

# Confidentiality Policy Statement

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## OBJECTIVES

ISO Experts Pty Ltd and our auditors are given access to documents and information that are considered to be highly confidential. We also work closely with many clients that are in direct competition with each other. For these reasons it is important to our business that we maintain a strictly high level of confidentiality for all of our clients. This policy describes how confidentiality is maintained and must be adhered to by all ISO Experts personnel.

## POLICY

### General

Whilst the majority of our client's information remains confidential, there is some information that is made publicly available relating to the certification. This information includes the name and address of the organisation, the standard to which the company is certified and the expiry date of the certification.

Where additional client information is requested by third party organisations such as government procurement departments, the client will be advised, and no information will be released without the written consent of the client (unless legally required).

### Office Level

All client information that is collected including client documents, audit reports, complaints from external and regulatory bodies, audit notes etc are stored on a secure server that is password protected. Hard copies of documents, including those collected during audits, are destroyed after being noted in the audit report or scanned into the clients file.

Where client information is required to be released by law (typically by subpoena) the client will be notified prior to the information being released by ISO Experts Pty Ltd.

### Auditors

The nature of an audit also presents a large risk for maintaining confidentiality, as our auditors have client files on their laptops and there is also a potential for client information to be released during conversation. In order to control these risks, all auditors' and technical experts are required to complete the **Contractor Agreement** that includes a declaration of confidentiality. All auditors' laptops must be anti-virus protected, password protected and when left unattended must be locked. Auditors are also encouraged to minimise the use of hard copy notes except on sites that do not facilitate the use of a laptop as hard copy notes are less secure. Auditors are also discouraged from taking hard copy client documents off site.

### Release of Information

When ISO Experts is required by law or authorized by contractual arrangements to release confidential information, the client or person concerned shall, unless prohibited by law, be notified of the information provided. Information about the client obtained from sources other than the client (e.g. from the complainant or from regulators) shall be treated as confidential.

**Name:** Robert Capozzi

**Signature:** 

**Position:** Director

**Dated:** 1<sup>st</sup>, February 2019