

*Quality Innovation Performance Certifications Pty Ltd* (QIP Certifications) is legally obligated to maintain confidentiality and privacy of all personal and commercial information and records under the Privacy Act 1988 and the Australian Privacy Principles (APPs) contained in that Act.

QIP Certifications will follow the APPs in all matters relating to the collection, secure storage, use and disclosure of all information and records; whether personal or commercial in confidence; as gathered by authorised personnel for the purposes of conducting certification and audit business.

All personal or commercial information received by, or available to, QIP Certifications, its' Directors, Committee Members, employees or contractors while conducting audit activities, other certification activities, or conducting business with an organisation for any other reason will be regarded as strictly confidential and shall not be divulged to any third party and managed according to the APP's. This includes any information obtained about the client from sources other than the client, such as from a complainant or regulators.

When QIP Certifications is required by law, or authorised by contractual arrangements (such as an accreditation or regulatory body), QIP Certifications will release the required confidential information as advised. The client or any individual concerned will, unless prohibited by law, be notified of the request and the type of information provided.

Where an organisation is reasonably assessed to be operating contrary to legal or regulatory requirements or has operating practices that pose, or potentially pose, a danger to their participants, the community, QIP Certification employees and contractors or the environment, QIP Certifications reserves the right to immediately report any incident to the relevant authority verbally and in writing. Such reporting will be undertaken within established timeframes by the officer or contractor on site immediate after authorisation by the Executive Manager who will grant personnel immediate verbal and then written permission.

All records required for the purpose of conducting business and for certification purposes will be retained in a secure manner on local password protected servers and accessible to QIP Certifications authorised employees and contractors only. Contractors, when conducting their contracted audit activities with an organisation, will have authorised, time limited access to any information and records that are relevant to that contracted activity.

Records of all activities relating to audit or other related activities kept by QIP Certifications will only be made available to organisations or persons who can demonstrate in writing a legitimate (and legal) right to view those records.

All Directors, Committee Members, employees and contractors will be required to agree to QIP Certifications Confidentiality Policy sign an annual Confidentiality Agreement.