

# The GMAC Privacy Statement

Personal Information We Collect	Our Use of Personal Information	Processing and Sharing Your Personal Information	Protecting Your Personal Information	Cookies & Similar Technologies	Your Access and Choices
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Effective Date: August 14, 2017

Your privacy is important to GMAC®. This Privacy Statement is meant to help you understand what data we collect, why we collect it, what we do with it, and the choices available to you when using any of our websites, tests, products, or other services. However, this Statement does not cover the NMAT by GMAC™ exam offered in India. Please go to [www.nmat.in.org](http://www.nmat.in.org) for that privacy policy.

Our privacy program adheres to the following overarching principles to guide our collection, use and protection of personal information: Notice and Choice; Information Access; Information Integrity and Purpose Limitation; Information Security; Accountability and Onward Transfer; and Responding to Inquiries and Enforcement.

## Websites Linked to/from a GMAC Website

Our websites are linked to other websites that are not owned or controlled by GMAC. This Privacy Statement does not apply to these sites. These other websites each have their own privacy statement, which we encourage you to read.

## Not Intended for Children

Our websites are not intended to be used by children. If you are under the age of 13 (or the applicable age in your country), please do not use our websites as we do not intend to collect your information.

## Privacy Notices for Other Countries and California

Please visit the [Local Privacy Requirements](http://www.gmac.com/about-us/privacy-statement/local-privacy-requirements.aspx) page at [www.gmac.com/about-us/privacy-statement/local-privacy-requirements.aspx](http://www.gmac.com/about-us/privacy-statement/local-privacy-requirements.aspx) to view the privacy notices for other countries and the state of California notice.

## Privacy Statement Updates

We will update this Privacy Statement periodically. A change in the effective date will indicate that this statement has been updated. If there are material changes to the statement or in how GMAC will use your personal information, we will notify you either by prominently posting a notice of such changes or by sending you a notification. We encourage you to periodically review this Statement to learn more about our information practices.

## Contact Us

If you have questions or concerns about this Privacy Statement, the personal information you share with us, or if you wish to receive a physical copy of this Privacy Statement, please contact our Chief Privacy Official using the contact information provided below.

Contact: Chief Privacy Official  
Email: [privacy@gmac.com](mailto:privacy@gmac.com)  
Phone: +1 (703) 668-9600  
Toll-free in the U.S.: (800) 811-8042

Postal Mail:  
Graduate Management Admission Council  
PO Box 2969  
Reston, VA 20195  
Attention: Chief Privacy Official

# Personal Information We Collect

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We collect information from you at various times including when you visit our websites, take a test, request disability accommodations, use our products and services, attend events, participate in research, or participate in marketing or other promotions, such as contests. We also gather information from member schools, from score report recipients, and from other affiliated organizations. We also collect information about your use of our websites to improve your experience and the experience of all our visitors.

## Information We Collect from Your Use of Our Websites

When you register on one of our websites, we collect information from you to create an account. This information includes items such as contact details and background information. We also collect information about how you use our websites. See [Cookies and Similar Technologies](#) for more information on this subject. When you register on [mba.com](#), you have the option to indicate your communications preferences in order to participate in the Graduate Management Admission Search Service (GMASS) and to receive other marketing communications.

## Information We Collect from Our Test Takers

It is important that we protect the integrity of the test taking process. We collect information when you register for a test and then use that information to verify your identity when you arrive to take a test.

When you register for an exam, you must provide certain information in the registration form and at the test center. To register for a test, you must provide your:

- first and last name;
- address;
- telephone number;
- email address;
- date of birth;
- gender;
- citizenship;
- ethnicity (US only); and
- payment information.

When you are at the test center to take the test, you must provide identification information, including an original government-issued identification, digital photograph, digital signature, and palm vein pattern scan (where permitted by law). You may also be subject to audio/video recording of your test session. In some locations, we use passport readers to verify your government-issued identification. For more information about the palm vein pattern scan and other security measures used at test centers, please go to [www.mba.com/us/the-gmat-exam/prepare-for-the-gmat-exam/plan-for-test-date/palm-vein-reader.aspx](http://www.mba.com/us/the-gmat-exam/prepare-for-the-gmat-exam/plan-for-test-date/palm-vein-reader.aspx).

