam, the IAPP may provide a complimentary exam attempt but will provide no other remedies or compensation for stress, inconvenience or related concerns.

B. In-person testing center

1. Checking in

Candidates are strongly encouraged to arrive at the testing center 15 minutes prior to their appointment. If you arrive late, you may not be allowed to take your exam and will be considered a no-show, forfeiting all fees.

Candidates are required to bring two qualifying forms of ID to the testing center. Only forms of ID that meet [Pearson VUE's test center ID requirements](#) will be accepted.

Once check-in is complete, an employee will direct you to a computer and launch the exam.

2. Taking the exam

Once the exam has been launched, the timer begins, and the candidate may start the exam.

Test center rules

- No electronic devices may be taken into the exam room. Some test centers may have lockers available, but others may request you leave your devices home or in your vehicle.
- No reading material of any kind will be admitted into the exam room.
- No conversation between candidates is allowed during the exam.
- The proctor may only discuss test center procedures, not exam content.
- Some test centers may have additional rules, which the test center staff will explain upon arrival.

You may exit the room at any time for a break or to use the restroom. However, the timer will not stop, and you will not be given additional time.

Should the candidate be observed violating these rules at any point during the exam, they will be subject to dismissal from the exam.

C. OnVUE remote proctoring

1. Checking in

All OnVUE exams should be taken on a personal computer, not a work-issued device. Candidates may not use a VPN during their exam. The device must meet [OnVUE's technical requirements](#).

To check in to your exam appointment, navigate to the exam in your [MyIAPP portal](#), and select the green "Schedule" button. You will be taken to your Pearson VUE portal. Once there, select the "Begin" button to start the check-in process. The "Begin" button will not appear until 30 minutes before the scheduled appointment time.

You will then be prompted to download the OnVUE software and begin system checks. The system check will verify the microphone, webcam and internet speed meet the requirements for exam delivery. Passing the system check only confirms your system meets the requirements at the time the check is run but does not guarantee you will not experience a drop in performance due to fluctuating internet speeds, software opening in the background or other system changes during the exam itself.

You will be asked to take a photo of yourself, as well as a photo of a government issued ID using your webcam. AI will determine if the ID is legal, current and the name on the ID matches the name used to register for the exam.* Face recognition software will then compare the photo on the ID to the test taker on the screen. If the AI cannot verify the match, the test taker will remediate to a greeter, who will do a manual check. The greeter may determine the ID or photo do not match and turn the candidate away. Candidates who are turned away for not having proper identification will forfeit all exam fees.

The test taker will be asked to take four photos of their surroundings using their webcam. The greeter will use these photos to verify that no study materials or other suspicious objects are within the area. The greeter may also request a work area scan.

You will then be shown a list of OnVUE rules, also available on page 15. Upon agreeing to the rules, you will proceed to the queue to be paired with a proctor. The length of time spent in the queue will vary based on proctor availability. Once paired with a proctor, they will launch the exam.

*To opt out of the AI verification, [contact Pearson VUE](#) to arrange identity verification by a human. Please note, this may cause delays in the scheduling and testing process.

2. Taking the exam

Once the exam has been launched, the timer begins, and the candidate may start the exam.

The proctor monitoring the exam is only able to view the webcam view of the candidate; they are not able to view the exam content on the candidate's screen. They will not be able to clarify or discuss any exam content with the candidate.

OnVUE rules

- You may not obscure the webcam's view of your face in any way. This includes but is not limited to covering the camera, covering any portion of your face with a hand or object, or leaning forward/sideway in such a way that portions of your face are cut off from the webcam view.
- You may not get up from your workspace or walk around outside of scheduled breaks.
- No one may enter your test environment.
- You may not leave your test environment.
- No food or smoking is allowed; however, one beverage is permitted.
- You may not touch or move your webcam once testing has begun.
- You may not speak out loud, mumble or mouth words during the exam.
- You may not use headphones, either wired or unwired.
- Avoid excessive stretching, eye movement to something off camera, adjustment of clothing or any similar repetitive activity that could be interpreted as signaling behavior.

