

	QUALITY POLICIES		
	Prime Certification Services (PCS) Unipessoal Lda		
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1. PURPOSE

PRIME Certification Services establishes this Confidentiality Policies to ensure the protection, confidentiality, integrity, and appropriate handling of all information obtained or created during conformity assessment and certification activities, in accordance with the requirements of ISO/IEC 17065.

2. COMMITMENT TO CONFIDENTIALITY

PRIME Certification Services is committed to protecting all confidential and proprietary information obtained during the performance of certification activities. All information received from clients or generated during the certification process shall be treated as confidential unless:

- Disclosure is required by law or regulatory authorities.
- Disclosure is authorized in writing by the client.
- Publication is required by the applicable certification scheme.

3. SCOPE

This policies applies to:

- Employees.
- Auditors.
- Technical experts.
- Committee members.
- Subcontractors.
- External personnel.
- All parties acting on behalf of PRIME Certification Services.

The policies applies to all information obtained through:

- Applications.
- Contracts.
- Audits.
- Evaluations.

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- Technical reviews.
- Reports.
- Electronic systems.
- Verbal communications.
- Records and documentation.

4. PROTECTION OF INFORMATION

PRIME Certification Services implements measures to ensure the protection of confidential information against:

- Unauthorized access.
- Disclosure.
- Alteration.
- Misuse.
- Loss or destruction.

Confidential information may include, but is not limited to:

- Technical documentation.
- Quality manuals.
- Production data.
- Laboratory reports.
- Client records.
- Proprietary processes.
- Commercial information.
- Audit findings.
- Certification records.

5. ACCESS CONTROL

Access to confidential information is restricted only to personnel authorized and directly involved in certification activities.

All personnel are required to:

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- Maintain confidentiality during and after their involvement with the organization.
- Use information exclusively for certification-related purposes.
- Avoid unauthorized disclosure of client information.

6. USE AND DISCLOSURE OF INFORMATION

Confidential information shall not be disclosed to third parties without prior written authorization from the client, except when:

- Required by law.
- Requested by accreditation bodies or regulatory authorities.
- Required by the applicable certification scheme.
- When disclosure is legally required, PRIME Certification Services shall, whenever permitted, notify the affected client prior to disclosure.

7. ELECTRONIC INFORMATION AND DATA PROTECTION

PRIME Certification Services adopts appropriate controls to protect electronic information and digital records, including:

- Restricted system access.
- Password protection.
- Controlled storage.
- Secure transmission of information.
- Backup and data retention controls.

The organization is committed to compliance with applicable data protection and privacy regulations.

8. CONFIDENTIALITY AGREEMENTS

All personnel, auditors, experts, subcontractors, and external parties involved in certification activities are required to sign confidentiality agreements or equivalent legally enforceable commitments.

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9. RETENTION AND DISPOSAL OF RECORDS

Certification records and confidential information are retained for periods defined by internal procedures, contractual obligations, legal requirements, and applicable certification schemes. When disposal is authorized, records are destroyed or deleted in a secure manner to prevent unauthorized access.

10. COMPLAINTS RELATED TO CONFIDENTIALITY

PRIME Certification Services maintains procedures for receiving, evaluating, and addressing complaints related to confidentiality breaches or improper handling of information.

11. TOP MANAGEMENT COMMITMENT

Top Management of PRIME Certification Services is committed to ensuring the implementation, maintenance, and continual improvement of confidentiality controls and information protection practices.

12. FINAL PROVISIONS

This Confidentiality Policies shall be communicated to all personnel and made available to interested parties upon request. The policies is periodically reviewed to ensure continued compliance with applicable requirements and organizational practices.

PRIME Certification Services

Confidentiality Policies

Public Institutional Document

Based on ISO/IEC 17065 principles

FABIO ROSA

DIRECTOR



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Current Edition

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DOCUMENT HISTORY LOG

Revision	Date	Reviewed by	Description
0	08/06/25	Geise Marques	Initial Version of Confidentiality Policies.

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