

Industry Compliance and Certification Authority of South Africa

Confidentiality Policy



Safeguarding of Confidentiality

This policy describes the measures taken by ICCASA to ensure that relevant client information is treated as confidential at all levels within the organization. This policy applies to all ICCASA employees, committee members, subcontractors and their respective involvement and participation in certification activities related to ICCASA clients. ICCASA's top management is committed to safeguarding confidentiality in all of its certification activities and will manage all perceived or potential threats to the management of client confidentiality.

Responsibilities

ICCASA is committed to the responsibility of establishing and maintaining facilities to ensure confidentiality. All ICCASA personnel, ICCASA committees and subcontracted personnel are subject to confidentiality requirements in respect of client information. All levels of personnel and committee members are included in arrangements to ensure confidentiality. The Certification Manager is responsible for the implementation of this policy.

Confidentiality Measures

ICCASA personnel are exposed to a significant amount of proprietary information regarding client products, facilities, organization, and policies. Ensuring that this information is kept confidential is a major concern to ICCASA. Measures to preserve confidentiality are implemented as follows:

- The employment agreement signed by each employee contains a declaration of confidentiality of third party and company information.
- External subcontracted auditors are required to sign a Confidentiality and Non-Disclosure Agreement that indicates that they will hold all client information in the strictest confidentiality.
- The members of the AACI Board committee responsible for safeguarding impartiality shall also sign a Confidentiality and Non-Disclosure Agreement and ICCASA Code of Conduct.
- Confidential treatment and handling of client processes and procedures are discussed with clients in the opening and closing meetings.
- Special requirements regarding confidentiality may be submitted by the client.
- Records on applicants and clients must be kept secure and information must be maintained as confidential.
- When client records are transported, transmitted and/or transferred it must be done to ensure that confidentiality is maintained.

Confidentiality Obligations Related to ICCASA Certification

All officials and individuals carrying out ICCASA certification activities, are required to preserve the principles of confidentiality outlined in this document.

Information contained in the application, auditing and certification processes is provided and received in confidence. This information will be handled and treated as confidential material and used only for the specific purposes of ICCASA operations for which it was made available. In order to preserve confidentiality, individuals should not discuss ICCASA operations with any other party at any stage, unless specifically authorised to do so.

It is unethical and unlawful for individuals to use for other purposes any information contained in proposals, evaluation material or other certification documentation provided to them by ICCASA. To protect confidentiality, individuals must retain and return all such information provided by ICCASA once the purposes, for which it was provided, have been fulfilled.