Should you have an accommodation request, you will be required to provide sensitive health information to allow us to assess your request. [The GMAT Supplement for Test Takers with Disabilities](#) specifies the information you will need to provide to request an accommodation.

You are also requested to provide languages, study preferences, and educational and work experience when you register for the GMAT exam, but this is optional.

We may also collect communication preferences from you if you consented during the test registration process or when you created an account on [mba.com](https://mba.com) for certain products and services including the GMASS search service, business school preparation and career tools including financial aid and school recruiting, GMAT Preparation, and other marketing information.

For more information about the Executive Assessment exam and the information we collect for that test, please visit the [Executive Assessment Policies and Procedures](#) page on mba.com.

## Information We Collect from Your Use of Our Products and Services

For some of our products and services, you may be required to provide certain information such as first and last name, address, and email address. See the specific terms of use for each product to determine what information is required and what is optional:

- [GMAT Prep](#);
- [MBA.com](#);
- [GMAC.com](#);
- [IR Prep](#);
- [What Motivates You Tool](#); and
- [GMASS](#).

## Information We Collect from Member Schools

The designated representatives of member schools need to provide their contact information to allow GMAC to communicate with them.

## Information We Collect from Score Report Recipients

Authorized score report recipients need to provide contact and other background information to apply to become a recipient, to fulfill this role, and to have access to the Score Reporting website. Please note that the [Score Reporting website](#) is maintained by Pearson VUE (a service provider of GMAC) and their [privacy policy](#) governs that site.

## Information We Collect from Event Attendees

When you register for a GMAC sponsored event, download an event app, or participate in other event related activities, we may collect information from you to administer those activities. This information may include identifying information, attendee lists, payment information, communication preferences and/or information needed to create your user profile.

Should you choose to use an event app, we may use the contact information you provided in the event registration and gmac.com registration to pre-populate your event app profile. You can create a profile and edit your information in the event app.

Recordings, in various formats, of you may be taken at events. GMAC, its service providers, and sponsors may use, publish, and republish these recordings for GMAC's, service providers' and sponsors' business purposes without restrictions and without payment.

## Information We Collect from Research Participants

Information is collected from individuals and institutions participating in research activities.

For individual respondents participating in research surveys, we collect your email address and contact information so we can contact you to provide you with follow-up reports, an opportunity to enter into a sweepstakes, or any other follow-up research. We may also request, and you have the option to provide, information, such as opinions, attitudes, background information, and evaluations of our products and services. This information may be combined with information that you have provided and we have already collected, such as demographics, background information, or GMAT exam score. Research participation is optional.

For participating institutions, we collect your authorized representatives' contact information and institution information needed to administer the survey, to personalize invitations and to contact you about research projects and services. For more information, visit our [GMAC Research Services: Survey Participation Privacy and Confidentiality](#) page on mba.com.

## Information We Collect from Promotional Participants

We collect email address, entry requirements, and street address if needed for prize awards to administer promotions. We may also request consent from you to receive marketing communications from GMAC, its service providers or other third parties.

# Our Use of Personal Information

Personal Information We Collect	<b>Our Use of Personal Information</b>	Processing & Sharing Your Personal Information	Protecting Your Personal Information	Cookies & Similar Technologies	Your Access & Choices
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Generally, GMAC uses your personal information for the following purposes:

- to administer our tests, other products, services, and events;
- to provide information about graduate management educational programs that might interest you;
- to provide customized information to you regarding our products, services, events, or graduate education interests and motivations;
- to provide additional information on graduate management programs that might interest you;
- to conduct research and surveys;
- to enhance, improve, and develop our products and services;
- to operate our business;
- to communicate with you and for marketing, promotional, and advertising purposes;
- to improve our websites; and
- for the purposes described in the [Processing and Sharing Your Personal Information](#) section.

