CONFIDENTIALITY POLICY

All information received by or available to Nama Quality Certification permanent employee, subcontractors or committee members (in whatever format) received in conducting audit activities, or during other certification activities, or during any dealings with an organization for any other reason shall be regarded as strictly confidential and shall not be divulged to any 3rd party (unless specified in ISO/IEC 17021, ISO/IEC 17065, UAE.S 2055-2 & ISO /IEC 17020) without the express permission of the organization or individual concerned. The requirement to keep confidential any information will also include any organization that has a legitimate right to audit the NQC Certification.

Where Nama Quality Certification is required by law to release confidential information to a third party the client or individual concerned shall, unless regulated by law, be notified in advance of the information provided.

However, where the organization is seen to be operating contrary to legal requirements or has operating practices which pose a danger to staff, customers or environment, Nama Quality Certification reserves the right to immediately report any such incident to the relevant authority. Any such reporting will only be undertaken with the permission of Top management and/or Director(s).

Access to Records

All records will be retained in a secure manner, only accessible to authorized staff via either paper records or password controlled electronic records. Subcontractors will be limited to accessing information produced by them in conducting an audit. Records will only be made available to organizations who can demonstrate a legitimate (and legal) right to view those records and specifically to Accreditation Bodies/Legal bodies.

Confidentiality Declarations

All staff, subcontractors, chairman's and committee members are required to agree to Nama Quality Certification's confidentiality policy and sign a confidentiality agreement. Subcontractors will also sign an agreement which also contains the responsibility to maintain confidentiality.

Mohamed Al Mukhaini
Chairman
01st January, 2025