DOMAC Candidate Consent and Privacy Statement

Version 1.2 · Effective November 18, 2026

Candidate Consent and Privacy Statement for candidates applying for certification and sitting examinations administered by the Dental Office Managers Association of Canada (DOMAC).

1. Who we are

The Dental Office Managers Association of Canada (DOMAC) is a non-profit association based in Winnipeg, Manitoba. DOMAC certifies dental office administrators, managers and consultants and accredits education programs. The person designated as responsible for personal information and privacy compliance at DOMAC is the Executive Director. Contact: info@officemanagers.ca · 1-888-624-9888.

2. What this statement covers

This statement covers the personal information DOMAC collects when you apply for certification and sit a DOMAC examination. Your membership is covered by the DOMAC Website Privacy Policy. The listing of certified members is covered in section 10.

3. What we collect

When you apply: your name and contact details, the documents required for your pathway (for example resume, reference letters, credentials and transcripts), and your application correspondence.

When you appeal: the details you enter on the appeal form, any documents you attach, correspondence regarding the appeal, and DOMAC's written decision.

During a final exam (practice exams do not use your camera):

- Video and audio of you and your room, from your camera and microphone
- A recording of your screen
- A photo from your camera every 3 minutes
- A short view of your government-issued photo ID, held to the camera at the start of the exam to check your name and photo. You cover the number and address. DOMAC does not collect a separate image of your ID.
- Your answers, your score and a log of unusual activity (for example leaving full-screen mode)

We do **not** use AI to proctor exams, and no automated system decides whether you pass.

4. Why we collect it

To check your eligibility, confirm that the person sitting the exam is the person who applied, protect the fairness of the exam, mark and report your result, consider any appeal, and keep a record of who holds a DOMAC certification. We do not use exam recordings for marketing or for any other purpose.

5. Your consent

When DOMAC approves your application documents, we send you this statement to read and sign. It is sent as an independent communication separate from your invoice. We do not issue your examination link until we have received both your payment and your signed consent statement. Because proctoring and identity verification are necessary to protect the integrity, security, and fairness of the examination, this consent is a required condition of taking an online proctored examination. DOMAC retains your signed statement with the date and version agreed to.

You may withdraw your consent at any time before you begin the examination by contacting us in writing, in which case the examination will not proceed. Withdrawing consent after an examination session has commenced or completed does not invalidate the sitting or undo the examination result, and the session recordings will be handled in accordance with the retention and security terms set out in section 8.

Wording of the signed statement:

> ***I have read the DOMAC Candidate Consent and Privacy Statement and I consent to DOMAC recording my video, audio and screen, taking photos every 3 minutes, and viewing my photo ID on camera during my exam, for the purposes described there.***

The examination platform displays a standard system login checkbox ("I have read and understood the instructions. I agree to accept the results generated by this system."). This system text is a default platform interface requirement that DOMAC cannot modify. Your formal legal agreement and privacy rights are governed by this DOMAC Candidate Consent and Privacy Statement and the DOMAC Certification Exam Rules, and ticking the platform box does not waive or restrict your right to appeal an examination decision.

6. Who can see your information

- **DOMAC:** the Executive Director and authorized Certification Committee members who review applications, evaluate case studies, or assess appeals. All committee reviewers and markers are bound by written confidentiality and non-disclosure agreements.
- **Recordings and photos:** viewed only by the Executive Director and people she authorizes in writing, and only if an exam is flagged, terminated or appealed. DOMAC does not routinely watch exams live.
- **SpeedExam (our examination platform):** hosts the examination software and candidate recordings. Designated senior technical leaders and engineering personnel of SpeedExam may access examination recordings, webcam photos, and identity verification images solely where strictly necessary to troubleshoot system errors, resolve technical disruptions, and maintain platform security. SpeedExam's engineers are located in India, so this access takes place from India.
- We do not sell your information. We do not share it with anyone else except as required by law.

7. Where your information is stored

- Examination recordings, photos, and identity verification images are stored by SpeedExam in secure cloud storage facilities. SpeedExam operates a multi-region cloud architecture, with servers located in the United States (Northern Virginia) and France. Storage locations are managed through platform architecture, and DOMAC cannot designate a specific domestic data centre. Consequently, your examination recordings and session metadata are transferred to and stored outside Canada, where they may be subject to the lawful access laws of foreign jurisdictions.
- DOMAC's downloaded recordings are kept in Google Drive. DOMAC's Google account does not let it choose a data region, so the files may be stored in the United States or elsewhere.
- Signed candidate consent statements, certification records, and DOMAC member profiles are stored in DOMAC's member management system (GreenRope), whose secure servers and backup facilities are located in the United States.
- Additional service providers supporting DOMAC operations (including corporate email, secure cloud storage, accounting, and payment processing) may process and store operational data outside Manitoba, outside Quebec, and outside Canada.
- By submitting your application and signing this statement, you acknowledge and agree that examination data, proctoring recordings, and administrative records will be hosted in cloud infrastructure located outside Canada, including the United States and France, and that SpeedExam technical and engineering personnel located in India may access recordings solely where strictly necessary for technical support and maintenance.
- **For candidates residing in Quebec:** In accordance with the Act respecting the protection of personal information in the private sector (CQLR c P-39.1), DOMAC conducts a privacy impact assessment prior to transferring personal information outside Quebec. This assessment evaluates the sensitivity of the data, the security measures and contractual safeguards governing our service providers, and the legal framework of the recipient jurisdictions to ensure your personal information receives adequate protection.