## Registering for Tests

We use the personal information collected from test takers to communicate with test takers, process the testing request and payment, to allow GMAC and its service providers to administer tests, to enable score distribution, provide access to the designated score report recipients, for research and product development improvement, and to provide test security and fraud prevention.

We use palm vein pattern scans (where permitted by law), your digital photograph, and your signature to compare the images against those of other test takers for fraud detection purposes. For more information about our use of palm vein pattern scans, please visit [here](#). We may also view and use the audio and video of test sessions (where permitted by law) for specific fraud detection purposes.

## Test Accommodations

If you are requesting a test accommodation for a disability, the information that we collect from you will be used to respond to and evaluate your request for test accommodations. We will also use your contact information to communicate with you and third parties, if authorized by you.

## Products and Services

We use your personal information to administer our products and services and for research, product development and improvement. We also use your information to communicate with you regarding the respective products or services and to provide you with customer support.

## Customized Services

For certain services, GMAC provides customized information to better serve you. For instance, when you complete the ["What Motivates You" tool on mba.com](#) or on a school's site, we may use your information to provide you resources that fit your motivations.

We may use your personal information that you have provided to offer additional information and recommendations on graduate management programs that might interest you.

For individuals that have registered on mba.com, after removing identifying information, your information is combined with that of others with similar interests, score sending patterns, test performance, and backgrounds. This information is aggregated and is used to make graduate management education program recommendations to individuals that have taken or may be taking the GMAT exam without disclosing personal information; only program information is provided.

## Member Schools

We use information collected from authorized representatives of member schools to provide governance and membership information, to communicate with schools, and to provide news regarding GMAC and our products and services.

## Events

We use the information we collect from you when you register for an event to

- administer the event;
- process payment;
- communicate with you concerning the event;

- provide an attendee list to other attendees, sponsors and exhibitors (you may opt-out of this list);
- populate event apps (if you choose to use them), and;
- provide business analysis information concerning events.

Photographs, video, or audio recordings of event participants may be taken by or on behalf of GMAC at our events. These may be used by GMAC and its service providers or sponsors for instructional, informational, promotional, and other business purposes.

## GMAC Conference Event App

We use your attendee registration information and [gmac.com registration](#) information to pre-populate your event app account. Within the app we provide the ability to share, at your direction, your personal information with some social networks and with other attendees. At the event, GMAC simplifies your sharing of your personal information with exhibitors or GMAC staff through the use of scanning codes.

## Communications

We use personal information we collect from you to deliver and personalize our communications with you. For example, we may contact you by email or other means to inform you when a test is upcoming, remind you about an event, invite you to participate in a survey, or tell you that you need to take action to keep your account active.

We may also use your information to send you information which may be of interest to you such as relevant articles or schools for consideration.

To see how you may manage your preferences or to unsubscribe from these activities see the [Your Access and Choices](#) section in this privacy statement.

## Marketing and Advertising

We use your personal information to send you marketing communications to inform you of products, events, promotions, research, and services that may be of interest to you including information from GMAC, GMAC controlled subsidiaries and corporate affiliates, and our strategic partners. We may also use tracking technologies, such as web beacons to track your device to deliver interest based advertising. To see how you can manage your preferences for these activities see the [Your Access and Choices](#) section in this privacy statement. To learn more about interest based advertising, see the [Cookies and Similar Technologies](#) section in this privacy statement.

## Product and Market Development

To improve and/or develop new products, services, and events, GMAC may conduct product and market development analyses based on information in our databases. The information in our databases is aggregated and de-identified prior to analysis to create user summaries. Each summary represents multiple, unidentifiable users. Prior to creating the summaries, the original information may be combined with publicly available information from third parties.

## Research

We regularly conduct research studies with individuals and organizations on various topics related to graduate management education and users of our products and services. We use your personal information to:

- ask you to participate in surveys;
- administer the survey;
- personalize survey invitations;
- communicate with you;
- contact you about follow-up reports, and;
- administer survey-related sweepstakes.

We combine information from individuals who respond to surveys into aggregated, anonymized reports that are shared publicly. We remove personal information from these reports. Additionally, the reports contain information on groups of respondents, not individuals. GMAC's minimum acceptable group sizes are defined to protect confidentiality of the individuals in each group. We use information such as opinions, attitudes, background information, and evaluations of our products and services and may combine it with information that you have provided to us for other purposes, and we have already collected.

The aggregated information may be combined with information that we have already collected, such as demographics or GMAT exam scores. For more information, visit our [GMAC Research Services: Survey Participation Privacy and Confidentiality](#) page on mba.com.

## Fraud Prevention, Security and Dispute Resolution

We use your personal and aggregated information to detect and prevent fraud, to confirm authorized users, to resolve disputes, and to enforce our agreements.

## Continuous Improvement

We use information to continually improve our products, services, and our websites.

# Processing and Sharing Your Personal Information

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We process, transfer, and share your personal information to complete any transaction, to improve our products and services, for marketing and promotional purposes, research and product development, event related activities, and to provide customized information to you regarding graduate management education. We also use personal information to provide any product or service you have requested or authorized. For example, when you register for the GMAT exam, we share your information with our test service provider to register you for the exam and for our provider to administer the exam on our behalf.

We process personal information per applicable law and with transparency and fairness. Our data processing activities are conducted:

- with your consent;
- in order to fulfill our obligations to you;
- for the legitimate purpose of operating our business including to improve and develop our products and services, for fraud prevention, for research, and improving your experiences; and/or
- as otherwise in compliance with law.

GMAC has obtained authorization from various data protection authorities throughout the world to process and transfer personal data. GMAC may also use model contracts with its service providers to govern the processing and transfer of personal data. Our service providers may also be certified under Privacy Shield or other frameworks for the processing and transfer of personal information.

We also process, transfer, and share your personal information:

- to protect and maintain the security of:
  - our tests and test takers;
  - our products and services and their users;
  - our GMAC member institutions; and
  - organizations that receive score reports and other information (such as GMAT score recipients);

- to prevent or detect fraud or other unlawful activity;
- when compelled by law to do so (such as by court order, investigation, or subpoena) or as required by legal proceedings (including defense of legal claims);
- as part of a corporate transaction, such as a merger, sale of assets, or an equity investment that result in a new subsidiary or corporate affiliate of GMAC®; or
- for the purposes described in our [Use of Personal Information](#) section.

## Storing of Personal Information

The personal information you provide to us will be stored in the United States, the country where the information was provided, and the country where the service is provided. The storage location depends on the product or service selected. Based upon the products or services you use, your personal information may also be transferred to another country.

We will obtain your consent, where required, for the transfer of your personal and/or sensitive information, and in cases where consent is not required for processing and transfer, we may utilize another basis. For our European Union visitors, these may include standard contractual clauses, contractual necessity or legitimate interest.

## Tests

When you register to take a test, you consent to the collection, retention, use, processing, transfer, and disclosure of your personal information, test responses and scores, signature, palm vein pattern scan (where permitted by law), digital photograph and audio/video recording (where permitted by law) to GMAC, to its service providers (such as Pearson VUE), and to score report recipients you designate located in the United States or other countries. These organizations may be outside of the country where you are testing or where you reside. You understand that these countries may have different privacy protections than your home country and you agree to these conditions. The score report recipients designated by the test taker can request and receive the digital photograph of the individual, which will be sent along with the test taker's score report.

## GMASS

If you consent to participate in the Graduate Management Search Service (GMASS) when you register for one of our tests or when you create an account on [mba.com](#), your GMAT test score range and your contact details, background and career information may be provided to schools, scholarship-granting organizations, strategic partners and corporate affiliates of GMAC for their own direct marketing. For more information about the GMASS service, please visit the [GMASS page on mba.com](#).

## Test Accommodations

When you submit a request for a test accommodation on the basis of a disability, GMAC may share your information with our service providers and external reviewers exclusively for the purpose of allowing GMAC to evaluate your request and with your explicit consent. Our service providers providing technical and security support may also have access to your accommodations information.

