

	Confidentiality & Independence Policy	QM/001/A1-2
		Issue no.: 1
		Issue date: 01/01/2016
		Revision No.: 1
		Revision date:

Purpose

This policy describes the measures taken by TÜV NORD Egypt to ensure that relevant client information is treated as confidential at all levels of the organization, including sub-contractors.

Scope

This policy applies to all TÜV NORD Egypt employees, agents, committees and subcontractors and their respective activities involved with TÜV NORD Egypt clients.

References

- ISO 17021 “Conformity assessment - requirements for bodies providing audit and certification of management systems”.
- ISO 17020 “Confirming assessment - requirements for the operation of various types of bodies performing inspection”.

Responsibilities

The TÜV NORD Egypt’s managing director or designee is responsible for establishing and maintaining facilities to ensure confidentiality. All TÜV NORD Egypt personnel and subcontract personnel are accountable for confidentiality requirements of client information. All levels of personnel and committees are included in arrangements to assure confidentiality.

Subcontractors are responsible for handling client information with professional secrecy at the client facilities and other environments in which client documents and information are maintained, such as home offices or TÜV NORD Egypt offices.

Policy Statement

TÜV NORD Egypt personnel are exposed to a significant amount of proprietary information regarding client products, facilities, organization, and policy’s. Ensuring that this information is kept confidential is a major concern to TÜV NORD Egypt measures to preserve confidentiality are implemented in informing personnel and in the administrative and procedural structures of the certification/ inspection systems. The following measures are implemented:

- The employment agreement signed by each employee contains a declaration of confidentiality of third party and company information;
- External/Subcontracted auditors/inspectors are required to sign a Confidentiality Agreement that indicates that they will hold all client information in the strictest confidentiality;
- The members of the Committee for Safeguarding Impartiality signing a confidentiality agreement;
- Confidential treatment of client processes and procedures is discussed with client management in the opening and closing meetings;
- Special arrangements regarding confidentiality may be submitted by the client;
- Clients are informed that certification files held by TÜV NORD Egypt are subject to review by industry accreditation agencies and regulatory authorities.

Note: During oversight audits (e.g. Accreditation Bodies, Regulatory Authorities, etc.) TÜV NORD Egypt shall not provide access to records of their competitors.

Approved

TÜV NORD Egypt
Ahmed Marei
Managing Director
19/06/2023