



CONFIDENTIALITY PROCEDURE

1.0 OBJECT

- 1.1 This is to define a system to ensure the confidentiality of information belonging to Kiwa customers.

2.0 SCOPE

- 2.1 This procedure applies to Kiwa staff and representatives.

3.0 RESPONSIBILITIES

- 3.1 The Operations Manager ensures that all personnel working for Kiwa are notified of confidentiality documents. These documents are stored in files of relevant personnel.

4.0 APPLICATION

- 4.1 Kiwa keeps all information obtained during the certification process confidential. To this end, all full-time staff auditors, technical experts and committee members sign the FR.005 Confidence and Privacy Statement. This document is stored in the relevant personnel file.
- 4.2 Contracts may be terminated in the event of non-compliance with the terms of this commitment. Kiwa will also take legal action against those who have committed a violation.
- 4.3 In the case of requests from legal authorities and requests of the accreditation body, Kiwa may provide information about the customer or candidate (under the personnel certification). In addition, customer information is not given to third parties without the written permission of the customer. Kiwa retains all printed and electronic data of the customer.
- 4.4 During the resolution of complaints and appeals, the balance between the principles of openness and confidentiality must be ensured.
- 4.5 Kiwa takes physical and electronic security measures to limit access to customer data.
- 4.6 Kiwa informs the relevant party of the information to be provided if there is no legal obstacle to provide confidential information due to legal obligation.
- 4.7 After the conformity assessment process has been completed, Kiwa staff will delete the electronic documents given to the customer and forward the other printed documents to Kiwa.
- 4.8 In addition to the conditions mentioned in this procedure, the conditions in the documentation of the GD.001 Certification Rules, SD.002 Basic Policies, FR.005 Confidence and Privacy Statement, FR.001 and FR.001-A UDP Service Contract documents apply as a whole.
- 4.9 Kiwa also signs agreements that guarantee confidentiality with interested parties who may be involved in their activities.

5.0 RECORDS

FR.005 Confidence and Privacy Statement
GD.001 Certification Rules
SD.002 Basic Policies
FR.001 Full-Time UDP Service Agreement
FR.001-A External UDP Service Agreement

6.0 REFERENCES

| Standard No | Standard Name | Article No/Name |
|---------------------|---|---------------------|
| TS EN ISO/IEC 17021 | Conformity Assessment - Conditions for Organizations Providing the Inspection and Certification of Management Systems | 4.6 Confidentiality |



CONFIDENTIALITY PROCEDURE

| | | |
|---------------------|--|---------------------|
| TS EN ISO/IEC 17020 | General Criteria for Operation of Various Types of Inspection Organizations | |
| TS EN ISO/IEC 17065 | Conformity assessment - Conditions for organizations engaged in product, process and service certification | |
| TS EN ISO/IEC 17024 | Conformity Assessment - General Conditions for Personnel Certification Organizations | 7.3 Confidentiality |
| TS EN ISO/IEC 17025 | General Conditions for the Adequacy of Testing and Calibration Laboratories | 4.1.5 c) Laboratory |