During the exam, you will be monitored by AI and a Pearson VUE certified proctor via your webcam and microphone. Should the candidate be observed violating these rules during the exam, they will be subject to dismissal.

VI. Results

A. Scoring

All core IAPP certifications are composed of **75 scored questions**, which contribute to the candidate's grade, and **15 unscored questions**, which are analyzed for use on a future exam and have no impact on the candidate's score. **Unscored questions** will be throughout the exam and indistinguishable from **scored questions**.

All core IAPP exams are scored on a scale from 100–500 with a passing score as 300 or above. A score of 300 equates to a predetermined number of correct answers, a value that varies between exams and forms. Each potential number of correct answers a candidate could give correlates directly with a score on the scoring scale. Answering every scored question correctly results in a score of 500. A score of 100 represents a range of low scores below the scope of the scale. An example of this one-to-one system is below.

This is a fictionalized scale example. Actual scales will vary.

Correct answers:	≤ 25	...	48	49	50	51	52	...	75
Score:	100	...	284	292	300	308	316	...	500

The number of correct answers required to pass an exam varies between exam designations and forms. This variance exists to account for differences between exam forms and ensure all forms are of equitable difficulty. This method of scoring ensures no candidate will be at a disadvantage for receiving a form with a greater number of required correct answers. Candidates should not attempt to calculate the number of required correct answers they provided nor the number of required correct answers for any given form as, given the variances between forms, this information cannot be used to anticipate the requirements of future exam attempts. Only the scaled score can be used to accurately determine performance.

B. Exam outcomes

Upon completion of the exam, the screen will display the result of **Pass** or **Fail** along with your score on our scoring scale. You will also receive an email with instructions on how to access a section breakdown of your results.

Please allow up to two business days for your results to be reflected within the IAPP system.

1. Passing an exam

If you hold IAPP membership **or** have prepurchased a certification maintenance fee, you will become certified upon passing your exam. You will receive a digital certificate via email from Accredible within two weeks. If you would like to opt out of receiving this digital certificate, please contact sobedekah@iapp.org with your request.

IAPP membership or the purchase of a certification maintenance fee is required for a certification to be in good standing. A digital certificate will not be awarded until this requirement has been met and the certification is active.

Certificants should consult the [official IAPP CPE policy](#) for information on maintenance fees, continuing education and other important information.

2. Failing an exam

Candidates who do not successfully pass their exam may purchase a new exam after their exam results reflect in their MyIAPP portal. Retake candidates will not be able to schedule an appointment for a date sooner than seven days after their prior attempt.

3. Exam no-show

Should a candidate miss their exam appointment, their exam results will be “No Show,” and the purchased exam attempt considered consumed. Exams that have been “No Showed” cannot be rescheduled. To reattempt, a new exam must be purchased. It is the candidate’s responsibility to attend their exam appointment or reschedule within the allowed time frame.

Should an exam be “No Showed” due to unavoidable, extenuating circumstances, the candidate must contact Pearson VUE to request the exam be reopened. Such situations will be considered on a case-by-case basis and only granted in cases of medical emergency or the like.

VII. Exam development and updates

Prior to the construction of any IAPP exam, an exam development board composed of privacy professionals with relevant experience creates the body of knowledge — a list of topics they determine are critical to the field.

The exam development board and volunteer item writers develop exam questions for the topics on the new body of knowledge and are compiled into a new exam.

The IAPP training team and their respective boards develop training materials to reflect the updated body of knowledge. As these separate but equally qualified boards and teams develop the training and the exam, the content will reflect the same overarching topics on the body of knowledge. IAPP training materials are tools to help candidates build their understanding of the topics on the body of knowledge but are not one-to-one guides of exam content.

