



Confidentiality Policy

Absolute Calibration Limited

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Policy statement

Absolute Calibration, a business to business organisation, is committed to providing a confidential service to its customers. No information given to the Company will be shared with other organisations, individuals, or bodies without the customer's express permission, unless required to do so to fulfil its contractual obligations to the customer.

For the purpose of this policy, confidentiality refers to the transmission of customer sensitive information (confidential information) which comes into the Company's possession through its work.

This policy does not relate to personal information about its employees or Company website users; for those please refer to the 'GDPR Privacy Notice for Staff' or the privacy notice on the Company website.

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;

1. Inform the customer in advance of the information that it would like to place in the public domain, the reason why and ask the customer for its permission before publication.
2. Inform the customer of confidential information that it has to release by law to an authorised body/government department, unless prohibited to do so by law.
3. 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 and calibration reports will be kept for minimum periods as laid out in company quality documents.
4. After the retention period, the above documents will be destroyed using an authorised shredding company issuing a certificate of destruction.
5. Soft copies will be held indefinitely unless specifically requested to be deleted by the organisation and after any retention period required by law or applicable standard(s).
6. Only pass information to its suppliers (subcontractors) that they require to fulfil their duty e.g.

name and address of customer and any special calibration requirement.

7. Ensure all staff keep confidential all information obtained during the performance of the Company's duties, except as required by law.

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.

Responsibility for the policy

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

Review

This policy will remain in force and reviewed if a breach is found to establish if control measures are efficient; or if there are any changes to law or standards that may affect it.