

# **Retention of Client Records Policy**

#### 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
  - o 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.

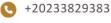
## **Disposal of Records**

• 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.





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# **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.

Date of Issue: 01/02/2023

Authorized By: Ms. Mervat Ali, CEO

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.

