

Confidentiality Policy.**1: Policy statement.**

RCL, a business to business organization, is committed to providing a confidential service to its customers. No information given to the company will be shared with other organizations, individuals or bodies without the customers express permission. Confidentiality refers to the transmission of customer sensitive information which comes into the companies possession through its work.

2: Purpose.

The purpose of this policy is to ensure that all company staff understand its requirements in relation to the disclosure of confidential information.

To facilitate this the company will.

- a) Inform the customer In advance of the information that it would like to place in the public domain, the reason why & ask the customer for its permission before publication.
- b) Inform the customer of confidential information that it must release by law to an authorised body, government department, unless prohibited to do so by law.
- c) Keep all customers hard copy paperwork, e.g purchase orders for the minimum period defined by law. Records containing confidential information, such as job cards & calibration reports will be kept for a minimum period as laid out in the quality documentation.
- d) After the retention period, the above documentation will be destroyed using an authorised shredding company issuing a certificate of destruction.
- e) Only pass information to its suppliers (subcontractors) that they require to fulfil their duty, e.g name & address of customer & any special calibration requirement.
- f) Ensure all staff keep confidential all information obtained during the performance of the companies duties, except as required by law.

3: Non-adherence.

Breaches of this policy will be dealt with under the company disciplinary procedures as appropriate, or through training if the breach was of an accidental nature.

4: Responsibility for the policy.

The board of directors & line managers have overall responsibility for ensuring that this policy complies with the companies obligations to law & the standards that it is accredited to.

5: Review.

This policy will remain in effect & reviewed if a breach is found to establish.