

P05 – Handling and Storage of Confidential Information

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1. PURPOSE

To ensure that information obtained during certification is handled and stored in a manner that maintains confidentiality and prevents damage or deterioration.

2. SCOPE

All confidential information, including computer data, applicable to Customers.

3. REFERENCES

ISO 17021-1:2015 - Clause 8.4, Confidentiality.

4. DEFINITIONS

Third Party - A third party shall be any party other than TURCor the Client.

5. PROCEDURE

TURCshall be responsible through legally enforceable agreements, for the management of all information obtained or created during the audit the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on behalf of Mevlana Bilgi Teknolojileri Ltd Sti.

Confidential Information

All the information, except that information that are publicly made accessible by the client of TURCshall be considered as confidential by TURCand TURCshall inform the client well in advance of the information it intends to place in the public domain.

Information about the client from sources other than the client (e.g. Complainant, regulators) shall be treated as confidential, consistent with the TURCconfidentiality policy.

Disclosure

Information about a client shall not be disclosed to a third party without the written consent of the client concerned. This will not bind the information shared according to the requirements of ISO/IEC 17021-1:2015.

When TURCis required by law or by authorized by contractual arrangements (such as with accreditation body) to release any confidential information, the client or the individual concerned shall be notified of the information provided unless until prohibited by law.

Protection



TURC has made the necessary arrangements, including contractual arrangements and has the necessary equipment and facilities that ensure the secure handling of confidential information.

All personnel employed by and carrying out services of TURC are required to sign a Confidentiality and Non-Disclosure Agreement with TURC and Statement of Declaration of Impartiality.

It is the responsibility of all persons working for TURC to ensure that:

- (a) Any information acquired during the certification process is not divulged to a third party.
- (b) All documents and computer data containing information relating to the certification process are kept in a secure environment all times, to maintain confidentiality and prevent damage or deterioration.
- (c) During use, confidentiality and security of all documentation and computer data is maintained through security filing and computer passwords.

The TURC shall ensure that documents containing confidential information shall be disposed of by shredding when no longer required. Confidential information held on computer files shall be deleted when no longer required.

The release of any confidential information shall not be divulged or disclosed outside TURC without the prior agreement and written authority of the certification manager.

The Certification manager shall review all requests and the reasons for the release of any confidential information held.

6. QUALITY RECORDS

Quality Record Number	Quality Record Title	Retention Time
P05/F01 Issue 01 Rev 00	Declaration of Impartiality & Conflict of Interest	Six Years
P05/F02 Issue 01 Rev 00	Confidentiality & ND Agreement	Six Years
P05 / P01 Issue 01 Rev 00	Confidentiality Policy	Six Years