8. How long we keep it

- **Recordings, webcam photos, and identity verification images on SpeedExam:** DOMAC can access and download recordings for 60 days following your examination. DOMAC asks SpeedExam to permanently delete your recordings and images 50 days after your examination, before SpeedExam's platform would move them to cold storage at 60 days. Before then, DOMAC downloads a copy if your examination is flagged, ends in a termination, or is appealed, or if you did not pass and your appeal period is still open, and keeps that copy as described below. You can ask DOMAC at any time to request deletion of your recordings; DOMAC makes the request once marking, any integrity review and any appeal period have finished.
- **Recordings downloaded by DOMAC (exceptions only):** DOMAC downloads an examination recording and its associated photos only if an examination session is terminated prematurely, flagged for irregular activity, or subjected to an appeal, or if the candidate did not pass and the appeal period is still open when the SpeedExam deletion request is due. Downloaded recordings are stored in a restricted-access, encrypted DOMAC repository. After 180 days they are moved to Trash, and they are permanently deleted when Google removes them from Trash 30 days later (about 211 days after they were saved). A copy kept only because an appeal period was still

open is moved to Trash when that period ends, if no appeal is filed. If an appeal or formal inquiry remains pending at the end of 180 days, the recording is retained until the matter is fully resolved and then deleted in the same way.

- **Examination answers, scores, and official results:** Within 60 days of each examination, DOMAC extracts and securely archives candidate written answers, scoring breakdowns, and result records (excluding video and audio files). DOMAC retains these records for the duration of your active certification plus 7 years to facilitate ongoing credential verification and professional inquiries. If an examination is not passed, answers and result records are retained for 7 years from the date of the examination.
- **Signed consent records:** DOMAC retains your signed consent statement, along with the specific document version and timestamp, for the duration of your certification plus 7 years (or 7 years following an uncertified examination or withdrawal of consent) to evidence compliance and resolve any future inquiries. Consent records regarding public registry listings are retained until an opt-out request is submitted, and documentation of the opt-out is maintained to prevent relisting.
- **Appeal records**: Appeal submissions, supporting documentation, committee deliberations, and written decision notices are retained for 7 years following the date of the appeal decision, consistent with examination result retention schedules.
- **Application documents:** Resumes, reference letters, educational transcripts, and credential verification records submitted with an application are retained for 2 years following an administrative decision to permit document reuse upon reapplication, unless you request earlier deletion.

9. Your rights

You have the right to request access to the personal information DOMAC holds about you, request corrections to inaccurate or incomplete information, withdraw your consent (subject to legal and contractual conditions), and request deletion of your information (subject to statutory retention requirements and completion of marking and any integrity review, and any appeal period, appeal or inquiry that is pending). To exercise these rights, contact the Executive Director at info@officemanagers.ca. If you ask for your recordings to be deleted, DOMAC submits the deletion request to SpeedExam once those are complete. We will respond within 30 calendar days as required by the Personal Information Protection and Electronic Documents Act (PIPEDA) and, where applicable, Quebec private sector privacy legislation. If your concern is not resolved, you may file a complaint with the Office of the Privacy Commissioner of Canada or the Commission d'accès à l'information du Québec.

10. Public listing of certified members

DOMAC maintains a public register of certified professionals on its website (the certified member directory) to enable employers, regulatory bodies, and the public to verify legitimate credentials. Successful certification includes listing: certified members are included in the public register upon certification, listed under the certification they receive (CPDOA, CPDOM, or CPDC), showing exclusively the member's full name, professional designation awarded, certification status, and date of initial certification. DOMAC does not list free members who are not certified. You are told about the public register on DOMAC's website and on your Certification Fee and renewal invoices. No

contact information, workplace details, or scores are published. You may opt out of the public register at the time of application or at any time thereafter by emailing info@officemanagers.ca. If your situation changes, you can ask DOMAC in writing at any time to be added to the public register again, and DOMAC keeps a record of each opt-out and each request. If you opt out, your name is removed from the public website; however, DOMAC will continue to confirm whether you hold a valid, current certification if specifically asked by an employer or regulatory authority who provides your name.

11. Artificial intelligence

- DOMAC does **not** use AI to proctor exams.
- People make every certification and accreditation decision. DOMAC does not put your application documents, recordings or ID into any AI tool. If that ever changes, we will update this statement, and name the system, before it starts.

12. Changes to this statement

We publish the version and the date on this page. Changes do not apply to exams already in progress.

13. Contact

info@officemanagers.ca · 1-888-624-9888 · #4–1761 Wellington Ave, Winnipeg MB R3H 0G1 · Phone support: 6 a.m. to 10 p.m. Central time