

EADPP Certification for Data Protection Professionals

# Candidate Handbook

## Table of Contents

1.	About the EADPP Certification .....	3
2.	Purpose of this Handbook.....	4
3.	About EADPP.....	5
4.	EADPP Certification for Data Protection Professionals .....	7
4.1	Learning Objectives.....	7
4.2	Body of Knowledge and Skills (BOKS) .....	8
5.	Exam Registration Process.....	10
5.1	Purchasing an Exam.....	10
5.2	Scheduling an Exam.....	10
5.3	Cancellations, Rescheduling, and No-Shows.....	11
6.	Candidate Rules and Guidelines.....	12
6.1	Exam Language.....	12
6.2	Exam Modalities.....	12
6.3	Identification Document .....	12
6.4	Special Accommodations.....	13
6.5	Privacy, Data Protection, and Security .....	13
6.6	Code of Professional Conduct.....	14
6.7	Confidentiality Agreement.....	15
6.8	Specific Candidate Rules and Guidelines for On-Site Exams.....	16
6.8.1	Before the Exam.....	16
6.8.2	During the Exam.....	17
6.8.3	After the Exam.....	18
6.9	Specific Candidate Rules and Guidelines for Online Exams .....	18
6.9.1	Before the Exam.....	18

6.9.2	Initiating the Exam.....	19
6.9.3	During the Exam.....	19
6.9.4	After the Exam.....	20
6.10	Disclaimer.....	21
7.	Permanent Education Program .....	22
8.	EADPP Membership.....	23
9.	Appeals, Complaints, and Disputes .....	24
9.1	Candidate Appeals.....	24
9.1.1	Evaluation Process and Official Decisions.....	24
9.2	Certificant Complaints .....	25
9.3	Complaints Against Candidates or Certified Persons.....	25
9.3.1	Acknowledgement of Reception .....	26

## 1. About the EADPP Certification

The EADPP Certification for Data Protection Professionals was developed by Privacy Enablers, the certification service provider for EADPP. The Certification was developed in response to an increasing call for a golden European standard to recognize the top-tier Data Protection Professionals within the European (GDPR) context. The EADPP Certification exam is based on a comprehensive Certification that offers individuals a clear pathway to acquire a robust qualification that is recognized across the European Economic Area (EEA).

Maintaining an ever-evolving golden standard in accordance with GDPR holds many benefits, including:

- Quality improvement of GDPR accountability in general;
- Ongoing support for the professional development of Data Protection Professionals for generations to come;
- Establishment of a robust platform for the development of best practices for Data Protection Professionals in performing their tasks as outlined in the GDPR; and
- Representing and advocating for the interests of certified Data Protection Professionals at all relevant levels of the European Union and beyond.

Upon acquiring the EADPP Certificate, you will be well-prepared to carry out your tasks in alignment with the required expertise and skills.

Congratulations once more on your decision to become part of a community of validated and certified Data Protection Professionals.

Best regards,

The Privacy Enablers team

## 2. Purpose of this Handbook

This Candidate Handbook, designed for EADPP Certification candidates, will assist you in better preparing for your exam. The primary purpose of this Handbook is to inform candidates about the following:

- EADPP's vision and mission;
- EADPP Certification for Data Protection Professionals and Body of Knowledge and Skills;
- Exam registration process and procedures;
- Candidate rules and guidelines;
- Permanent Education Program;
- EADPP membership; and
- Appeals, complaints, and disputes.

For more information on the content of the EADPP Certification, we kindly refer you to the Syllabus, which is available for download [here](#).

### 3. About EADPP

The European Association of Data Protection Professionals (EADPP) was established in 2018 in Maastricht, The Netherlands, with a mission to elevate the standards of data protection across Europe and beyond. Rooted in the principles set forth in the General Data Protection Regulation (GDPR), EADPP has emerged as a leading organization in the field. EADPP is dedicated to upholding privacy rights and has become the epicenter for professionals who are ardently committed to safeguarding personal data while ensuring compliance with the evolving landscape of data protection regulations.

