



Callids Global Quality and Standardization Certification Issuing Services LLC (CG) is committed to protecting confidential and/or proprietary information related to applicants; certified clients in accordance with the requirement of ISO/IEC 17021-1:2015.

In the interest of safeguarding the confidential information of its clients and applicant organizations, the management of CG hereby declares the following:

CG will not disclose any confidential applicant/certified clients' information unless authorized in writing by the individual or as required by law.

Responsibility

CG is responsible through legally enforceable agreements, for the management of all information obtained or created during the audit the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on behalf of CG.

Confidential Information

All the information, except that information that are publicly made accessible by the client of CG shall be considered as confidential by CG and CG shall inform the client well in advance of the information it intends to place in public domain.

Information about the client from sources other than the client (e.g., complainant, regulators) shall be treated as confidential, consistent with the CG confidentiality policy.

Disclosure

Information about a client shall not be disclosed to a third party without the written consent of the client concerned. This will not bind the information shared according to the requirements of ISO/IEC 17021-1:2015.

When CG is required by law or by authorized by contractual arrangements (such as with accreditation body) to release any confidential information, the client or the individual concerned shall be notified of the information provided unless until prohibited by law.

Protection

CG has made necessary arrangements including contractual arrangements at all levels of its structure including the committees and external bodies or individuals who act on behalf of CG and has necessary equipment and facilities that ensure the secure handling of confidential information.

20 August 2022

Policy Approved By:

Certification Manager
Callids Global Quality and Standardization Services Issuing Services LLC