

Confidentiality, as one of the principle, is to protect the credibility of the company, ensure customer satisfaction and comply with regulations of accreditation bodies and applicable Int'l standard ISO/IEC 17020:2012.

- DAS Pakistan makes arrangements to safeguard the confidentiality of the 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-o8/F-o6).
- DAS Pakistan 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.
- DAS Pakistan 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.
- DAS Pakistan 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 Pakistan 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 Pakistan 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.



**Approved By, CEO**