

IWZ is committed to protecting confidential and/or proprietary information related to applicants; certified clients in accordance with the requirement of ISO/IEC 17021-1:2015.

In the interest of safeguarding the confidential information of its clients and applicant organizations, the management of IWZ hereby declares the following:

IWZ will not disclose any confidential applicant/certified clients' information unless authorized in writing by the individual or as required by law.

Responsibility

IWZ is responsible through legally enforceable agreements for the management of all information obtained, or created during the audit activity at all levels of its structure, including committees and external bodies or individuals acting on behalf of IWZ.

Confidential Information

All the information, except that information that are publicly made accessible by the client of IWZ shall be considered as confidential by IWZ and IWZ shall inform the client well in advance of the information it intends to place in public domain.

Information about the client from sources other than the client (e.g., complainant, regulators) shall be treated as confidential, consistent with the IWZ confidentiality policy.

Disclosure

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.

Partner companies are an exception and accept IWZ's confidentiality and privacy policy. These policies are included in the contract between the two companies, in order to protect IWZ's customers. When IWZ 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.

Protection

IWZ has made necessary arrangements including contractual arrangements at all levels of its structure including the committees and external bodies or individuals who act on behalf of IWZ and has necessary equipment and facilities that ensure the secure handling of confidential information.

The e-mails and the documents shared by the customer with IWZ are archived on Digitaliso, a digital platform. Digitaliso being a partner of IWZ, respects the privacy and confidentiality policies of the company as mentioned above. Both e-mails and documents can only be accessed by IWZ staff. Depending on the type of access, which depends on the role in IWZ, only some of the documents within the software can be viewed and modified.

For more information on the management of documents and registrations within Digitaliso, please refer to the procedures "QP_09 Procedure for document management" and "QP_13 Procedure for registration management".

Disclaimer of Confidentiality

Customer information and documentation will be shared with the UKAS certification body and the impartiality management committee, two bodies external to the company that oversee IWZ activities. Although these documents are shared with the two beforementioned bodies, both UKAS and the impartiality management committee accepted IWZ's confidentiality and privacy policies. The form **A&FO_02** also contains a declaration of acknowledgment and acceptance by the customer about confidentiality.