The Association plays a pivotal role in bridging the gap between data protection professionals, policymakers, and stakeholders. The association advocates for privacy-centric practices and actively contributes to establishing a secure digital environment. Through educational initiatives, advocacy efforts, collaborative endeavors, and innovative approaches, EADPP strives to create a world where data privacy is a universally respected cornerstone of the digital age.

EADPP's membership is comprised of individuals deeply committed to the protection of personal data, fostering digital trust, and empowering individuals to exercise their data rights. EADPP endeavors to make data privacy an universally respected and essential element of the digital landscape.

To achieve its objectives, the Association employs several key strategies:

- Raising awareness: EADPP is dedicated to raising awareness about the GDPR and its stringent requirements, both within the professional community and among the general public.

- Education: The Association is committed to educating individuals about their data rights, equipping them with the knowledge and tools needed to protect their personal information effectively.
- Advocacy: EADPP actively advocates for robust data protection laws and regulations. This includes collaborating with governments and other stakeholders to formulate and implement legislation aligned with the GDPR's principles.
- Business collaboration: EADPP collaborates with businesses and organizations, guiding them in the development and implementation of best practices for data protection. This extends to compliance with the GDPR and other pertinent data protection laws and regulations.
- Research and development: The Association promotes research and development in data protection technologies, supporting the creation of innovative solutions that safeguard personal data. EADPP also raises awareness about the potential risks and challenges posed by emerging technologies.

## 4. EADPP Certification for Data Protection Professionals

A professional with expertise in cybersecurity, policies, and procedures knowing how to create a privacy culture will have a broader range of skills and knowledge than a Data Protection Officer (DPO), who may be more narrowly focused on compliance with data protection regulations. This broader expertise can be valuable in a variety of roles, including consulting, auditing, and policy development.

By obtaining this Certificate, the candidate demonstrates a holistic approach on data protection and privacy fundamental cornerstones, including Legislation, Compliance Mechanisms, Information Security and Work Plan, and acknowledges practical skills on how to make them work in a business environment. A Data Protection Professional who successfully completes the EADPP Certification exam demonstrates their ability to ensure high-quality implementation of data protection measures beyond the legal aspects.

### 4.1 Learning Objectives

The recommended number of learning and training hours depends on the candidate's prior knowledge of and/or work experience with the five principal domains summarized in the Privacy Enablers' Body Of Knowledge and Skills (BOKS) (see section 4.2).

Privacy Enablers' Acknowledged Training Partners can support the candidate with tailored trainings. More information on training programs can be found [here](#).

