

A. General Information & Policies

1. Certification Program Scope Disclaimer

The Ironclad Core Admin Certification is designed to assess the Ironclad-specific product knowledge required to successfully configure the platform to a level of maturity consistent with one year of usage.

What is Certified:

- Knowledge of important Ironclad features, functionality, and configuration choices. Features and scope vary by individual certification.

What is NOT Certified:

- **Non-Product Skills:** Related skills (eg. project, program, or change management) that may be required to successfully implement the Ironclad solution in a real world business environment.

2. Score Use Disclaimer

While the Core Admin Certification validates an individual's product knowledge, **Ironclad does not guarantee that a certified individual will achieve specific project or program success.**

Realizing a company's goals with Ironclad requires elements that fall entirely outside the scope of this certification, including:

- Clearly stated, realistic, and achievable organizational goals.
- Ironclad-adjacent business decisions that align with the platform's configuration.
- Consistent enforcement of contract-related processes and internal company policies.
- Project, program, and change management

3. Program Update & Change Statement

Ironclad software evolves rapidly to provide the best possible experience for our users. To balance the need for current exam content with a stable testing environment, **Ironclad updates the Core Admin Certification exam content on a quarterly basis.**

Because the Ironclad product releases updates on a more frequent basis than the exam updates, candidates may occasionally notice slight terminology or interface differences between their live product environment and the exam. Candidates will always be tested on the standardized feature set established at the time of the most recent quarterly exam update.

4. Third-Party Content Usage Policy

Ironclad strictly prohibits the use, distribution, or sharing of unauthorized exam materials.

Prohibited Materials: Candidates may not access, use, or contribute to leaked exam questions, or unauthorized third-party study guides that attempt to replicate live exam items.

Consequences of Violation: Violation of this policy is considered a serious breach of exam security. Ironclad reserves the right to immediately invalidate exam scores, revoke any granted certifications, and temporarily or permanently ban individuals from participating in the Ironclad Certification Program.

5. Complaint Resolution Policy

Ironclad is committed to providing a fair, accessible, and high-quality testing experience. If a candidate experiences an issue during testing or wishes to appeal a programmatic decision, they may submit a formal complaint. If you have any questions, issues, or complaints, please contact us at Certification@Ironcladhq.com.

B. Candidate Privacy and Data Security Policy

1. Stated Purpose for Data Collection

Ironclad reserves the right to collect and process Candidate data to facilitate a secure certification program. The specific purposes for data collection include, but are not limited to:

- **Identity Verification and Exam Security:** To verify Candidate identity, prevent fraudulent activity, and maintain the integrity of the examination process.
- **Assessment and Psychometric Analysis:** To administer examinations, evaluate performance, calculate scores, and conduct statistical and psychometric analysis for the continuous improvement of exam validity.
- **Credential Management:** To issue, manage, maintain, and provide verification of digital badges and certifications.
- **Candidate Support and Communication:** To deliver preparatory learning resources, process examination accommodations, resolve disputes or appeals, and send transactional communications regarding certification status or program updates.
- **Compliance and Legal Obligations:** To comply with applicable legal, regulatory, or internal audit requirements.

2. List of Specific Data Collected

To fulfill the purposes outlined above, Ironclad and its authorized third-party sub-processors collect the following categories of data:

- **Personal Identification Information:** First name, last name, email address.
- **Professional Information:** Current employer, job title and department, and relevant professional or educational background.
- **Account and Authentication Data:** Usernames, passwords, and system authentication logs associated with Ironclad's learning and certification portals.
- **Examination and Performance Data:** Item-level responses, final exam scores, test session metadata (e.g., time taken per question), and historical testing records.
- **Proctoring and Security Data:** If applicable to the exam delivery method, this may include government-issued identification scans, video and audio recordings of the testing session, keystroke tracking, IP addresses, and environmental monitoring data to ensure non-repudiation.

