

## Exams Xpress Privacy Policy

**The following policy applies to users of this site and is intended to explain what types of information is gathered from users and how that information is used. You should also refer to the [CUNY Computer User Policy](#) which outlines CUNY's internal policy for the use and protection of CUNY computer resources.**

The City University of New York (CUNY) is committed to respecting your privacy. As an unregistered user, you can visit the introductory pages of CUNY *Exams Xpress* without revealing any personal information. However, in order to go through the application process and take the education and experience test, you must register and provide personal information. We do not collect any personal information about you unless you provide that information voluntarily. Any personal information you choose to provide us will only be used by CUNY to conduct official CUNY business. CUNY does not sell, rent, loan, trade or lease personal information collected on this site.

For purposes of this policy, "personal information" means any information concerning a natural person which, because of name, number, symbol, mark or other identifier, can be used to identify that natural person.

To protect your privacy and prevent unauthorized use, please keep your User IDs and passwords in a secure place. Also, whenever you use *Exams Xpress* or any CUNY system from a public workstation, be sure to logout of the systems and close all web browser windows before you leave the public workstation.

### **Information Collected and Stored Automatically**

#### **Cookies**

A cookie is a piece of text placed on your computer by a web server. We occasionally use "session" cookies on some parts of *Exams Xpress* to enhance your experience of the site and to help you move through it easily. Session cookies created on your computer by *Exams Xpress* servers do not contain personal information. We may use a session cookie to store a randomly generated identifying tag on your computer. Session cookies are temporary and are automatically deleted during operation of your browser or when your browser is closed.

Most web browsers may be customized to refuse new cookies or delete existing cookies. Rejecting or deleting cookies may limit your ability to take advantage of some features of this web site and could result in the loss of any customized setting.

## **Logs and Network Monitoring**

We maintain log files of all access to *Exams Xpress* and also monitor network traffic for purposes of site management and security. We use this information to help diagnose problems with the server and to carry out other administrative tasks. We also use log analysis tools for such purposes as creating summary statistics to identify system problem areas, and determining technical requirements. The date and time you visited CUNY Exams Xpress is typically collected in these files. This is not deemed to constitute personal information by the New York State [Internet Privacy and Security Act](#).

## **Information Collected by E-mail and Online Transactions**

If you send us e-mail, we will collect your e-mail address and the contents of your message. We will use your e-mail address and the information included in your message to respond to you, to address the issues you identify, and to improve this web site. We may also use your e-mail address to notify you about updates, services, or civil service exams offered by CUNY. If you would prefer not to receive e-mail or other communications from CUNY, contact us at [ExamsXpressSupport@mail.cuny.edu](mailto:ExamsXpressSupport@mail.cuny.edu).

If you complete the *Exams Xpress* application, we will collect the information, including personal information that you volunteered in completing the transaction. We will use this information only for the purposes for which the transaction was intended.

We may redirect your e-mail message or information you provided through an online transaction to the technical support site for *Exams Xpress* in order to better respond to you.

The information we collect is not limited to text characters and may include any audio, video and graphic information formats included in the message or transaction.

We do not knowingly collect personal information from children under the age of 13. You are cautioned, however, that we will treat personal information submitted in e-mail as though an adult submitted it, and it may, unless exempted from access by federal or state law, be subject to public access.

## **Disclosure of Information Collected Through this Web Site**

We may collect or disclose personal information without your consent if the collection or disclosure is:

- necessary to perform CUNY's statutory duties or necessary to operate a program authorized by law, or authorized by state or federal statute or regulation;
- made pursuant to a court order or by law;
- for the purpose of validating your identity; or

- of information to be used solely for statistical purposes that is in the form that cannot be used to identify any particular person.

Further, the disclosure of information, including personal information, collected through this website is subject to the provisions of the U.S. Family Educational Rights & Privacy Act and New York State's Freedom of Information Law.

We may also disclose personal information to federal or state law enforcement authorities to enforce CUNY's rights against unauthorized access or attempted unauthorized access to CUNY's information technology assets.

### **Retention of Information Collected Through this Web Site**

We retain the information collected through this web site in accordance with the CUNY records retention and disposition policy. The retention period differs depending on the type of information collected. Questions regarding the records retention and disposition policy should be addressed to:

CUNY Central Office Records Access Officer  
The City University of New York  
535 E. 80<sup>th</sup> Street  
New York, NY 10021

### **Access to and Correction of Personal Information Collected Through this Web Site**

You may submit a request to the CUNY records access officer to determine whether personal information pertaining to you has been collected through this web site. Your request must be made in writing and must be accompanied by reasonable proof of your identity. Reasonable proof of identity may include verification of a signature, inclusion of an identifier generally known only to you, or similar appropriate identification. The address of the records access officer is:

CUNY Central Office Records Access Officer  
The City University of New York  
535 E. 80<sup>th</sup> Street  
New York, NY 10021

The records access officer will, within five business days of the receipt of a proper request, provide access to the personal information; deny access in writing, explaining the reasons therefore; or acknowledge the receipt of the request in writing, stating the approximate date when the request will be granted or denied, which date shall not be more than thirty days from the date of the acknowledgment.

If we have collected your personal information through CUNY *Exams Xpress* and that information is to be provided to you pursuant to your request, the records access officer

will inform you of your right to request that the personal information be amended or corrected under the procedures set forth in Section 95 of the Public Officers Law.

### **Confidentiality and Integrity**

We limit employee access to personal information collected through *Exams Xpress* to only those employees who need access to the information in the performance of their official duties. Employees who have access to this information follow appropriate procedures in connection with any disclosures of personal information.

In addition, we have implemented procedures to safeguard the integrity of CUNY's information technology assets, including, but not limited to, authentication, authorization, monitoring, auditing, and encryption. These security procedures have been integrated into the design, implementation, and day-to-day operations of *Exams Xpress* as part of our continuing commitment to the security of electronic content as well as the electronic transmission of information.

For security purposes and to maintain the availability of *Exams Xpress* for all users, we employ software to monitor traffic to identify unauthorized attempts to upload or change information or otherwise damage this web site.

### **Changes to Policy and Disclaimer**

We may change this policy from time to time, and reserve the right to do so without notice. The information provided in this privacy policy should not be construed as giving business, legal or other advice, or warranting as fail proof, the security of information provided through *Exams Xpress*.

### **Contact Information**

For questions regarding this privacy policy, please contact:

The City University of New York  
University Civil Service Examinations Unit  
535 East 80<sup>th</sup> Street  
New York, NY 10021

\*\*\*The City University of New York\*\*\*