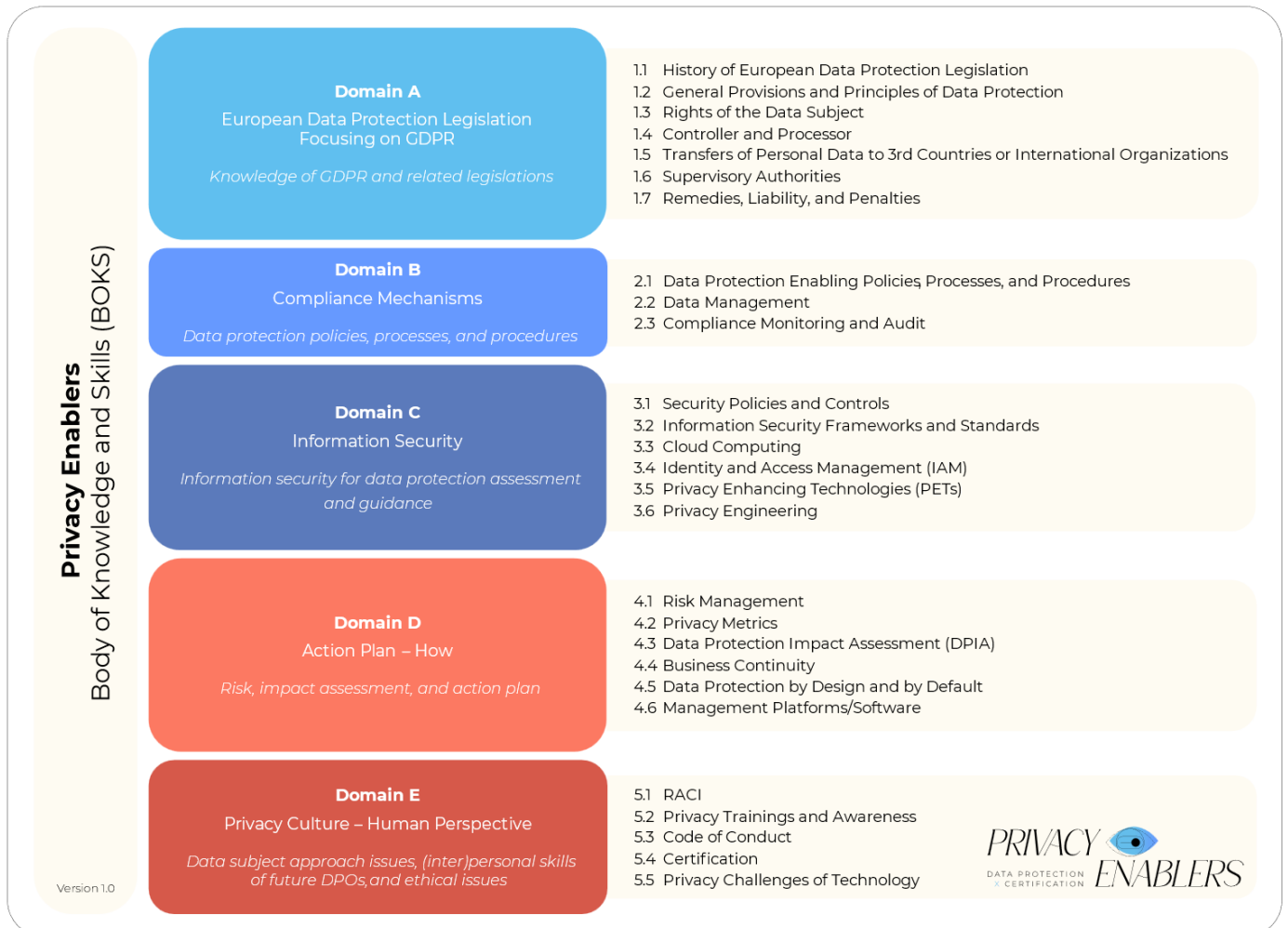


The EADPP Certification is driven by the following learning objectives:

		<i>Domain A: European Data Protection Legislation</i>	<i>Domain B: Compliance Mechanisms</i>	<i>Domain C: Information Security</i>	<i>Domain D: Action Plan</i>	<i>Domain E: Privacy Culture</i>
<i>Learning objectives</i>	<i>Knowledge Remember and understand</i>	<ul style="list-style-type: none"> <li>- Understand the evolution of European data protection legislation</li> <li>- Know GDPR concepts</li> </ul>	<ul style="list-style-type: none"> <li>- Understand the requirements for GDPR compliance</li> <li>- Basic concepts of data governance</li> </ul>	Understand basic principles of information security	<ul style="list-style-type: none"> <li>- Privacy risks</li> <li>- Different data protection frameworks</li> </ul>	Understand building blocks of privacy culture
	<i>Skills Apply</i>	Be able to apply knowledge of legislation to particular situations in business environment	Be able to conduct gap analysis	Implement technical measures and integrate necessary safeguards into the processing	Make contextual analysis	Create awareness program

## 4.2 Body of Knowledge and Skills (BOKS)

Individuals aspiring to attain the EADPP Certification as a Data Protection Professional may judiciously employ the Body of Knowledge and Skills (BOKS) as a guiding compass to navigate the terrain of essential knowledge and competencies.



## 5. Exam Registration Process

### 5.1 Purchasing an Exam

EADPP Certification exams can be purchased at any time through the [Privacy Enablers](#) and [EADPP](#) websites. You will receive a confirmation email from YouCap, our exam proctor, when your exam is successfully booked.

An exam must be purchased before a candidate can schedule their on-site or online exam (see section 5.2).

You must be at least 18 years old to book and sit for an exam.