3. Third-Party Data Collection and Sub-Processing

Ironclad partners with industry-leading third-party service providers to deliver the Certification Program. We only share Candidate data with these entities to the extent strictly necessary to perform their contracted services. Candidates acknowledge that data may be collected directly by, or shared with, the following sub-processors:

- **Certiverse:** Utilized as the exam delivery and psychometric test management engine. Certiverse collects and processes exam responses, test session metadata, scoring data, and identity verification information to securely administer exams and validate scoring models.
- **Thought Industries:** Functions as the Learning Management System (LMS). Thought Industries collects account registration details, course progress, training completion metrics, and user interactions to deliver preparatory resources and manage the Candidate learning journey.
- **Salesforce:** Utilized as Ironclad's Customer Relationship Management (CRM) system. Salesforce securely stores Candidate contact information, certification statuses, and communication logs to track customer journeys and support ongoing certification inquiries.
- **Credly:** Serves as the digital credentialing platform. Credly receives the Candidate's name, email address, and exam pass/fail status to issue, host, and manage verifiable digital badges and official certificates.

All third-party vendors are bound by stringent data processing agreements (DPAs) and are required to implement technical and organizational measures that meet or exceed Ironclad's data security standards.

4. Record and Data Retention Period

Ironclad retains Candidate data only for as long as reasonably necessary to fulfill the stated purposes in this Policy, comply with legal obligations, resolve disputes, and enforce our agreements.

- **Certification and Credential Records:** Historical testing records, pass/fail statuses, and active credential data are retained for the lifetime of the certification, plus a standard archiving period, to support ongoing credential verification and renewal processes.
- **General Account Data:** General communications and account data housed within our CRM (Salesforce) and LMS (Thought Industries) are retained in accordance with Ironclad's overarching corporate data retention schedules, subject to applicable Candidate deletion requests under relevant privacy frameworks (e.g., GDPR, CCPA).

Candidates seeking to exercise their right to access, rectify, or delete their personal data should refer to Ironclad's [Privacy Policy](#) or contact privacy@ironcladhq.com.

C. Purchase & Scheduling Policy

This Purchase & Scheduling Policy ("Policy") governs the terms and conditions under which individuals

("Candidates") may purchase, schedule, and take the Ironclad Core Administrator Certification exam ("Exam"). By purchasing or registering for the Exam, Candidates expressly agree to be bound by the terms set forth herein.

1. Purchasing Options

Candidates or their sponsoring organizations may remit payment for the Exam via the following approved methods:

- **Purchase Order (PO):** Exam vouchers may be included on an executed Ironclad Purchase Order. Exam access will be granted in accordance with the terms of the applicable commercial agreement.
- **Credit Card:** Candidates may purchase the Exam directly via credit card transaction through Ironclad's designated certification portal.
- **Redeemed Success Plan Entitlement:** Customers on Professional Success Plans and above are entitled to one or more vouchers that can be redeemed in Certiverse for access to one exam each.

2. Number of Attempts

A single purchase of the Exam entitles the Candidate to a maximum of three (3) attempts to achieve a passing score. If a Candidate fails to pass the Exam after the third attempt, the purchase is considered fully consumed, and a new purchase will be required to gain eligibility for further testing.

3. Refund Policy

All Exam purchases are subject to the refund policies of Ironclad's third-party platform and payment processing partners. Specifically, any eligibility for, and processing of, a refund is strictly contingent upon the prevailing terms and conditions set forth by **Certiverse** and **Stripe**. Ironclad does not independently guarantee refunds outside of the parameters and limitations established by these providers.

4. Expiration

Exam purchases are valid for a limited duration. Candidates must schedule and complete the Exam within **three hundred sixty-five (365) days** from the official date of purchase. Upon the expiration of this 365-day period, unused purchases shall be immediately forfeited without right to refund or extension.

5. Rescheduling

Exam scheduling, hosting, and delivery are administered by our testing partner, Certiverse. Accordingly, any requests to reschedule an Exam appointment are governed exclusively by the **Certiverse Rescheduling Policy**. Candidates are solely responsible for reviewing and adhering to Certiverse's required notice periods and procedures for rescheduling to avoid forfeiture of an Exam attempt.

6. Transfer of Purchase

Certification Exam purchases and voucher redemptions are strictly **non-transferable**. The individual originally registered for the Exam must be the sole individual who accesses and completes the Exam. Exam access, purchased attempts, and resulting certifications may not be reassigned, gifted, sold, or otherwise transferred to any other person or entity under any circumstances once the purchase or voucher redemption has occurred.