

## Confidentiality Policy

Assurco Limited recognises that the protection of confidential information is fundamental to maintaining trust, impartiality and credibility in the provision of certification services.

This policy confirms Assurco's commitment to meeting the confidentiality requirements of ISO/IEC 17021-1, ISO/IEC 17065 and other relevant standards; and to protecting all information obtained or created during the performance of certification activities.

### Scope of Confidentiality

Assurco shall treat as confidential all information obtained or created during certification activities, including but not limited to:

- Client application, audit, certification and surveillance information
- Management system documentation and records
- Audit findings, reports and certification decisions
- Complaints, appeals and whistle-blowing information
- Information received from accreditation bodies, regulators and other interested parties

Confidentiality applies throughout the **full certification lifecycle** and continues after the completion or termination of certification activities.

### Personnel and legally enforceable commitments

All persons acting on behalf of Assurco are required to maintain confidentiality. This includes:

- Employees and auditors
- Committee members involved in certification, impartiality, appeals or complaints
- Contractors, outsourced bodies and external technical experts

Confidentiality obligations are established through legally enforceable agreements, including contracts, terms of engagement and confidentiality agreements, and remain in force after the end of employment or contractual relationships.

### Disclosure of information

Confidential information shall not be disclosed to any third party without the prior written consent of the client, *except where disclosure is required by law, regulation, accreditation requirements or court order.*

Where disclosure is required, Assurco Limited shall:

- Inform the client of the information to be disclosed, unless prohibited by law

## Building Trust & Integrity

- Limit disclosure to the minimum information required

Information shared with accreditation bodies for assessment, witnessing or investigation purposes is considered confidential and subject to equivalent confidentiality obligations.

## Information security and access control

Assurco implements appropriate technical, organisational and procedural controls to protect confidential information, including:

- Controlled access to electronic and physical records
- Secure IT systems and cloud-based document management
- Defined authorisation levels based on role and responsibility

Access to confidential information is restricted to authorised personnel only and is subject to regular review.

## Monitoring, breaches and improvement

The effectiveness of confidentiality arrangements is monitored as part of the Certification Management System. Any actual or suspected breach of confidentiality is investigated and addressed promptly.

Confidentiality performance, risks and improvement opportunities are reviewed during Management Review to ensure continual improvement.

## Availability of this policy

This Confidentiality Policy is publicly available to interested parties upon request and is communicated to all personnel involved in certification activities.

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Knowledge Base: <https://www.assurco.com/knowledge-base/confidentiality/>