## GMAC Subsidiaries, Corporate Affiliates and Strategic Partners

We also share information with GMAC controlled subsidiaries (such as the Graduate Management Global Connection UK, GMAC India Private Ltd. and GMAC HK Ltd.); as part of a corporate transaction, such as a merger, sale of assets, or an equity investment that result in a new subsidiary or corporate affiliate of GMAC; our corporate affiliates; and with strategic partner organizations that share our graduate management education-related mission or provide the tools, resources or capabilities that contribute meaningfully to the mission.

Strategic partner organizations and corporate affiliates that share our graduate management related mission may receive personal information with your consent or for legitimate business purpose such as a corporate transaction. For example: an organization that is a sponsor of an event, or with whom we co-sponsor an event, may receive your personal information to communicate with you regarding the event and provide information about their graduate management education related services. A school may host the “What Motivates You” tool on their website and you are requested to consent to their receipt of your personal information. GMASS strategic partners that have a related graduate management education purpose may provide you with information about their services.

## Products and Services

When you purchase, register, or create an account for a product or service, you consent to the collection, retention, use, processing, transfer, and disclosure of your information to GMAC, its service providers, any recipient of information you select (any of which might be located in a country with different privacy protections than your home country), recipients otherwise required and disclosed in the Terms and Conditions of the product and/or service, and others as necessary to prevent unlawful activity or as required by law. Please see the specific Terms for the products or services that you have selected.

- [GMAT Prep](#);
- [MBA.com](#);

- [GMAC.com](#);
- [IR Prep](#);
- [What Motivates You Tool](#); and
- [GMASS](#).

## Interest Based Advertising

GMAC uses third party service providers to process your interest based activity information to track and help us deliver ads. See the [Cookies & Similar Technologies](#) section for more information about sharing information with advertising providers and interest based advertising.

## Research

We share your personal information with our service providers that help administer our surveys and research reports and provide technical support. We might combine your information with others in an aggregated, unidentifiable form to improve our services and to market those services to third parties. For more information, visit our [GMAC Research Services: Survey Participation Privacy and Confidentiality](#) page on mba.com.

## Privacy Notices for Other Countries and California

Please visit the [Local Privacy Requirements](#) page on mba.com to view the privacy notices for other countries and the state of California notice. For residents of the European Union, an individual has the right to request from GMAC the following: access, rectification or erasure of their personal information; to restrict the Council's processing of that information; or to object to processing. EU residents also have the right to request data portability. The above rights are subject to applicable limitations, restrictions and limitations. In certain cases, your request may be denied based on a legitimate exception such as where we are prevented from disclosing such information based on legal requirements or fraud prevention or security concerns. For more information or to make a request, please contact [privacy@gmac.com](mailto:privacy@gmac.com). To contact the Council's local representative in an EU Member State, please contact [privacy@gmac.com](mailto:privacy@gmac.com) for the contact information.

# Protecting Your Personal Information

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We understand that the security of your personal information is important. We use reasonable practices to protect your personal information from unauthorized use, disclosure, alteration, or destruction. As with any website, no security controls are 100% effective; we cannot guarantee the prevention of breaches. We encourage our visitors to use common sense in protecting your id, password, and other personal information.

## Our Information Security Program

We have implemented an information security program consisting of physical controls (to limit the access to physical media and devices containing the information), technical controls (to limit on-line access to information), and administrative controls (to limit the people who have access to your information) to protect your information. The effectiveness of our security program is periodically audited allowing for improvements to be made.

## Data Retention and Destruction

We keep your information for only as long as needed to provide you with requested services, to meet our governance responsibilities, to comply with legal requirements, for business operations, and to protect against fraud and theft.

- Generally, GMAC retains the personal information that we have collected up to 10 years beyond delivery of the last product or service you have selected for security purposes;
- Palm vein pattern records are retained for 5 years or the period designated by local law;
- CCTV/video/audio is retained for 30 days (or legally required period) at the test center unless there is a security incident necessitating a longer retention period;
- Accommodation requests and related information is retained for 5 years; and
- Aggregated information from which an individual cannot be identified is retained for research and product development purposes for research and business operations.

