

ROBUST CERTIFICATIONS PVT. LTD.	
Document name	SOP for management of client's confidentiality
Document no	RCPL/MCC/SOP/02
Initial version 01, Issue Date	01.10.2023
Review schedule	Annual
Revised Version: -	Revised Version issue date: -
Page 1 of 5	



**STANDARD OPERATING PROCEDURE**  
**FOR**  
**Management of Client's Confidentiality**

---

**Address:** H-15, Sector-63, G. B. Nagar, NOIDA-201301, U. P., India  
**Mobile:** 9760100700, **E-Mail:** admin@robustcertifications.com,  
**Website:** www.robustcertifications.com

Prepared by  
Tech. Manager

Approved by  
C E O – MAYANK SHARMA

<b>ROBUST CERTIFICATIONS PVT. LTD.</b>	
Document name	SOP for management of client's confidentiality
Document no	RCPL/MCC/SOP/02
Initial version 01, Issue Date	01.10.2023
Review schedule	Annual
Revised Version: -	Revised Version issue date: -
Page 2 of 5	

**History of Review & Amendments**

<b>Review date / amendment date</b>	<b>Amendment No, if any</b>	<b>Old Version no., &amp; issue date</b>	<b>Brief description about review and amendment</b>	<b>New version no. &amp; issue date</b>	<b>Reviewed /approved by / Sign</b>

Prepared by  
Tech. Manager

Approved by  
C E O – MAYANK SHARMA

ROBUST CERTIFICATIONS PVT. LTD.	
Document name	SOP for management of client's confidentiality
Document no	RCPL/MCC/SOP/02
Initial version 01, Issue Date	01.10.2023
Review schedule	Annual
Revised Version: -	Revised Version issue date: -
Page 3 of 5	

### 1.0 Purpose:

To lay down documented guidelines for management of client's confidentiality

### 2.0 Scope

This procedure is applicable to all categories of clients who have signed contract for audit and certification with RCPL.

**3.0 Reference:** Cl. 4.6 of the ISO 17021-1:2015 std.  
Section 4.6 of the RCPL Manual

### 4.0 Terms & definitions:

- RCPL= Robust certifications Pvt. Ltd. / CAB/ CB
- CAB = Conformity Assessment Body/ CB/ RCPL
- CEO = Chief Executive Officer

### 5.0 Responsibility

**Primary:** All staff members who are directly involved in certification process

**Secondary:** All staff members of the Certification body

### 6.0 Authority

CEO of the CB/ CAB is authorized to approve this SOP, while the M R is authorized to issue its controlled copies. The SOP can be amended only by the CEO of the CB.

### 7.0 Procedure:

**7.1** To inspire trust in the certification body, RCPL has established legally enforceable agreements with individuals, committees and external bodies (if any) and individuals working on its behalf, which binds them to maintain

<b>ROBUST CERTIFICATIONS PVT. LTD.</b>	
Document name	SOP for management of client's confidentiality
Document no	RCPL/MCC/SOP/02
Initial version 01, Issue Date	01.10.2023
Review schedule	Annual
Revised Version: -	Revised Version issue date: -
Page 4 of 5	

confidentiality of the information obtained or created during the performance of audit and certification activities.

**Ref:** Record of confidentiality agreements

**7.2** Client related all information excepting those that has been made publicly accessible by the client, are treated as confidential. RCPL has informed its clients in advance about the type of their information, that the CB intends to place in public domain.

**Ref:** Contract form for clients (RCPL/F/04)

**7.3** Confidential information required to be made available to interested parties (e.g. Legal or regulatory authorities) under ISO 17021-1:2015 standard, are disclosed on the basis of Certification contract signed by the client.

**Ref:** Client's Contract form

**7.4** Confidential information of client required to be disclosed to Govt. authorities as per their written request, is disclosed to them, and the client is informed about the information shared with legal authorities, unless prohibited by law.

**Ref:** Record of Govt. requests for information, and its reply

**7.5** Confidential information of clients other than those described in para 5.3 and para 5.4, are not disclosed to any one without getting written consent / permission from the client.

**7.6** Information about the client received from sources other than the client (e.g. complainant, regulators) are treated as confidential. Record of Such information and of subsequent action if any, is retained in the clients audit file.

<b>ROBUST CERTIFICATIONS PVT. LTD.</b>	
Document name	SOP for management of client's confidentiality
Document no	RCPL/MCC/SOP/02
Initial version 01, Issue Date	01.10.2023
Review schedule	Annual
Revised Version: -	Revised Version issue date: -
Page 5 of 5	

**7.7** RCPL has made its Personnel, including any committee members, contractors, personnel of external bodies or individuals acting on the certification body's behalf, legally bound to keep confidential all information obtained or created during the performance of the certification body's activities.

**Ref:** Agreement/ declaration of confidentiality

**7.8** RCPL has made provisions to secure and preserve hard and soft record of confidential information of the clients. Hard files are kept in lockable almirahs and cup boards, accessible only to the CEO, Tech. Director and the Operations Manager.

**7.9** Confidential information in electronic data file is kept password protected accessible only to the CEO, Tech. Director and Operations Manager.

**7.10** RCPL takes prior permission from its clients as per its audit & certification contract signed by the Client, regarding possible sharing of their Confidential information contained in audit reports/ file, with certification related regulatory bodies, if any.

### **Record**

Record of confidentiality agreements/ declarations (Employees, On Panel Auditors & Technical Experts, Impartiality Committee members)

Record of requests seeking client's information and subsequent action  
Client file