

In COTECNA all staff especially top management are committed to confidentiality in accordance with requirements ISO 17021:2015 shall be applicable when defining and accessing our confidentiality.

1. All information received by or available to COTECNA Company staff, sub - contractors or committee members (in whatever format) received in conducting certification activities, or during any dealings with an organization for any other reason shall be regarded as strictly confidential and shall not be divulged to any 3rd party (unless specified in COTECNA Company' s work instructions or procedures) without the express permission of the organization or individual concerned. The requirement to keep confidential any information will also include any organization that has a legitimate right to examination or inspect COTECNA Company.
2. .Where COTECNA Company is required by law to release confidential information to a third party the client or individual concerned shall, unless regulated by law, be notified in advance of the information provided.
3. However where the organization is seen to be operating contrary to legal requirements or has operating practices which pose a danger to staff, customers or the environment COTECNA Company reserves the right to immediately report any such incident to the relevant authority. Any such reporting will only be undertaken with the permission of CEO.
4. All information relates to complainant & Subject of complaint during complaint\Appeal process subjected to requirements for confidentiality.
5. **Access to Records:**

5.1. All records will be retained in a secure manner, only accessible to authorized staff. Sub-contractors will be limited to accessing information produced by them in conducting an inspection/certification.

5.2. Records will only be made available to organizations who can demonstrate a legitimate (and legal) right to view those records and specifically to Accreditation Bodies. E.g. EGAC.

6. Confidentiality Declarations:

All staff, Sub-Contractors, and Company's various Committee Members will be required to agree to COTECNA Company confidentiality policy and sign a confidentiality agreement. Sub-contractors will also sign an agreement which also contains the responsibility to maintain confidentiality.