After the new exam has been launched, results from a random selection of test takers will be evaluated by a professional psychometrician. Using the data gathered, the psychometrician ensures each individual question is reliable. The psychometrician will set the “cut score,” which is the number of correct answers required to pass the exam and is approved by the exam development board. This number is set to equate the new exam’s difficulty with that of existing exams. For more information on the scoring system, please see page 16 of this handbook.

IAPP exams are updated annually. This process involves consulting the exam development board regarding any recent changes in the field and updating the topics on the body of knowledge accordingly. Approximately 10% to 15% of the body of knowledge topics are changed during annual updates. New exam questions are written to reflect these topics to undergo analysis by the psychometrician. All body of knowledge and exam updates will be announced at least 90 days ahead of time via the IAPP website.

IAPP exams are constantly monitored with consideration of changes in the field. Should any exam question become inaccurate, outdated or unclear due to real-world changes, the question will immediately be changed or replaced. This is to ensure test takers will only see questions reflected on the body of knowledge they used to prepare for their exam.

VIII. Complaints, exception requests and appeals

A. Policy exception requests and complaints

Submitting a policy exception request or complaint form is a request that an exception be retroactively made to an IAPP policy. Examples include but are not limited to:

- Requesting a “No Show” be overlooked due to extenuating circumstances for a new exam attempt.
- Requesting a revocation be reversed due to a minor oversight.
- Requesting a prolonged extension to an exam expiration date.

Additionally, the form can be used to file a formal complaint with the certification team where no specific action is requested. Please refer to the [policy exception request or complaint form](#) for details on the process.

B. Appeals

Submitting a certification candidate appeal form serves as an opportunity appeal a decision made against a certification candidate, as mandated by ANAB accreditation under ISO Standard 17024:2012.

As the IAPP certifications are awarded based solely on exam results rather than a subjective application process, appealing a decision can take one of four forms:

- **Appeal of scoring:** Customer requests the score calculated by the automated system be manually reviewed for accuracy.
- **Appeal of content:** Customer requests a specific exam question be reviewed for inaccurate information.
- **Appeal of status:** Customer requests an investigation into how the suspension and revocation process was applied to their certification.
- **Appeal of treatment:** Customer requests a review of allegedly unfair or discriminatory treatment during the certification process. Your appeal must be made in writing within 30 days of receiving the adverse determination.

Please refer to the official [appeals policy and form](#) for details on the process.

IX. Integrity

A. Cheating

The IAPP, certificants and candidates have a significant interest in maintaining the integrity of its certifications. Exam security and ensuring no candidate receives an unfair advantage help maintain IAPP exams as fair and reliable assessments of professional skill. Actions considered cheating may include but are not limited to:

- Bringing outside study materials into the exam environment.
- Accessing electronic devices during an exam session.
- Violating any exam rule pertaining to exam security, such as the admission of a third party into the testing environment.
- Sharing of exam answers between candidates at any time, in any manner.
- Unsanctioned possession, distribution or use of any IAPP exam related materials, including, but not limited to reproductions of IAPP certification exams and exam questions.

Any website, enterprise or individual claiming to have IAPP exam content outside of the IAPP and its official training partners has obtained or reproduced them without permission. These materials are unsanctioned reproductions of proprietary IAPP exam content and are in no way endorsed by the IAPP. These illegitimate materials are created in violation of the pre-exam nondisclosure agreements and are strictly prohibited. The only legal and official practice exams are those available through the IAPP store.

Should an exam proctor observe any action perceived to be violating this policy, they will inform the candidate of the violation during or after the exam. The candidate will be invited to submit a written statement responding to the observation. The proctor will also submit a written statement detailing their observations. The case will be passed on to the IAPP for review.

When the IAPP is made aware of potential cheating, either through Pearson VUE or through their own customer communications, the certification director will review candidate statements, proctor statements and any additional evidence. They will issue a finding and action to the candidate. At their discretion, they are empowered to take the following actions:

- Invalidation of exam results.
- Prohibition from future exams.
- Revocation of existing certifications.
- Revocation of IAPP membership.

