

## BNQ CONFIDENTIALITY POLICY – CERTIFICATION

The BNQ is committed to ensuring the confidentiality of the information to which it has access as part of its certification activities, except for information published on its website regarding certificates issued by the BNQ and which is limited to the information that appears on the certificate or its appendix and the status of a certification.

All information collected in the BNQ's files as part of its products, processes, services and systems certification programs is considered confidential. The information collected by the BNQ is used exclusively for the process of obtaining or maintaining one or more certifications requested by a client. It is used, for example, to prepare a service agreement, determine the scope and perimeter of certification or demonstrate compliance with certification requirements.

Information may be collected through email exchanges or other information exchange platforms, presented, observed or heard on site during visits, audits, teleconferences or telephone when planning or carrying out visits and audits. Information is collected in the form of documents, recordings, observations, discussions or interviews.

All staff working for the BNQ are made aware of the importance of applying the provisions that concern them and of submitting to the BNQ Principal Director, for assessment and decision, all situations that deviate from them. Only the concerned employees and subcontractors of the BNQ have access to confidential information, as do the BNQ accreditation bodies that specifically request it. The client's written consent is required before the confidential information collected can be disclosed to third parties.