Confidentiality Policy Statement

Comply Quality & Standardization Certificates Issuing Services (CQC) staffs, sub-contractor's auditors, experts, or committee members 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 brought out to any 3rd party (unless specified in ISO/IEC 17021:2015) 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 Comply Quality & Standardization Certificates Issuing Services.

DISCLOSURE

Comply Quality & Standardization Certificates Issuing Services 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.

Information about a client shall not be disclosed to a third party without the written consent of the client concerned. This will not bind the information shared according to the requirements of ISO/IEC 17021-1:2015.

When CQC is required by law or by authorized by contractual arrangements (such as with accreditation body) to release any confidential information, the client or the individual concerned shall be notified of the information provided unless until prohibited by law.

However, where the organization is seen to be operating contrary to legal requirements or has operating practices which pose a risk to staff, customers or the environment Comply Quality & Standardization Certificates Issuing Services reserves the right to immediately report any such incident to the relevant authority. Any such reporting will only be undertaken with the permission of Certification 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 of who belongs to Comply Quality & Standardization Certificates Issuing Services 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, Sub Contractors, Directors and Committee Members will be required to agree to Comply Quality & Standardization Certificates Issuing Services confidentiality policy and sign a confidentiality agreement.

Policy Approved by:

B. Fairoz Khatun.



Certification Manager

Ms. Fairoz Khatun

Comply Quality & Standardization Certificates Issuing Services (CQC),

Al Ittihad Road, Dubai International Airport, Dubai, UAE