



## Matillion Certification Terms and Conditions

This document constitutes terms and conditions that are prerequisites for registering for Matillion Certifications. All candidates will be presented with these terms and conditions which they will have to accept as part of the registration process. By accepting these terms and conditions, candidates agree to comply with what is outlined in this document.

The terms and conditions may be subject to change and candidates are advised to regularly keep up to date with the latest version.

## Candidates Eligibility

Candidates must be 18 or over to be eligible to register and take part in the exam. Kryterion uses facial recognition to verify the identity of the candidate. If you need any more information, please navigate to this link

[https://kryterion.force.com/support/s/article/Creating-your-Biometric-Profile?language=en\\_US](https://kryterion.force.com/support/s/article/Creating-your-Biometric-Profile?language=en_US)

## Failing and Retaking the Exam

To pass the examination, candidates must score at least 80%. Should they fail, candidates will be able to book another test at their earliest convenience and available booking slot.

## Rescheduling and Cancellation

Candidates may cancel or reschedule an exam up to 24 hours before the scheduled exam time, without incurring any penalty. If candidates reschedule, cancel or are a no show within 24 hours of the scheduled exam time, they will forfeit their exam altogether along with any fee that they have incurred.

This also applies to any vouchers that have been used to pay for the exam.

## Personal Information and Personal Data

Personal data may be collected and processed as part of the examination process. This may include:

- The details that are recorded on the registration form
- Examination answers and the final score
- Certification result
- Interactions with the examination web page such as cookies
- Any photographic or video evidence submitted as part of the identity checks and fraud prevention.



The personal data that candidates provide as part of the exam may be used to:

- Provide exam outcomes including test results and digital certificates
- Identify exam retakers and the number of certifications gathered over time
- Notify certification holders about their certification expiration status
- Gather statistics about the number of certified Matillion professionals that are employed by partners and carry out other non-personally identifiable demographic research
- Ensure examination security and process integrity
- Resolve complaints and disagreements surrounding the exam
- Shared with, or accessed by, the candidates' employers, organisations or sponsors and any service partners that help manage the exam process. The information that could be shared are;
  - Candidate registration details
  - Exam details
  - Exam result
  - Certification status and validity; including any revocation following a breach of the Terms and Conditions.

All personal information and personal data processed by Matillion and any entities associated with the exam will comply with Matillion Privacy policy. To learn more about the use of Personal Data, candidates may refer to the privacy policy on [matillion.com/legal](https://matillion.com/legal).

## **Exam Content Confidentiality**

The content of the exam remains the propriety of Matillion and Matillion's Privacy policy. Candidates may not copy, reproduce, post, alter, download, share, edit, distribute or derive any of the exam content.

## **Certificate Revocation**

Violation of these terms and conditions may result in the cancellation of any certificate already issued to the candidate. The candidate may also be barred from retaking the exam. Matillion reserves the right to notify the candidate's employers, organisations or sponsors of any violation and terminate any existing business relationship.

## **Candidates Code of Conduct**

Any breach of the following code of conduct will constitute a violation of the terms and conditions:

- Provide fake, invalid or fraudulent identification
- Assist or seek assistance from others
- Publicise or assist in the circulation of exams contents on any online or offline platforms
- Possess non-approved training materials such as un-authorized exam contents



- Use any kind of recording material during the exam, including taking any sort of notes
- Use test aides
- Act unprofessionally or purposefully causing interference to the online exam platform
- Violate the exam retake policy
- Alter the certification status or the exam results

## **Recertification**

Matillion Certifications are valid for 3 years. After this time, candidates must retake the exam if they wish to maintain the validity of their certificate.