

Confidentiality & Impartiality policy

ASTRON management and staff are committed and work on principles of impartiality, transparency in operations and confidentiality. ASTRON understands the importance of impartiality in carrying out management system certification activities, manages conflict of interest and ensures the objectivity of its management system certification activities. We take affirmative action on complaints and appeals.

- a. Conformity assessment activities shall be undertaken impartially. ASTRON is responsible for the impartiality of its conformity assessment activities and shall not allow commercial, financial, or other pressures to compromise impartiality.
- b. Undertakes to safeguard the confidentiality of client information obtained in the entire certification process or obtained through sources other than client. All personnel of ASTRON and those acting on its behalf shall adhere to this principle of confidentiality.
- c. Ensures that list of certifications granted, under suspension, withdrawn or expired for the previous month is made publicly available on ASTRON website. Accreditation Body of ASTRON reserves the right to access the client audit files. For any other client information that ASTRON intends to place in public domain or disclose to a third party, explicit permission to do so shall be obtained from the client. In case ASTRON is required by law to release confidential information to a third party it shall notify the client, or the individual concerned unless regulated by law.
- d. Upon request from any interested party, through ASTRON website or otherwise, shall provide information about geographical areas it operates, status of a given certification as well as the name, related normative document, scope and geographical location (city and country) for a specific certified client. However, such information shall be provided only after verifying the genuineness of the request.
- e. Has well established resources to ensure secure handling of all confidential information.

All Activities of ASTRON shall be impartial and they are subject to scrutiny and review by an Independent Committee for Safeguarding Impartiality each year.

Ramamurthy Baragur
Chief Operations Officer

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