

## Confidentiality Policy

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### CONFIDENTIALITY POLICY

The purpose of the Confidentiality Policy is to ensure that all employees, committee members, contractors, personnel of external bodies or individuals working on behalf of CRI Certification understand the company's requirements in relation to the disclosure of CRI Certification's client confidential information. This policy is not intended to prevent disclosure where disclosure is required by law.

CRI Certification is committed to providing confidential certification services to its clients, including information about the client, e.g. complainants and regulators and shall not disclose to others or use without permission any confidential technical or business information belonging either to CRI Certification, its' partners, agents, customers or clients. This includes any information learnt or originated during CRI Certification activity, whether it is written or otherwise tangible that is not generally available to the public and/ or gives one who uses it advantage over competition.

For this policy, confidentiality relates to the transmission of client, sensitive or identifiable information about individuals or organizations (confidential information), which comes into the possession of CRI Certification through its Management System certification activities.

CRI Certification recognizes that occasions may arise where individual employees feel they need to breach confidentiality. Confidential or sensitive information relating to an individual or an organization may be divulged where there is risk of danger to an individual, client, or where it is against the law to withhold it. In these circumstances, information may be divulged to external agencies e.g. Police, Health and Safety Executive, Environmental Protection Agency on a need to know basis.

Where a CRI Certification employee or someone operating on its behalf feel that confidentiality should be breached the decision will be based on review of Impartiality Committee.

All CRI Certification employees and those operating on its behalf will receive a copy of the confidentiality policy and sign a confidentiality agreement. Existing and new workers will be introduced to the confidentiality policy via induction and training.

Breaches of this policy are dealt as under the CRI Certification Grievance and/or Disciplinary procedures as appropriate.

This policy will be reviewed annually, and amendments will be proposed and agreed by the Impartiality Committee as per ISO 17021:2015.