



**Botswana Bureau of Standards**

**Function:** Certification

**Department:** Commercial Enterprises

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**Document type:** Policy

**Title:** Confidentiality

**Document No:** BOBS/EC/CE/CT/04

**Issue No:**01

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## Botswana Bureau of Standards



**Approved By:** \_\_\_\_\_

**Managing Director**

\_\_\_\_\_ **Date of Approval (YY/MM/DD)**

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## **BOTSWANA BUREAU OF STANDARDS**


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## 1.0 Introduction

This policy defines arrangements in place to ensure the confidentiality of the information obtained or created during the certification activity. All involved personnel (i.e. BOBS inspectors, technical experts, subcontracted/external inspectors, committee members and other associates as relevant) shall sign an undertaking committing them to comply with the confidentiality and independence requirements [*Form: BOBS/EC/CE/04/F01*].

## 2.0 Obligations of BOBS

- BOBS commits itself to confidentiality concerning all information available to it in the context of its activities on the Client's premises, whether this information relates to internal matters of the Client or to its business relations. This also applies to verbal or written results of the inspection.
- BOBS shall not disclose the Client's confidential information, trade secrets or processing procedures to any third party (unless required to do so by Law).
- BOBS shall allow access to both its own documents and Client-related data to Accreditation Authorities as relevant.
- BOBS shall inform the Client, in advance, of the information it intends to place in the public domain. All but information that is publicly accessible by the Client shall be considered confidential.
- Information about the Client from sources other than the Client (e.g. complainants, regulators) shall be treated as confidential, consistent with this Policy.
- All personnel, including committee members, technical experts, subcontracted/external bodies or individuals acting on behalf of BOBS, shall keep confidential all information obtained or created during the certification activity.
- For issues at hand, declaration of interest shall be expressed using an appropriately designed form.
- BOBS shall ensure there is adequate equipment and facilities for secure handling of confidential documents and records for the certification activity.

## 3.0 Obligations of the Client

- The Client is obliged to maintain strict confidentiality about any information revealed within the terms of the Licence Agreement as well as knowledge of matters relating to BOBS, its employees and inspectors. This obligation also applies after termination of the Contract. The Client similarly accepts the obligation on behalf of his auxiliary persons and associates.