

# QM06 CONFIDENTIALITY POLICY

Version:02

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**CERTPLUS**

Certification and Inspection Service

## Staff, Auditors and Sub Contractor Requirements

All information (including client's information) received by or available to **CERTPLUS**, staff, auditors, sub-contractors or committee members (in whatever format) received in conducting audit activities, or during other certification activities, or during any dealings with an organization for any other reason shall be regarded as strictly confidential and shall not be divulged to any 3rd party (unless specified in ISO/IEC 17065:2012) without the express permission of the organization or individual concerned.

The requirement to keep confidential any information will also include any organization that has a legitimate right to audit or inspect **CERTPLUS**.

Where **CERTPLUS**, is required by law to release confidential information to a third party the client or individual concerned shall, unless regulated by law, be notified in advance of the information provided. However where the organization is seen to be operating contrary to legal requirements or has operating practices which pose a danger to staff, customers. **CERTPLUS**, reserves the right to immediately report any such incident to the relevant authority. Any such reporting will only be undertaken with the permission of General Manager.

## Access to Records

All records will be retained in a secure manner, only accessible to authorized staff via either paper records or password controlled electronic records. Sub-contractors or external expert or auditors will be limited to accessing information produced by them in conducting an audit. Records will only be made available to organizations who can demonstrate a legitimate (and legal) right to view those records and specifically to Accreditation Bodies.

## Confidentiality Declarations

All staff, auditors, sub-contractors, General Managers and Committee Members will be required to agree to **CERTPLUS**, confidentiality policy and sign a agreement/contract include confidentiality. Sub-contractors will also sign an agreement which also contains the responsibility to maintain confidentiality.

**General Manager's Signature**