Candidates have six (6) months from the date of purchase to complete their exam. If a candidate fails to take their exam within the six (6) month timeframe, they will be required to repurchase the entire exam to retake it.

### 5.2 Scheduling an Exam

Candidates have the possibility to either book an on-site or online exam. Through YouCap's booking portal, you will be able to choose the desired delivery method. It is not possible to change your delivery method afterwards.

**On-site exams** are offered at various test centers at locations throughout the world. On-site exam appointments must be scheduled at least 24 hours in advance. Available test centers, dates, and times can be viewed upon scheduling an exam. Once your exam is successfully scheduled, you will receive a confirmation email from YouCap with the appointment details and any building security procedures that you will need to follow.

**Online exams** are available through YouCap's online booking platform. Online exams are available for completion throughout the workweek, from Monday to Friday, between 8:00am and 6:00pm UTC (Coordinated Universal Time).

### 5.3 Cancellations, Rescheduling, and No-Shows

Candidates who wish to cancel their purchase can only do so before the start of their exam. Requests for refunds should be requested in writing via email to [support@youcap.com](mailto:support@youcap.com) or using the refund button on the YouCap booking portal. It's important to note that refunds can only be requested within 10 business days after the purchase.

On-site exams can be rescheduled free of charge up to 24 hours prior to the scheduled exam appointment through the YouCap booking platform. You can't reschedule an on-site exam less than 24 hours in advance. There is no limit on how many times you can reschedule your exam.

Candidates who fail to show for their scheduled appointment will be deemed a no-show and will forfeit their entire exam fee. A new exam will need to be purchased in order to take the exam.

## 6. Candidate Rules and Guidelines

### 6.1 Exam Language

The EADPP Certification exam is only available in English.

### 6.2 Exam Modalities

The most important exam modalities include the following:

- Type of exam: Multiple-choice questions;
- Number of questions: There will be a total of 40 questions to answer;
- Exam duration: You'll have 120 minutes (2 hours) to complete the exam; and
- Passing grade: To pass the exam, you'll need to achieve a score of at least 28 out of 40.

### 6.3 Identification Document

You must provide a valid, non-expired identification document to sit the exam. Passports, driving licenses, and (ordinary) national identity cards are valid types of documentation.

For both online and on-site exams, YouCap uses Stripe Identify for check-in photos according to the regulations in the country where you test. If you have any questions regarding which documents are accepted, more information is available [here](#).

Please note:

- The first and last name on your identification document must exactly match the name used when booking the exam;

- Photocopies of identification documents are not accepted, even if they have been certified;
- In the event of a name change between your registration date and the exam date, kindly ensure to carry documentation confirming the name change when you attend the exam; and
- If the name on your identification document does not match your booking, or you fail to present your original document, you may not be allowed to sit the exam and, in which case, you will lose your exam fee.

## 6.4 Special Accommodations

Privacy Enablers and YouCap are committed to ensuring that every candidate, regardless of their abilities or disabilities, has an equal opportunity for success on exams. To achieve this goal, we offer accommodations to candidates with qualifying disabilities.

All exams, whether conducted on-site or online, are computer-based. We offer all candidates the opportunity to enhance the accessibility of their exams using the menu provided in the [UserWay widget](#). If individuals with qualifying disabilities require additional accommodations to improve their exam accessibility, we encourage them to contact YouCap at [support@youcap.com](mailto:support@youcap.com). Please reach out to YouCap at least three (3) business days before your scheduled exam completion date to request these accommodations.

## 6.5 Privacy, Data Protection, and Security

To ensure the absolute integrity and security of the exam, the following measures will be implemented during the exam:

- Identification information and biometric data;

- Audio and video recordings during the exam;
- Screen activity and keystrokes during the exam; and
- AI-driven programs will be employed for monitoring during the exam.

Your exam results will be encrypted and transmitted to YouCap and Privacy Enablers.

In case of on-site exams, the test center will not retain any information other than when and where your exam was taken.

You can read our full privacy policy on what data we collect and how it will be protected at <https://youcap.com/privacy> and <https://privacyenablers.eu/privacy-statement-eu/>.