## Deleting Your Information

You may request that we delete the information in your account. This, however, may limit your ability to use our services for an extended period of time. For example, for security reasons, if your GMAT exam information is deleted, you will be unable to create

an account or take the GMAT exam for five years. It may take up to 90 days to fully inactivate or delete your account due to the complexity of the process. For more information about deletion limitations for test takers and others, please visit our [Your Access and Choices](#) page.

## Your Role in Protecting Your Information

As a user, you contribute to our security efforts by creating a user-id and password to access your information on our websites. Creating a strong, difficult to guess password enhances the security of your information. Also, please remember to avoid sharing your user-id and password with anyone. It is also recommended that you do not save your user-id and password on your computer or anyone else's computer.

When using our websites, you may post information, such as comments to blogs or forums, which may include, at your discretion, personal information. As the blogs and forums are publicly available, any personal information you post in these comments will be publicly available. To request deletion of any of this content please contact our [Customer Care](#) group. It may take up to 10 business days to complete your request.

Also, please refer to our section on [Cookies and Similar Technologies](#) and [Your Access and Choices](#) for more information on how you may protect the personal information you provide to us.

# Cookies and Similar Technologies

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At GMAC, the security of your information and the experience you have when visiting our websites is important to us. We use cookies and similar technologies to assist us in these areas. For example, these technologies are used for storing and processing preferences and settings, sign-in authentication, and capturing information about how our websites and emails are used. We also use information collected through automated technologies on our websites and emails for interest based advertising. You may limit how we and our service providers utilize these technologies through your browser settings or by visiting sites that provide interest based advertising, as described more fully below.

If you are accessing our websites from the European Union and certain other countries, you will be presented with an additional opportunity to accept or block the use of cookies. You may block the use of certain cookies via your browser; however, this may limit your use of our services and products.

## Analytics

Similar to many websites, GMAC works with service providers to enhance and improve our websites, products, and services. These providers supply tools for traffic monitoring, interest-based advertising, surveys, social media advertising, and email marketing. GMAC uses Google Analytics for this purpose. GMAC monitors site traffic and technical performance to administer our websites, to improve our visitors' experiences, for research and development of new products and services, evaluate site usage, provide site security, and provide localized content based on geographic location. We collect device identifiers, such as IP address, for this purpose. For privacy-related information related to Google Analytics or to opt-out, please see: <https://support.google.com/analytics/answer/6004245>.

## Responding to Do Not Track Signals

Some browsers provide the ability to send a Do Not Track signal to websites. Our websites do not respond to these signals or similar mechanisms.

## Interest Based Advertising

GMAC does not collect tracking information but uses third parties that belong to recognized industry digital advertising initiatives to track and/or deliver ads. These industry associations allow consumers to better control interest based ads and some are listed below with links to their site. We work with service providers (such as [Conversant](#), [Quantcast](#) and [RocketFuel](#)), to deliver and manage interest based or targeted advertising on our own sites and on other sites that you may visit before or after you visit our site. GMAC and its service providers place web beacons, cookies, and other tracking technologies on our and other sites to track users by device id. Ads are then presented to visitors based on their online behaviors and their actual or presumed commercial interests as indicated by those online behaviors. The service providers that GMAC works with do not collect or access information that directly identifies you (such as your name or email address). These service providers belong to industry associations that allow consumers to better control interest based advertising.

We also use email to send you marketing messages. GMAC uses web beacons to collect data about what content you viewed in an email. If you would like to opt-out of our marketing emails, please visit the website(s) you registered

on, [gmac.com](http://gmac.com) or [mba.com](http://mba.com) to update your email preferences, or you may do so from each commercial email we send, or you may [contact us](#).

## Sharing Information with Advertising Providers

In certain countries, we work with advertising providers, such as Facebook, Twitter, LinkedIn and others and receive audience based data (such as pixel traffic and conversion data) from them based on non-identifiable information such as IP addresses. These providers may collect additional information from you, such as your IP address and information about your browser or operating system, may combine information about you with information from other companies and may place or recognize their own unique cookie on your browser. These cookies may contain demographic or other data in de-identified form. These cookies used by third party advertising technology providers and how they use the information gathered from them will be governed by these companies' privacy policies. To block or limit this activity, see the information below and the [Your Access and Choices](#) section in this Privacy Statement.

