



At W3 Solutionz FZE, confidentiality is a fundamental principle underpinning the integrity, credibility, and trustworthiness of our certification activities. We recognize that, while delivering certification services, we are entrusted with sensitive, proprietary, and sometimes legally protected information. Safeguarding this information is essential to maintaining the confidence of our clients, stakeholders, and accreditation bodies.

All information obtained or created during the performance of certification activities including audit processes, certification decisions, client communications, and any other business interactions is treated as strictly confidential. This obligation applies equally to all personnel associated with W3 Solutionz FZE, including employees, auditors, technical experts, subcontractors, committee members, and top management.

Confidential information shall not be disclosed to any third party without the prior written consent of the concerned organization or individual, except where disclosure is required in accordance with ISO/IEC 17021-1 requirements, accreditation obligations, or applicable legal and regulatory frameworks. This includes, but is not limited to, situations where accreditation bodies such as International Accreditation Service (IAS) or other authorized entities have the legal right to access such information for assessment, surveillance, or compliance purposes.

In circumstances where W3 Solutionz FZE is legally required to disclose confidential information, the affected client or individual shall be informed in advance of the information to be disclosed, unless such notification is prohibited by law. This ensures transparency while maintaining compliance with legal obligations.

W3 Solutionz FZE also recognizes its responsibility to act in the public interest. Where there is evidence that a certified organization is operating in violation of applicable legal requirements or engaging in practices that pose a significant risk to health, safety, or the environment, the organization reserves the right to report such matters to the relevant authorities. Any such disclosure shall be carefully evaluated and authorized at the highest level of management to ensure that it is justified, proportionate, and compliant with applicable regulations.

All records, whether maintained in physical or electronic format, are secured through appropriate controls to prevent unauthorized access, loss, or misuse. Access to confidential information is strictly limited to authorized personnel based on their roles and responsibilities. Electronic records are protected through secure systems and access controls, while physical records are maintained in controlled environments. Subcontractors are granted access only to the information necessary for the execution of their assigned activities.

To reinforce this commitment, all personnel associated with W3 Solutionz FZE are required to formally acknowledge and adhere to confidentiality obligations. This includes the signing of confidentiality agreements by employees, subcontractors, directors, and committee members. These agreements clearly define their responsibilities to protect confidential information both during and after their association with the organization.

W3 Solutionz FZE continuously monitors and reviews its confidentiality practices to ensure alignment with ISO/IEC 17021-1, accreditation requirements, and evolving legal and regulatory expectations. Breaches of confidentiality are treated with the utmost seriousness and may result in disciplinary action, contractual consequences, or legal proceedings, as appropriate.

This policy is communicated to all relevant personnel and made available to interested parties upon request, reinforcing our commitment to transparency, accountability, and trust.

**Approved By:**  
Director General  
W3 Solutionz FZE