

Purpose

1. This document describes the levels of access to account information and the manner in which AASHTO re:source protects customer confidentiality. It also describes situations when AASHTO re:source does not protect customer confidentiality.

Policy

1. Information is shared with interested parties based on their role(s). The following roles are defined in this policy:
 2. **Public access:** Some information gathered by AASHTO re:source is available to the public via www.aashtoresource.org.
 - 2.1. The [AASHTO Accreditation Directory](#) provides unrestricted access to the following information regarding AASHTO Accredited laboratories:
 - 2.1.1. Laboratory-provided contact information, including: company name, phone number, fax number, physical or mailing address, web address, Primary Contact's name and email address.
 - 2.1.2. AASHTO Accreditation status and digital certificate. This includes current information regarding scope of accreditation, individual standards, and accredited since dates, as well as any active suspensions to accreditation.
 - 2.2. The AASHTO re:source Proficiency Sample Program provides unrestricted access to anonymized results from [Sample Round Analyses](#) and [Compilation of Statistics](#). These results do not include identifying information about specific participating laboratories.
 - 2.3. The [Certified FWD Calibration Center Operators list](#) provides unrestricted access to the operator name, center name, center location, expiration date, and a digital copy of the certificate.
 3. **Laboratory access:** Laboratory personnel with login credentials (account holder) has access to the following information, when accessing their account via www.aashtoresource.org:
 - 3.1. Full assessment details, including observations and nonconformities noted during AASHTO re:source and CCRL laboratory assessments;
 - 3.2. AASHTO re:source Proficiency Sample Program results;
 - 3.3. AASHTO Accreditation information included in the Accreditation Events system;
 - 3.4. Invoicing details;
 - 3.5. Scheduling information for upcoming AASHTO re:source assessments;
 - 3.6. Certain designated contacts receive information via email or mail specific to their role (ex. the Billing Contact receives invoices) without account log-in access; and
 - 3.7. Information regarding AASHTO Accreditation Program approvals of any corporate quality management system documents and internal exams unless otherwise

prohibited by the corporate account holder.

4. **Corporate access:** The company's corporate personnel providing support and oversight to their branch laboratories have access to the following information:
 - 4.1. Information listed under 3 for all laboratories in their company; and
 - 4.2. Information regarding review and approval of corporate quality management system documents and internal exams.

5. **Non-registered company personnel:**
 - 5.1. Personnel who are authorized to act on the laboratory's behalf by someone with Laboratory-level access (see Section 3) also have laboratory-level access to the laboratory's information. If the personnel represents themselves over the phone as an employee of the company in question or possess an email address with the standard company domain, our staff can communicate with that employee as if they were registered company personnel. If the situation is unclear, authorization can be obtained through correspondence with the laboratory contact(s).

6. **Consultant access:** Consultants who have provided a completed [Consent for Release of Information Form](#) have access to the following information:
 - 6.1. Information listed under Section 3 for the laboratory that signed the Consent for Release of Information Form.

 - 6.2. **Specifier access:** Specifying agencies who use the [Specifier Tool](#) through the AASHTO re:source website have access to the following information:
 - 6.2.1. Public-Access specifiers can be notified about changes to the AASHTO Accreditation status of the monitored laboratory and view a Laboratory Overview Table, which provides the current accreditation summary for all monitored laboratories. Public Access does not require the approval of the monitored laboratory.
 - 6.2.2. Private-Access specifiers can be notified when an AASHTO re:source assessment report has been issued and when all corrective actions have been accepted following an AASHTO re:source or CCRL assessment. Report details and those of any corrective actions are not shared with specifiers. Private Access requires the approval of the monitored laboratory.

 - 6.3. **AASHTO staff access:** AASHTO staff have unlimited access to all information held by AASHTO re:source. AASHTO staff also have access to information held by CCRL if the laboratory has provided CCRL with a [signed release form](#).

 - 6.4. **AASHTO re:source Administrative Task Group (ATG) and Appeals Panels:** These panelists and members of the Administrative Task Group are a subset of the members of the AASHTO Committee on Materials and Pavements (COMP), which is comprised of employees of the state Departments of Transportation. Members involved in the review

and decision-making process required for carrying out the work of the AASHTO Accreditation Program and AASHTO re:source are provided with information relevant to the specific situations requiring review and decision making. This may include, but is not limited to, AASHTO re:source and CCRL proficiency sample data, AASHTO re:source and CCRL assessment reports, corrective actions, records, comments, emails, and information obtained by a third-party complaint.

- 6.5. **External assessment providers:** Certain CCRL staff members and contracted assessment providers have AASHTO staff-level access so they can accomplish their role more effectively (ex. verifying scheduling information or providing feedback to the AASHTO Accreditation Program on corrective actions or supporting documentation upon request). These individuals may also participate in AASHTO re:source meetings where accreditation issues are discussed and records are reviewed to support the work of the AASHTO Accreditation Program.

7. **Exceptions:** AASHTO re:source will not intentionally release assessment reports, proficiency sample reports, or non-public accreditation information to anyone not affiliated with the given laboratory without the expressed written authorization from the laboratory. However, there are exceptions to this policy:
 - 7.1. **Exceptions when there are integrity concerns:** If AASHTO determines that there are integrity concerns at a laboratory within the AASHTO programs, known specifiers such as the Department of Transportation in the state where the laboratory operates may be notified about these concerns without the authorization of the laboratory. The laboratory will be notified about the possibility of sharing this information.
 - 7.2. **Exceptions when there are potential legal concerns:** AASHTO, at its discretion, may choose to share information that would otherwise be considered confidential with proper authorities if it is determined that the information is possibly relevant to illegal and/or criminal activities, or other legal proceedings. It should also be understood that AASHTO will comply with the law when asked by an authority to share such information.
 - 7.3. **Exceptions for unpaid invoices:** If a laboratory's unpaid invoice becomes delinquent, AASHTO re:source will send relevant billing information to a third-party debt collections agency.