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Policy to safeguard confidentiality

The management of Rwanda Bureau of Standards have put in place adequate arrangements consistent with **LAW N° 22/2002 of 09/07/2002 on GENERAL STATUTES FOR RWANDA PUBLIC SERVICE.**

The information obtained or created during the performance of certification activities at all levels of RBS structure including committees, contractors and external bodies or individuals' acting on its behalf is considered confidential, except for the information that is made publically accessible by the client.

RBS informs the client in advance, of any information it intends to put in public domain.

Information about a particular client or individual is only disclosed with the written consent of the client or individual concerned. Where RBS is required by law to release the information to a third, the client or individual concerned is notified in advance of the information provided.

The information about the client from sources other than the client (e.g. complaint, regulators) is treated as confidential.

The Management of RBS ensures that equipment and facilities that ensure the secure handling of confidential information are available.

When RBS makes available confidential information to other bodies (e.g. accreditation body, agreement group of peer assessment scheme), the client is informed.

All involved personnel, including RBS auditors, technical experts, subcontracted/external auditors, committee members fill and sign a confidential form committing them to comply with the confidentiality requirements.

Dr. Mark Cyubahiro Bagabe

Director General

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