<table>
<thead>
<tr>
<th>SOP TITLE</th>
<th>Personal Data Collection and Use</th>
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<tbody>
<tr>
<td>SOP NO.</td>
<td>SOP 1-123</td>
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<tr>
<td>REVISION NO</td>
<td>0</td>
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<td>PROGRAM:</td>
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**SOP Approval Dates**

<table>
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<tr>
<th>Committee: Information Technology</th>
<th>Initial Approval</th>
<th>Revision Date</th>
<th>Review Date</th>
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<td>Program:</td>
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<tr>
<td>Policy Committee</td>
<td>1/4/2019</td>
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<td>TNI Board of Directors</td>
<td>1/9/2019</td>
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1.0 **Purpose and Applicability**

This SOP describes how TNI collects, uses, and shares personal information.

2.0 **Summary**

The NELAC Institute (TNI) is committed to respecting and protecting the online privacy of individuals with whom it interacts. Personal data protection policies prohibit the disclosure or misuse of information about private individuals and there is a growing awareness of the need for such policies. The basic principles of data protection are:

- A stated purpose for all data collected.
- Information collected by an individual cannot be disclosed to other organizations or individuals unless specifically authorized by law or by consent of the individual.
- Records kept on an individual should be accurate and up to date.
- Mechanisms available for individuals to review their data to ensure accuracy.
- Data is deleted when it is no longer needed for the stated purpose.

TNI collects personal contact information to allow TNI to better manage membership, training events, and conferences as well as to provide information to TNI members and others. TNI does not sell this information. TNI may share conference attendee information with vendors who support TNI's mission allowing them to contact individuals with information about their product or service. TNI limits access to this personal data to TNI administrative staff and trainers, with the exception that conference attendees are provided an attendee list with contact information only. TNI allows individuals to opt out of having this information shared with vendors.

3.0 **Related Documents**

Policy 1-127 Personal Data Protection  
TNI General Policy Statement: [https://nelac-institute.org/content/privacy.php](https://nelac-institute.org/content/privacy.php)  
NEMC Policy Statement: [https://nemc.us/privacy.php](https://nemc.us/privacy.php)

4.0 **Definitions**

**Opt in:** To choose to subscribe to TNI updates.

**Opt out:** To choose not to participate in something.

**Unsubscribe:** To opt out from an email mailing list.

5.0 **Data Collection**

TNI collects personal data through registrations for conferences, training courses, accreditations and memberships.

5.1 **Contact Information**

All contact information is entered into a primary database. Table 1 shows the personal contact data that is collected.

**Table 1: Personal Contact Data Collected and Stored by TNI**
5.2 Conference Information Collected

TNI collects special needs information for conference attendees at any meeting, such as ADA requirements, hearing assistance and food allergies or preferences. This voluntarily-submitted information is not shared beyond the conference planning staff and hotel staff and is considered confidential.

TNI’s summer meeting is combined with the National Environmental Monitoring Conference (NEMC), a conference that includes presentations on environmental monitoring issues. In order to effectively manage this conference, TNI collects contact information for all attendees and additional personal information on speakers including a biographical sketch and a photo that is stored in the NEMC abstract database.

5.3 Payment Information Collected

Payment information that is collected from various payments include a transaction ID, the last 4 digits of a credit card, the date and amount of the payment, and the IP address of the computer from which the payment was made. This information is not permanently stored other than the date and amount, which is included in quarterly financial reports and is only accessible to TNI’s Executive Director, Executive Administrator, and accounting firm.

5.4 TNI Member Information

TNI’s membership database contains contact information about TNI members and additional information which includes: initial membership date, membership expiration date, user name and password. This additional information is not used in any manner except the database can be accessed anytime by TNI’s Executive Director, Executive Administrator, and IT Administrator. TNI’s Executive Director provides monthly reports to the Board of Directors showing the name and organization name of new and expired members.

5.5 Laboratory Accreditation Management System

TNI’s Laboratory Accreditation Management System is an online database of accredited laboratories that includes contact information for one individual at each accredited laboratory.

6.0 Use of Personal Data

TNI may use personally identifiable information for any of the following purposes:

- to respond to inquiries and provide service and support.
- to analyze site usage and to improve the TNI website.
- to notify individuals of changes to our website, to our agreements, or our services.
• to contact individuals about their involvement in TNI.
• to offer individuals new services that may be of interest.

TNI primarily uses this personal data to create a database used to send mail and email announcements about upcoming conferences and training courses. The TNI membership database is used to send the newsletter and other information to the TNI members. The personal data from conference attendees in Table 1 (excluding cell phone) is provided to exhibitors for that particular conference. (A printed copy of this information is provided to conference attendees but does not include late registrations.)

The TNI website allows any active member to log in and access limited information about any other active TNI member, including name, organization, city, state, phone number, and email, but not address. This is not a downloadable file. TNI has also created a special membership category, the Corporate Sponsor, that allows any organization that pays an annual fee to download both the list of active TNI members and the list of accredited laboratories.

The Laboratory Accreditation Management System is accessible to anyone to perform a search for a particular laboratory by searching on fields such as state, primary Accreditation Body, method and analyte. The search result will contain contact information about one individual at that laboratory.

7.0 Opt Out Functions

For TNI conferences, TNI allows conference attendees to indicate they do not wish to be included in the list of attendees provided to the exhibitors by unchecking a box during the registration process as shown in the example below.

✔️ I consent to my contact information being shared with the conference exhibitors
To opt out, uncheck this box before continuing. To see TNI’s personal data protection policy, click here.

For emails sent from the TNI database, TNI uses commercial email service providers. These professional companies all have solid unsubscribe systems to allow the recipients to request to be removed from TNI’s mail list. All such requests are fully honored and the requester’s contact information is removed from the TNI contact database.

For brochures and other printed information mailed from the TNI database, TNI will remove the name of anyone who contacts TNI with such a request by return mail, phone, or email.

8.0 SOP Approved Changes

<table>
<thead>
<tr>
<th>Revision No.</th>
<th>Effective Date</th>
<th>Description of Change</th>
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<tr>
<td>0</td>
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