

Inspection policy



DAS Confidentiality Policy

1. Purpose

This Confidentiality Policy outlines DAS's commitment to safeguarding all confidential information obtained during the performance of inspection activities as required by ISO/IEC 17020:2012. It ensures that all personnel understand and uphold the principles of discretion, data protection, and client trust.

2. Scope

This policy applies to all employees, subcontractors, consultants, and any other persons acting on behalf of DAS Certification (Pvt.) Ltd. involved in inspection activities, including during pre- inspection, on-site work, reporting, and post-inspection phases.

3. Policy Statement

- i. DAS recognizes that in the course of conducting inspections, it may access proprietary, sensitive, or classified information. We are fully committed to:
- ii. Protecting the confidentiality of all client and third-party information received during the provision of inspection services.
- iii. Ensuring that confidential information is not disclosed, either directly or indirectly, to any unauthorized party without the prior written consent of the client or as required by law.
- iv. Maintaining confidentiality agreements with all personnel, including subcontractors, to ensure their understanding and commitment to this policy.
- v. Implementing secure information handling, storage, transmission, and disposal protocols to protect sensitive information.
- vi. Taking immediate corrective and disciplinary actions in the event of any breach or suspected breach of confidentiality.
- vii. DAS makes arrangements to safeguard the confidentiality of theviii. information obtained or created during the performance of inspection activities at all levels of its structure, including committees and external bodies or individuals acting on its behalf, through legally enforceable undertaking (Confidentiality and Impartiality Declaration (ISP-08/F-06).
- viii. DAS informs the persons, in advance, of the information it tends to place in the public domain. All other information, except for information that is made publicly accessible by the client, is considered confidential.
- ix. DAS does not disclose information about a particular client to a third party without the written consent of the concerned, except as required by the applicable Int'l standard. Information about the client from sources other than interested parties (e.g. complainant, regulators) is treated as confidential.
- x. DAS ensures that personnel, including any committee members, contractors, personnel of external bodies or individuals acting on the behalf of DAS, keep confidential all information obtained or created during the performance of its activities/inspection activities.

A Declaration is signed to ensure that the personnel would not disclose such information about the client at any stage, provided with prior consent of the client.

DAS uses appropriate equipment and facilities (where applicable) to ensure the secure handling of confidential information (e.g. documents, records). Access to soft data is password protected and necessary files are also kept in locked cabinets.

DAS will not put the complaint in public domain without the consent of client & complainant unless it is legally required to make it available in public domain.

4. Responsibilities

Top Management, TM/MR are responsible for ensuring this policy is communicated, understood, and implemented across the organization. All Personnel must:

- a. Sign and abide by confidentiality agreements.
- b. Avoid discussing client information with unauthorized individuals.
- c. Report any actual or suspected breach of confidentiality to management immediately.
- d. TM/NR are responsible for overseeing secure information management systems and training staff on confidentiality best practices.

5. Exceptions

Disclosure of confidential information may occur only:

- a. When legally obligated by a court, regulatory authority, or relevant legislation.
- b. When authorized in writing by the client. In such cases, the client will be notified unless prohibited by law.

Signed & Approved by the CEO: