

Privacy Policy

National Phlebotomy Certification Board (NPCB)

Effective Date: July 17, 2026

The National Phlebotomy Certification Board ("NPCB," "we," "our," or "us") respects your privacy and is committed to protecting the personal information you provide when visiting our website, registering for examinations, purchasing study materials, or using our services.

1. Information We Collect

We may collect your full name, email address, mailing address, phone number (if voluntarily provided), payment information processed securely by third-party processors, examination registration information, course enrollment information, examination scores and certification records, device and browser information, and website usage information through cookies and analytics technologies.

2. How We Use Your Information

We use your information to register candidates for examinations, provide access to study materials and online examinations, process payments, deliver examination results, issue certificates, verify certification records, respond to customer service requests, improve our services, detect fraud, maintain platform security, and comply with applicable legal obligations.

3. Payment Processing

Payments are securely processed through trusted third-party providers, including Stripe and Thinkific. NPCB does not store complete credit card or debit card numbers on its servers.

4. Information Sharing

We do not sell, rent, or trade your personal information. We may share information only with trusted service providers that assist with website hosting, payment processing, course delivery, examination administration, email communications, technical support, or as required by law.

5. Cookies and Analytics

Our website may use cookies and similar technologies to remember preferences, improve website performance, analyze traffic, and maintain secure sessions.

6. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your personal information. However, no method of internet transmission or electronic storage is completely secure.

7. Third-Party Services

Our website may utilize third-party providers, including Thinkific, Stripe, and Google Analytics. These providers maintain their own privacy policies.

8. Children's Privacy

Our services are not intended for children under 13 years of age, and we do not knowingly collect personal information from children under 13.

9. Your Privacy Rights

You may request access to, correction of, updating of, or deletion of your personal information where permitted by law.

10. Data Retention

We retain examination records, certification records, purchase history, and related information as reasonably necessary to administer our certification programs, comply with legal obligations, resolve disputes, and enforce our agreements.

11. Changes to This Privacy Policy

We may update this Privacy Policy at any time. Changes become effective when posted with an updated effective date.

12. Contact Us

National Phlebotomy Certification Board (NPCB)

Website: <https://npcbexams.org>

Email: support@npcbexams.org