## 6.6 Code of Professional Conduct

All candidates intending to take the exam are required to uphold the EADPP Certified Data Protection Professional Code of Professional Conduct.

You, the candidate, comprehend, acknowledge, and confirm the following commitments to EADPP/Privacy Enablers:

- I pledge to conduct my business and professional activities with courtesy, honesty, and integrity consistently;
- I commit to representing my EADPP Certification and qualifications truthfully, engaging only in activities that you can reasonably complete with the necessary skills and competence;
- I agree not to misrepresent any EADPP Certification or use it in a way that would harm EADPP's reputation;
- I will actively work towards enhancing my professional knowledge and skills through regular self-assessments and continuous education and/or training;

- In case of certification suspension, I will refrain from using the certification seal or marks during the suspension period. If the EADPP/Privacy Enablers withdraws my certification, I will return my certificate and cease using the respective designations and seals; and
- I will comply with all Certification policies, procedures, guidelines, and requirements provided by EADPP/Privacy Enablers, which may be revised from time to time.

## 6.7 Confidentiality Agreement

To uphold the integrity of the EADPP Certification exam, all candidates are required to endorse the Candidate Confidentiality Agreement.

You, the candidate, comprehend, acknowledge, and agree to the following:

- The questions and answers within the exam are the exclusive and confidential property of Privacy Enablers, safeguarded by the Privacy Enablers' intellectual property rights;
- I will not divulge the exam questions, answers, or any exam content to anyone without prior written approval from Privacy Enablers. I will not utilize any exam materials without authorization from Privacy Enablers;
- I will not remove any exam materials or related items, such as notes or calculations, from the exam room;
- I will refrain from copying or attempting to copy any exam material, including questions or answers;
- I will not sell, license, distribute, or acquire exam materials, questions, or answers from any source other than Privacy Enablers;
- I agree that these obligations persist even after the exam and, if applicable, after my certification ends, regardless of the termination circumstances;



- I understand that unauthorized use or disclosure of Privacy Enablers information, including exam questions, answers, and materials, could cause irreparable harm. Therefore, Privacy Enablers has the right to seek legal recourse to prevent such unauthorized use or disclosure, in addition to other available remedies; and
- If any part of this Agreement is found invalid or unenforceable, the remaining provisions remain valid. A waiver of my breach of any provision does not waive my prior or subsequent breaches.

## 6.8 Specific Candidate Rules and Guidelines for On-Site Exams

### 6.8.1 Before the Exam

Check-in is available 30 minutes before your scheduled appointment time. Please make sure you allow sufficient time to complete the check-in.

To check in:

- Handover your identification document and exam access code to the test center employee at the reception;
- You can take a seat in the lobby; and
- A test center employee will guide you to your designated computer onto which you can take the exam.

Please note:

- If you arrive late to your scheduled appointment, you may not be allowed to take the exam, in which case you will lose your entire exam fee; and
- Your identification document may be verified through a third party in order to take your exam.

### 6.8.2 *During the Exam*

You may not use your own written notes, published materials, or other testing aids while at the test center or during your exam. Any materials that you are planning to use during the exam must be approved by the test center employee prior to your exam commencing. In case any materials were provided to you by the test center employee, you must return all materials issued to you by the test center employee at the end of your exam.

You may not use any mobile device during your exam.

You may not communicate with other candidates during your exam.

You must be fully clothed throughout your entire exam. Hijabs are accepted, but hats or hoods are not permitted.

You cannot get up and walk around.

You cannot leave the testing environment.

A beverage in any container is allowed, but no food or smoking.

If you take an unscheduled break, the exam time will not stop.

If you wish to take an unscheduled break, you experience any problems or distractions, or if you have other questions or concerns, you must raise your hand and the test center employee will assist you. The test center employee cannot answer questions related to the exam content. If you have concerns about a certain exam question or image, make a note of the item (question) number in order for the item to be reviewed.

You will be continuously monitored by video, physical walk-throughs, and/or an observation window (if applicable) during your exam.

Unless otherwise instructed, after you have completed the test you must raise your hand and the test center employee will come to your workstation to verify that your exam session has ended properly.

