



UNITED PROFESSIONAL ELECTROLOGISTS ASSOCIATION (UPEA)

CODE OF ETHICS

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Formally known as Electrolysis Association of North Carolina (EANC)

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CODE OF ETHICS

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Mission

Educate the citizens of North Carolina through public awareness information. Protect the consumer's interest with respect and regard to the choice of and differences in hair removal through mandatory continuing education, inspection of each office, and each practitioner. Ensure credentials meet standards of competency without misrepresentation of status and working with associated Boards as the Rules apply.

Code of Ethics Purpose

The *EANC/UPEA Code of Ethics* is intended as a guide for practitioners on professional conduct, operating procedures, and ethical behavior. It is also intended as a vehicle to increase public confidence and trust among our community and clients.

Practitioners/Members are required to review the *EANC/UPEA Code of Ethics* annually to remain familiar with the guiding principles and to stay abreast of any updates.

Client Relationship

Practitioners/Members will provide accurate and timely information to clients regarding the profession and treatment process.

Practitioners/Members will at all times respect the dignity of every client.

Practitioners/Member will clearly state their fee schedules and inform clients of applicable business practices.

Confidentiality and Privacy

Practitioners/Members aspire to earn the trust and respect of clients by creating a safe environment, maintaining confidentiality, and effectively communicating.

Practitioners/Members respect the privacy of prospective and current clients.

Practitioner /Member ensures that records and documentation kept in any medium are secure and that only authorized persons have access to them.

A. Client Information

Practitioners/Members will obtain medical history and other pertinent information as required by state and local authorities, and for the purpose of providing effective services.

Practitioners/Members will maintain and safeguard client documentation using currently accepted document management principles.

B. Disclosure of Client Information

Client information will only be disclosed to third parties as mandated by federal, state, and local authorities or in the event of a formal complaint to the NCBBEE.

Professional Responsibility

Practitioners/Members have a professional responsibility to abide by the *EANC/ UPEA Code of Ethics* in addition to any other Codes deemed applicable by professional associations under which a practitioner/Member is bound.

A. Accurate Representation and Credentials

Practitioners/Members will claim or imply only the professional qualifications and credentials that have been completed. Practitioners/Membership will claim only current, in-good-standing licenses or certifications.

B. Advertising and Marketing

When advertising or representing their practice, practitioners/member will accurately identify their credentials and in a manner that is not misleading, false, or deceptive.

C. Complaint Process Disclosure

Practitioners/Members will direct clients to the NCBBEE website for detailed information on the complaint process. Practitioners will disclose to each client their right to file a complaint. Practitioners will request each client's acknowledgement and signature confirming they have been briefed on the NCBBEE complaint process.

D. Continuing Education

To maintain the most current industry knowledge and skills, practitioners/members will attend continuing education programs and seek out opportunities to promote professional growth and development.

E. Professional Loyalty

Practitioners/Members will be loyal and supportive of fellow practitioners, demonstrating professionalism and an earnest belief in the success of all.

F. Quality of Service & Judgement

Practitioners/Members will provide the highest quality of professional service within the practitioner's capabilities by demonstrating skills and knowledge consistent with recognized and accepted standards of practice.

Practitioners /Members will execute sound professional judgement in evaluating client needs and subsequent treatment procedures.

G. Unethical Conduct

Practitioners/Members will report alleged incompetence, illegal activities, and/or unethical conduct to the appropriate authorities.

Practitioners/Members do not initiate, participate in, or encourage the filing of complaints that are retaliatory in nature or are made with reckless disregard or willful ignorance of the facts that would disprove the allegation. Such action is considered a violation of the *EANC/UPEA Code of Ethics*.

When a practitioner has reason to believe another practitioner has violated the *EANC/UPEA Code of Ethics* and no substantial harm is present to the public and/or client, the practitioner will first attempt to resolve the issue informally as long as confidentiality is maintained for any clients and no federal, state, or local laws have been violated.

Glossary of Terms

Client – an individual seeking professional service.

Confidentiality – the ethical duty of practitioners to protect a client’s identity, identifying characteristics, and private communications.

Documents – any written, digital, audio, visual, or artistic recording between a practitioner and client.

Privacy – the right of an individual to keep oneself and one’s personal information free from unauthorized disclosure.



Records – all information or documents, in any medium, that a practitioner keeps about a client.

References

AEA Code of Ethics. (2015, July 1). Retrieved from American Electrology Association:
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<http://www.counseling.org/resources/aca-code-of-ethics.pdf>

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