Candidates have the right to appeal the certification director's finding and action to the certification advisory board. Any such appeal should be addressed to appeal@iapp.org within 10 days of receiving the finding and action.

B. Statement of nondiscrimination

The IAPP endorses the principles of equal opportunity. Eligibility criteria for examination and certification as a Certified Information Privacy Professional, Certified Information Privacy Manager and Certified Information Privacy Technologist are applied equally to all individuals regardless of age, race, religion, gender, national origin, veteran status or disability.

X. Testing forms

During their exam appointment, candidates will be required to sign the below forms prior to beginning their exam. Please preview the forms below before arriving to your testing appointment.

A. Code of professional conduct

All IAPP certified individuals must agree to comply with the Certificant Code of Professional Conduct as outlined below. Accordingly, by signing you hereby represent, warrant and covenant to the IAPP as follows:

- You will, at all times, conduct your business and/or professional activities with courtesy, honesty and integrity.
- You will, at all times, represent your IAPP-related certifications and qualifications honestly and agree to only undertake those activities that you can reasonably expect to complete with the necessary skills, knowledge and competence.
- You will not represent any IAPP certification in a misleading way or use an IAPP certification in a manner that would bring the IAPP disrepute.
- You will strive to maintain and improve your professional knowledge and competence through regular self-assessments and continuing education or training.
- You will follow all certification policies, procedures, guidelines and requirements of the IAPP that are made available to you by the IAPP, as the same may be amended from time to time.

B. Candidate Application Statement

All candidates must sign the following Candidate Application Statement and agree to all policies, procedures, and terms and conditions of certification in order to be eligible for the certification. Candidates will be required to complete this form immediately before each exam is administered. Accordingly, by signing below, the Candidate hereby represents, warrants and covenants as follows:

I hereby apply for certification as a Certified Information Privacy Professional, Certified Information Privacy Manager, Certified Information Privacy Technologist or Certified Data Protection Officer. I understand that my certification depends on my ability to meet all applicable requirements and qualifications. I certify that the information contained in this application is true, complete, and correct to the best of my knowledge and is made in good faith. I understand that the IAPP may need to gather additional information to clarify or supplement this application and I agree to promptly supply such additional information. I further understand that if any information is later determined to be false or misleading, the IAPP reserves the right to revoke any certification that has been granted on the basis thereof.

Should I be awarded the CIPP (CIPP/A, CIPP/C, CIPP/E, or CIPP/US), CIPM, CIPT, or CDPO credential, I agree to abide by the IAPP Code of Professional Conduct, and to notify the IAPP if at any time I develop the incapacity to perform my professional responsibilities in accord with the standard of the certification.

Should the IAPP suspend my certification at any time, during the time of suspension I will not use the seal or marks of certification.

Should the IAPP withdraw my certification at any time I will return my certificate and cease use of the CIPP (CIPP/A, CIPP/C, CIPP/E, or CIPP/US), CIPM, CIPT and/or CDPO designations and the seal of CIPP (CIPP/A, CIPP/C, CIPP/E, or CIPP/US), CIPM and/or CIPT.

In using the CIPP (CIPP/A, CIPP/C, CIPP/E, or CIPP/US), CIPM, CIPT and/or CDPO designations and the seals I will abide by the restrictions and conventions stated in this handbook. If notified of misuse by the IAPP, I will immediately correct my use of the CIPP (CIPP/A, CIPP/C, CIPP/E, or CIPP/US), CIPM, CIPT and/or CDPO forms designations and logo as requested by the IAPP. I understand that the IAPP may withdraw my certification at any time if I fail to correct my use of such designations and logo.

I hereby release, discharge, and exonerate the IAPP, its directors, officers, members, examiners, representatives, and agents, from any actions, suits, obligations, damages, claims or demands arising out of, or in connection with, any aspect of the application process including results or any other decision that may result in a decision to not issue me a certificate for any reason. If one or more provisions of this statement are found to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions of this statement will not be affected in any way thereby.