Depending on the type of exam taken, your exam score may be displayed on the computer screen after you have completed the exam or you may be provided with a printed score report.

You are prohibited from communicating, publishing, reproducing, or transmitting any part of your exam, in any form or by any means, verbal, written, or electronic, for any purpose.

You must act in a civil manner when on the premises of the test center. Exhibiting abusive behavior towards test center employees, other staff and candidates is considered misconduct.

Any disruptive, threatening, or fraudulent behavior in the exam room may be grounds for terminating your exam, invalidating your exam results, or disqualifying you from taking the exam at a future date. Test center employees have the authority to take immediate actions against candidates violating testing rules.

### *6.8.3 After the Exam*

You will receive an email from YouCap containing your exam results and outlining the subsequent steps to follow.

## 6.9 Specific Candidate Rules and Guidelines for Online Exams

### *6.9.1 Before the Exam*

Test your computer and internet connection before you initiate your online exam:

- Make sure to run a test using the same computer and internet connection you plan to use for your exam; and
- Make sure you run a system test around the same time of day you plan on taking your exam.

### 6.9.2 *Initiating the Exam*

The exam can be initiated by clicking the “Start exam” button on the YouCap’s online proctoring platform. Please follow the specific steps during the onboarding process.

Please note:

- Keep your unique access code at hand;
- Close all other applications running on your computer or mobile device; and
- Follow instructions to submit photos of your identification document and headshot.

### 6.9.3 *During the Exam*

You may not use your own written notes, published materials, or other testing aids during your exam.

You may not use any additional mobile device during your exam next to the one on which you are taking your exam.

You must be fully clothed throughout your entire exam. Hijabs are accepted, but hats or hoods are not permitted.

You cannot move your webcam once your exam has started.

To protect the security and integrity of the online exam, no breaks are permitted during the exam. Candidates are not permitted to leave the room during their exam.

You must stay within webcam view in the same room where your testing area photos were taken.

You cannot get up and walk around.

No one can enter your testing environment at any time during the exam.

A beverage in any container is allowed, but no food or smoking.

Your webcam and screen will be recorded during the exam.

You are prohibited from communicating, publishing, reproducing, or transmitting any part of your exam, in any form or by any means, verbal, written, or electronic, for any purpose.

If you are experiencing any issues, please reach out to the YouCap exam support through [support@youcap.com](mailto:support@youcap.com). The YouCap exam support cannot answer questions related to the exam content. If you have concerns about a certain exam question or image, make a note of the item (question) number in order for the item to be reviewed.

Any disruptive, threatening, or fraudulent behavior during your exam may be grounds for terminating your exam, invalidating your exam results, or disqualifying you from taking the exam at a future date. Proctors have the authority to take immediate actions against candidates violating testing rules.

#### *6.9.4 After the Exam*

You will receive an email from YouCap containing your exam results and outlining the subsequent steps to follow.

## 6.10 Disclaimer

You, the candidate, confirm that the information provided in this application is accurate, complete, and given in good faith to the best of your knowledge. You understand that EADPP/Privacy Enablers might require additional information and you agree to promptly provide such information if necessary. You acknowledge that if any information is later found to be false or misleading, EADPP/Privacy Enablers reserves the right to revoke the granted certification.

You, the candidate, release, discharge, and absolve EADPP/Privacy Enablers, its directors, officers, members, examiners, representatives, and agents from any actions, claims, or demands related to any aspect of the application process, including results and decisions leading to the non-issuance of a certificate for any reason.

If any provision included in these Candidate Rules and Guidelines is deemed invalid, illegal, or unenforceable, it will not affect the validity and enforceability of the remaining provisions.

## 7. Permanent Education Program

At Privacy Enablers, we are committed to supporting our EADPP Certified Data Protection Professionals to excel in the dynamic fields of privacy and security. To ensure that our Certified Professionals remain at the forefront of these industries, continuously evolving alongside the latest advancements, we are excited to be developing a diverse Permanent Education (PE) Program.

