

1. Introduction

- 1.1 This policy defines how confidentiality of the information obtained or created during the certification activities, is ensured.

2. Obligations of Interface

- 2.1 Interface commits itself to confidentiality concerning all information available to it in the context of its activities on the Client's premises, whether this information relates to internal matters of the client or to its business relations. This also applies to verbal or written results of the audit.
- 2.2 Interface NRM will inform the client, in advance, of the information it intends to place in the public domain. All other information that is made publicly accessible by the client will be considered confidential.
- 2.3 Interface shall not disclose the Client's confidential information, trade secrets or processing procedures to any third party without written consent by the Client or the individual concerned (unless required to do so by Law or the relevant standard). Where a legal obligation is made, the Client shall be informed in advance of the information provided.
- 2.4 Interface shall allow access to both its own documents and Client-related data to Accreditation Bodies and the Impartiality Committee as appropriate.
- 2.5 Information about the Client from sources other than the Client (e.g. complainants, regulators) shall be treated as confidential, consistent with this Policy.
- 2.6 All personnel, including committee members, technical experts, subcontracted/external organisations or individuals acting on behalf of Interface, shall keep confidential all information obtained or created during the certification activity.
- 2.7 All involved personnel (i.e. Interface auditors, technical experts, subcontracted/external auditors, committee members and other associates as relevant) shall sign an agreement committing them to comply with the confidentiality requirements.
- 2.8 Interface shall ensure there is adequate equipment and facilities for secure handling of confidential documents and records for the certification activity.

3. Obligations of the Client

- 3.1 The Client is obliged to maintain strict confidentiality about any information revealed within the terms of the Certification Contract as well as knowledge of matters relating to Interface, its employees and auditors. This obligation also applies after termination of the Contract. The Client similarly accepts the obligation on behalf of his auxiliary persons and associates.