

Confidentiality Policy

Introduction

At IQMCINDIA Certification Pvt Ltd, we recognize the critical importance of maintaining the confidentiality of all information obtained or created during compliance audits and management system certification activities. Ensuring confidentiality is essential for maintaining trust, protecting client data, and complying with legal, ethical, and international standard requirements.

Scope

This policy applies to all employees, auditors, contractors, and any personnel involved in social compliance audits and certification of management systems including QMS, EMS, and OHSMS.

Policy Commitments

1. Confidentiality Obligations

All information obtained during audits shall be treated as confidential unless disclosure is authorized by the client or required by law. This includes business processes, audit findings, internal communications, and any sensitive or proprietary information.

2. Access Control

Access to confidential data is strictly controlled. Only authorized personnel may access client-related information, with appropriate technical and administrative safeguards in place.

3. Client Consent and Legal Disclosure (ref clause- 8.4.3 in ISO/IEC 17021-1:2015)

Information will not be disclosed to any third party without written consent from the client unless legally mandated. In such cases, the client will be informed unless prohibited by law.

4. Conflict of Interest

Employees must avoid any personal or professional relationships that could present a conflict of interest as per our conflict-of-interest policy (IQMC-PY12) and compromise the confidentiality of audit information. All potential conflicts must be disclosed to management and appropriately managed to ensure the objectivity and integrity of the audit process.

5. Training and Awareness

All personnel involved in audit and certification activities shall undergo mandatory training on confidentiality obligations. Regular awareness sessions will be conducted to ensure understanding of procedures, updates to the policy, and alignment with relevant standards.

6. Reporting Violations

Any suspected breach of confidentiality must be reported immediately to the designated compliance officer or senior management. IQMCINDIA encourages a speak-up culture where employees can report concerns without fear of retaliation.

7. Enforcement

Breaches of this confidentiality policy will be treated seriously. Disciplinary measures, including termination of employment or contract, will be enforced depending on the severity of the breach and in accordance with applicable laws and internal disciplinary procedures.

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8. Review and Updates

This policy will be reviewed periodically (at least annually) or as needed to ensure continued compliance with evolving standards, regulatory requirements, and business practices. All employees will be notified of changes and receive updated training where required.

Confidentiality and Records Retention

- All records containing confidential information shall be handled, stored, and retained in accordance with our Retention of Records Policy (Document No: IQMC-PY03).
- The Retention of Records Policy outlines specific durations for maintaining records of certified and previously certified clients and refers to this Confidentiality Policy (Document No: IQMC-PY03) to ensure that confidentiality is upheld during and after the retention period.
- Upon expiration of the retention period, records shall be securely disposed of in a manner that prevents unauthorized access or recovery of confidential information.

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IQMCINDIA CERTIFICATION PVT LTD

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