To maintain the certified status after a three (3)-year period, Certified Professionals must meet two fundamental conditions:

- Remitting the Certification Maintenance Fee (CMF); and
- Completing 30 hours of PE Credits.

The Certification Maintenance Fee (CMF), worth EUR 250.00 (excluding VAT), for the first three (3)-year period is a free complimentary welcome gift when you pass the exam. The CMF is required every three (3) years upon renewal of the certificate.

Eligible activities for PE Credits will cover a wide range of educational opportunities, including attending conferences, presenting at events, participating in trainings, and publishing materials on privacy, data protection, and (cyber)security. PE Credits earned through these activities can be used to renew certifications without retesting.

Privacy Enablers is currently working on bringing this program to life. Stay tuned for updates, including a diverse range of educational opportunities, enrollment details, and launch dates on the [Privacy Enablers' website](#).

## 8. EADPP Membership

Upon successful completion of the exam, you will officially become an *EADPP Certified Data Protection Professional!* To mark this achievement, EADPP presents you with a complimentary one-year membership from the date of successful completion of the exam.

EADPP's purpose is to champion and promote the fundamental principles of the General Data Protection Regulation (GDPR) around the world. The members of the Association are driven by a deep commitment to safeguarding personal data, fostering digital trust, and empowering individuals to exercise their data rights. Through education, advocacy, collaboration, and innovation, we aspire to create a world where data privacy is a universally respected cornerstone of the digital age.



## 9. Appeals, Complaints, and Disputes

### 9.1 Candidate Appeals

Given that the Privacy Enablers' certification is granted exclusively based on the result of a multiple-choice exam, the process of challenging a decision can assume one of four distinct forms:

- Scoring appeal: A candidate can request a manual review of the score generated by the automated system to ensure its accuracy.
- Content appeal: A candidate can request a review of a specific exam question to address any inaccuracies in the information provided.
- Status appeal: A candidate can request an inquiry into the application of the suspension and revocation process concerning their certification.
- Treatment appeal: A candidate can request a review of any perceived unfair or discriminatory treatment experienced during the certification process.

Submitting a Certificant Appeal serves as an opportunity to appeal a decision made against a certificant. The appeal must clearly state one of the four distinct forms, including the certificant's name, an email address, the data the exam was attempted, and details of the request. Appeals can be sent by email ([info@privacyenablers.eu](mailto:info@privacyenablers.eu)) or mail (Privacy Enablers, Aalstersestraat 2, 9280 Lebbeke, Belgium).

#### *9.1.1 Evaluation Process and Official Decisions*

Upon reception of the appeal, Privacy Enablers will thoroughly examine the request. An official decision regarding the appeal will be communicated to the certificant via email within 30 days of the appeal's submission.

If the certificant wishes to dispute the outcome of the initial appeal, they must submit a second appeal within 30 days of the initial decision. The second appeal will only be considered in one of two cases:

- Material errors of fact; and
- Failure of Privacy Enablers to adhere to the established criteria, policies, or procedures.

Apart from the situations described above, the decision made is conclusive and not subject to further review.

## 9.2 Certificant Complaints

In the event of a dispute regarding the Certification status, Permanent Education status, or Permanent Education Credit value, individuals can contact Privacy Enablers informally to resolve the matter by email ([info@privacyenablers.eu](mailto:info@privacyenablers.eu)) or mail (Privacy Enablers, Aalstersestraat 2, 9280 Lebbeke, Belgium).

## 9.3 Complaints Against Candidates or Certified Persons

Complaints in this category will be submitted via email ([info@privacyenablers.eu](mailto:info@privacyenablers.eu)) or mail (Privacy Enablers, Aalstersestraat 2, 9280 Lebbeke, Belgium) with “Certificant Complaint” in the subject line. Complaints will include the name of the certificant, the date of the complaint, the name of the complainant, the postal address of the complainant, an email address of the complainant, a phone number of the complainant, the nature of the complaint, relevant supporting materials, and the outcome desired.

### *9.3.1 Acknowledgement of Reception*

Privacy Enablers will acknowledge the receipt of the complaint withing 30 days. This acknowledgement will include a description of the complaint process.