

	<b>National Certification Division</b>	<b>NCD/POL/02</b>
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### Policy to Safeguard Confidentiality

The Management of Rwanda Standards Board have put in place adequate arrangements consistent with article 73 of LAW N° 86/2013 of 11/09/2013 Establishing the General Statutes for Public Service and with the Presidential order N° 45/01 of 30/06/2015 establishing the code of professional ethics for public servants, in its Article 17 addressing professional secrecy and in line with the confidentiality requirements set by ISO/IEC 17021-1.

The information obtained or created during the performance of certification activities at all levels of RSB structure including committees, contractors and external bodies or individuals acting on its behalf shall be kept confidential, except as required by law.

RSB informs the client in advance, of any information it intends to put in public domain. Information about a particular client or individual is only disclosed with the written consent of the client or individual concerned. When RSB is required by law or authorized by contractual arrangements (such as with the accreditation body) to release confidential information, the client or individual concerned shall, unless prohibited by law, be notified of the information provided.

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The information about the client from sources other than the client (e.g. complaint, regulators) is treated as confidential.

The Management of RSB ensures that equipment and facilities that ensure the secure handling of confidential information are available.

When RSB makes available confidential information to other bodies (e.g. accreditation body, agreement group of peer assessment scheme), the client is informed.

All personnel involved in certification activities, including RSB auditors, technical experts, external auditors, committee members, accreditation assessors, consultants, observers and interns commit themselves to confidentiality requirement by signing a confidentiality agreement

[NCD/CAG/01](#).



**Raymond MURENZI**  
**Director General**



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