

Confidentiality Policy

1. SUMMARY

- 1.1. Purpose- This policy defines how confidentiality of the information obtained or created is safeguarded during the certification activities of The Gambia Standards Bureau-Certification Body (TGSB-CB).

2. RESPONSIBILITY

The Director General and Director of Conformity Assessment Division (Head of CB) are responsible for ensuring all personnel are aware of the importance of confidentiality, adhere to good practices which will safeguard confidentiality. The Certification Officers are responsible for ensuring that all Auditors including external Auditors, Staff and Experts sign the Confidentiality Agreements before taking up tasks.

3. OBLIGATIONS OF TGSB CB

- 3.1. All certification activities shall be conducted to ensure full confidentiality of clients' materials or information obtained.
- 3.2. All personnel who may gain access to confidential information are bound by a legally enforceable confidentiality agreement not to disclose any information considered to be confidential by the client without written agreement of the client and to take utmost care in filing and handling the confidential information.
- 3.3. Whenever it is required to release the confidential information by law or authorized by contractual agreement, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.
- 3.4. Information about the client from sources other than the client shall be treated as confidential. The confidential information shall be under the custody of the authorized person to secure its confidentiality.

4. OBLIGATIONS OF THE CLIENT

- 4.1. The client is obliged to uphold strict confidentiality about any information revealed within the terms of the certification contract as well as knowledge of matters relating to TGSB CB, its employees and auditors. This obligation also applies after termination of the contract.
- 4.2. The client similarly accepts the obligation on behalf of his auxiliary persons and associates.