

## Introduction

- MAS Quality Certification (MAS) is committed to adhering to the ISO/IEC 17021-1:2015 standard and maintaining a robust system for the retention, protection, retrieval, and disposal of client records related to its 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 outline the procedures and guidelines for the retention and proper management of client records in a secure and confidential manner.

## Policy Statements

### Top Management Commitment

- Top Management is committed to ensuring that client records are properly managed in compliance with legal, regulatory, and standard requirements and endorses this policy.

## Scope

- This policy covers all types of client records including, but not limited to:
  - Application forms
  - Audit reports
  - Certification documents
  - Complaints and appeals
  - Correspondence related to certification services

## Retention Periods

- MAS will retain client records for a minimum period of 6 years or as specified by contractual, legal, or regulatory requirements, whichever is longer.

## Secure Storage

- All records shall be stored in a secure environment with restricted access to authorized personnel only.
- Electronic records shall be stored on secure servers with proper backup and encryption measures in place.

## Record Retrieval

- Procedures are in place to ensure that records can be promptly retrieved for audits, reviews, or other legitimate purposes.

## Confidentiality

- Client records shall be treated as confidential and will be handled in accordance with MAS's Confidentiality Policy.

## Disposal of Records

- After the retention period has expired, and where no legal or contractual obligations exist to retain records, they shall be securely disposed of to ensure confidentiality.

## Monitoring and Auditing

- Periodic audits will be conducted to ensure compliance with this policy.
- Any non-compliance or breaches shall be addressed immediately, and corrective actions will be implemented.

### Record of Changes

- Any modifications to records or policies related to record retention must be clearly documented, with the changes authorized by Top Management.

### Responsibility and Authority

- The Records Manager, overseen by Top Management, is responsible for implementing and maintaining this policy.

### Policy Review

- This policy will be reviewed at least annually, or whenever necessary, to ensure it remains consistent with the requirements of ISO/IEC 17021-1:2015 and other applicable regulations.

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Authorized By: Ms. Mervat Ali, CEO



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This Retention of Client Records Policy serves to illustrate MAS's unwavering commitment to the secure and responsible management of client records, in line with our certification services for ISO 9001:2015, ISO 14001:2015, ISO 22000:2018, and ISO 45001:2018.

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