

CONFIDENTIALITY

CIBE has taken the following measures with regard to confidentiality:

1. All information obtained by the Customer or generated during CIBE's activities is considered confidential.
2. All information and documents of the Customer that CIBE becomes aware of while handling a complaint are considered confidential.
3. The information relating to Customers that CIBE publishes externally are:
 - a. those for ACCREDIA relating to the quarterly reports of certificates issued (governed by ACCREDIA Circular 1/2018/DT);
 - b. those for provincial UNIONCAMERE/CCIAA with regard to the periodic verifications carried out and their outcome (request of Ministerial Decree no. 93 of 21 April 2017);
 - c. Customer's corporate data necessary for the header of the calibration certificates/reports, in case CIBE entrusts third parties with the calibration activity.
4. If by law (request of public authorities such as CC or GDF or other) CIBE is required to disclose confidential information, CIBE will inform the Customer of what it has provided, unless this has been prohibited by law.
5. Information relating to the Customer obtained from parties other than the Customer is kept confidential with the Customer; in such cases the laboratory does not detect the source of the information received.
6. All CIBE staff is committed, also by signing a letter of formal commitment, to confidentiality on the results of tests, calibrations, periodic verifications and any other information acquired or generated during the performance of their duties.