

ISO/IEC 17025:2005		Document No.: QSOP XX
ABCD LABORATORIES		Standard Clause .: 4.1.c and 4.13.1.4
Standard Operating Procedure : Protection of Customer's Confidential Information		Revision No.: 00
COMPILED BY:	SIGNATURE:	Effective date: 1 January 201x
APPROVER :		2 Pages

1. PURPOSE

To give instruction for proper management for the protection of its customer's confidential information and proprietary rights, including the protection of the electronic storage and transmission of results and the protection of back up records stored electronically.

2. PRINCIPLE

Based on the policy statement and objectives of ABCD Laboratories it is imperative that personnel complies to the standard operating procedure of ensuring the confidentiality of the customer's information and proprietary rights and the protection of electronic storage and transmission of results and the protection of back up records stored electronically.

3. FIELD OF APPLICATION

Generally for use in the quality system of ABCD Laboratories

4. RELATED SOPs / REFERENCES

Quality manual policy document
Quality Policy Statement
ISO 17025 requirements
SANAS Accreditation requirements documents

5. REQUIREMENTS

Database computer program, MS office
External Hard drives

6. PROCEDURE

- 6.1 Every staff member who access to the customer's information, including test reports sign the "undertaking to protect confidential information" form (REFXX), company's code of conduct (REFXX)and the ethics agreement form (REFXX) This prevents them from disclosing information to unauthorised third parties.
- 6.2 Every staff member must report any attempt by unauthorised third parties to acquire information to their immediate supervisor.
- 6.3 Only the laboratory manager have the authority to transmit results to the clients.
- 6.4 Confidential information is stored in computers that are password protected to prohibit unauthorised access. Paper records of the information is filed and kept safe to prevent any unauthorised access.
- 6.5 Reports are stored and transmitted in PDF format to ensure that no changes can be made.

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- 6.6. When you allow customers to visit the facility to witness tests or audit the area the customer will sign the confidentiality agreement (REFXX) and arrangements must be made to protect all samples and relevant information of the other customers.
- 6.7 Record and media containing confidential information must be discarded safely and by use of deleting of the electronic data.
- 6.8 Discarded paper records must be shredded to protect client's confidential information.
- 6.9 Access to records and confidential information is limited to the employee who needs access for the performance of their duties and based on the compliance to the procedures.
- 6.10 All electronic data will be stored on the hard drive and back up of data will be made weekly on external hard drives.
- 6.11 Anti-virus software is installed to ensure technical security of documents.

7. ARCHIVING

All paper documents to be filed systematically and kept secure. All electronic information is to be placed in the appropriate folder for the customer and maintained protected via the password protection.

8. RECORDS

- 8.1 Signed undertaking to protect confidential information (REF XX)
- 8.2 Signed code of conduct of the organisation (REF XX)
- 8.3 Signed ethics agreement (REFXX)
- 8.4 Files and electronic folders for the storage of information/records

9. AMENDMENT HISTORY

Revision	Paragraph	Nature of Change