

Introduction

- MAS Quality Certification (MAS) recognizes the critical importance of maintaining the confidentiality of all information obtained during the course of its certification activities. This policy has been designed to align with the requirements of ISO/IEC 17021-1:2015 concerning the handling, protection, and non-disclosure of confidential information related to certification services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.

Objective

- The primary objective of this policy is to set out the framework for ensuring that all employees, contractors, and other individuals or organizations acting on behalf of MAS uphold the highest standards of confidentiality.

Policy Statements

Top Management Commitment

- The Top Management of MAS is fully committed to ensuring the confidential handling of information and endorses this policy.

Scope of Confidentiality

- All information provided by clients or obtained during audits or evaluations shall be considered confidential unless stated otherwise by the client or required by law.
- This policy applies to all employees, contractors, auditors, committee members, and any other parties who have access to confidential information as part of MAS's certification activities.

Confidentiality Agreements

- All personnel involved in certification activities are required to sign a confidentiality agreement as part of their employment or engagement contract.
- Any third parties engaged in certification activities shall also be bound by confidentiality agreements.

Information Handling and Storage

- All confidential information shall be securely stored with access restricted only to authorized personnel.
- Electronic storage systems shall have robust security measures, including encryption and firewalls.

Disclosure of Information

- Confidential information shall not be disclosed to a third party without explicit consent from the client, except where required by law or authorized by contractual arrangements.

Training

- All staff shall undergo training to understand and implement the requirements of this confidentiality policy.

Monitoring and Review

- MAS shall conduct periodic audits and reviews to ensure the effectiveness of its confidentiality policy.
- Any breaches of this policy shall be dealt with immediately, and corrective actions shall be implemented.

Record-Keeping

- Records pertaining to the implementation of this policy, including confidentiality agreements, shall be securely stored and maintained for an appropriate period as per legal or contractual requirements.

Appeals and Complaints

- MAS shall provide a formal process for managing and resolving complaints and appeals relating to breaches of confidentiality.

Responsibility and Authority

- The Confidentiality Officer, overseen by Top Management, is responsible for the ongoing implementation of this policy and for ensuring that it is followed by all relevant parties.

Policy Review

- This policy will be reviewed annually, or as necessary, to ensure its continued effectiveness and alignment with ISO/IEC 17021-1:2015.

Date of Issue: 01/02/2023

Authorized By: Ms.Mervat Ali, CEO



This confidentiality policy is an essential component of MAS's commitment to maintaining the integrity and trustworthiness of its certification services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.