## Advertising Choices

You may opt out of receiving interest based advertising by visiting the following sites:

- Digital Advertising Alliance (US) Consumer choice page: <http://www.aboutads.info/choices/>
- European Digital Advertising Alliance: <http://www.youronlinechoices.eu/>
- Twitter: <https://support.twitter.com/articles/20170405>
- Facebook: You should see a link to the opt-out when you select "Why am I seeing this?" when using Facebook. You can also select "Hide all from this advertiser" within Facebook to stop seeing our ads. More information can be found on Facebook's site here: <http://www.facebook.com/business/help/1415256572060999>
- LinkedIn: <https://www.linkedin.com/help/linkedin/answer/62931/manage-advertising-preferences>

As some of the tracking data for interest based advertising is also used for other necessary purposes (such as analytics and fraud detection), opting out of interest based advertising does NOT stop that data from being collected. You will also continue to receive non-interest based advertisements and may not necessarily see fewer ads.

## Cookie Controls

Most web browsers provide controls that allow you to block or delete cookies. Generally, you can go to the Help section on your internet browser and see instructions for blocking or deleting cookies. Please note that certain features that GMAC uses on its

websites depend on cookies. If you choose to block cookies, you may not be able to sign in or use those features, and preferences that are dependent on cookies may be lost. Please also note that GMAC or its advertising providers may use web beacons on its or third party websites to allow us to count users who have visited certain web pages and to generate statistics about how our site is used. Web beacons, unlike cookies, cannot be declined. However, setting your browser to decline cookies or prompt you for a response will keep most web beacons from tracking your activity.

## Your Access and Choices

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GMAC is committed to providing you with access to your personal information, informing you about how to express your preferences concerning your personal information, and withdrawing your consent and deleting your personal information when requested as described more fully below. You should also visit our sections about [Local Privacy Requirements](#) and the [Cookies and Similar Technologies](#) sections on mba.com for more information about your personal information and changing your preferences.

### Test Takers

In most cases, to access and modify your preferences, go to your mba.com profile or contact [GMAT Customer Service](#). However, there are some limitations on what may be changed. For example:

- A test taker may only change his/her name in certain circumstances by calling or faxing GMAT Customer Service; name changes cannot be made online; and
- To protect the security and integrity of tests, certain information cannot be altered or destroyed for 10 years, including your test scores, records related to your testing experience (“test records”), and the digital photograph and signature required to help verify your identify.

If you are testing in a country where you are permitted access to view restricted information such as biometrics, you may request to do so by contacting [privacy@gmac.com](mailto:privacy@gmac.com).

## Accommodation Requesters

If you have submitted a request for disability accommodations and would like your request and medical documentation withdrawn and deleted, please send an email request to [testingacommodations@gmac.com](mailto:testingacommodations@gmac.com). Upon receipt, your accommodations request and supporting information will be permanently removed from our system.

## Score Report Recipients

Score Report recipients can access their information by visiting the “Manage Users” or “View My Profile” functions available on the [Score Reporting website](#). Alternatively, you may contact GMAC to update your information on the [Score Reporting website](#) on your behalf.

## Our Website, Products and Services Users

If you have an [mba.com profile](#), you can change your communication preferences by logging into that account. You are also provided with unsubscribe and opt out options in GMAC marketing communications. You also have the option to withdraw your consent for our use of your personal information at any time by contacting our [Customer Service](#) group and providing us with written notice. If you exercise this option, you agree that you will no longer be entitled to use and have access to our websites or the services we provide.

## Event Registrants

You can access your personal information by going to [your profile located on gmac.com](#) or by contacting [programs@gmac.com](mailto:programs@gmac.com).

## Members

Members can access their personal information by visiting [your profile located on gmac.com](#) or by contacting [governance@gmac.com](mailto:governance@gmac.com). Please note that deans and representatives may not opt-out of communications related to their governance responsibilities.

## Individual Survey Participants and Participating Institution representatives

You can access and modify your information by contacting [research@gmac.com](mailto:research@gmac.com).