AMTIVO

Procedure QP12

Confidential and Publicly Accessible Information

Issue Status Sheet

The issue status is indicated by the version number in the footer of this document. It identifies the issue status of this Procedure. When any part of this Procedure is amended, a record is made in the Amendment Log shown below. The Procedure can be fully revised and re-issued at the discretion of the Governance Team. Please note that this Procedure is not valid if printed or downloaded and is classed as "uncontrolled".

Version No.	Amendment	Date	Approved By (Document Owner)
5	General review of the document; changed company name from EuCI Ltd to Amtivo Southern Europe Ltd; alignment to Amtivo corporate template	09.09.2026	DS MG

Contents

1. Introduction

Purpose

To define and manage confidential and publicly accessible information.

Scope

This procedure covers the information ASE makes publicly available, the non-confidential information provided upon request, and the management of confidential information obtained or created during the performance of certification activities.

Applicability

This procedure applies to every process conducted by ASE.

Risk

Any risk identified when following this procedure shall be recorded in the Risk Register.

2. Definitions

Amtivo IT: function within the Amtivo group dedicated to the management of IT systems and hardware

3. Roles and Responsibilities

Compliance Director: is in charge of the application of this procedure's requirements.
Amtivo IT: manages the authentication credentials for the ASE DMS, setting viewing and modification rights for each user in order to limit accessibility of information related to a customer and/or an activity to the concerned persons.

4. Process

4.1 PUBLICLY ACCESSIBLE INFORMATION

ASE makes the following information available to the public on its website (www.amtivo.mt):

- information describing the audit and certification processes for granting, refusing, maintaining, renewing, suspending, restoring or withdrawing certification, or expanding or reducing the scope of certification;
- information about the certification activities, types of management systems and certification schemes in which ASE operates;
- the use of ASE's name and certification logo;
- processes for handling requests for information, complaints and appeals;
- the policy on impartiality.

4.2 INFORMATION PROVIDED UPON REQUEST

ASE provides, upon request by any interested party, the following information, classified as non-confidential:

- name of a certified company;
- certificate identification (certificate number);
- whether a given certificate is accredited or not;
- the normative reference/standard of a given certificate;
- scope (text on certificate);
- geographical location (city/town and country);
- certificate status (granted, suspended, withdrawn).

Where the accreditation body requires ASE to provide a list of certificates, ASE provides the above information. In addition, the following may be provided:

- issuing date of the certificate;
- current date of the certificate;
- expiration date of the certificate;
- code of the business sector (EA sector).

In addition, on request from any party, ASE provides:

- the geographical areas in which it operates;
- the status of a given certification;
- the name, related normative document, scope and geographical location (city and country) for a specific certified client.

In exceptional cases, access to certain information can be limited at the request of the client (e.g. for security reasons).

4.3 CONFIDENTIAL INFORMATION MANAGEMENT

All information not explicitly defined as non-confidential in this document is considered confidential, except for information made publicly accessible by the client or reported in a public database (e.g. chamber of commerce certificates).
Information about the client obtained from sources other than the client (e.g. complainant, regulators) is treated as confidential.
ASE ensures the confidentiality and security of information obtained or created during the performance of certification activities at all levels of its structure, including committees and external bodies or individuals acting on its behalf, in accordance with privacy policy available at https://amtivo.com/mt/privacy-policy/.
Except as required by ISO/IEC 17021-1, information about a particular client or individual shall not be disclosed to a third party without the written consent of the client or individual concerned.
Where ASE is required by law to release confidential information to a third party (e.g. public authorities), the client or individual concerned shall, unless regulated by law, be notified in advance of the information provided.
Records of the request and of the information forwarded shall be maintained.
When confidential information is made available to other bodies (e.g. accreditation body, agreement group of a peer assessment scheme), ASE informs its client of this action.
ASE personnel, including any committee member, contractor, or personnel of external bodies or individuals acting on ASE's behalf, shall keep confidential all information obtained or created during the performance of ASE's activities.

4.4 REQUEST BY ACCREDITATION BODIES

During audits by accreditation bodies, ASE makes available all relevant files and documents.
ASE forwards confidential information on request, keeping records of the request and of the information forwarded.

4.5 ACCESS TO INFORMATION

In principle, all non-confidential information is accessible on request.

4.6 CONTENT IN THE CERTIFICATION AGREEMENT/CONTRACT

The following clause shall be included in the rules for management systems certification:
"The Customer and ASE mutually agree not to disclose to any third party, without the prior written consent of the other party, any information obtained from the other party related to this Agreement. However, each party will be free to disclose such information as it is:

- known by it prior to the information being disclosed by the other party, or
- part of the public domain at the time of disclosure, or
- required to be disclosed by public authorities in accordance with applicable law, or
- required to be disclosed by the relevant Accreditation Authority.

Both parties may disclose information to their subcontractors without prior written consent, to the extent necessary to complete the Work, provided that a written confidentiality agreement reflecting the principles above is entered into with such subcontractors.
The obligations of both parties as defined in this article shall apply notwithstanding the completion of the Work or the termination of this Agreement.
Irrespective of the provisions of this Clause, the Customer hereby authorises ASE to use information generated from the work for statistical and analytical purposes, even when such statistics and analysis are published, provided that such information is made anonymous."

4.7 CONFIDENTIALITY QUESTIONS

Confidentiality and integrity policies within ASE are the responsibility of the Compliance Director. Any doubt about the release of information to the public should be addressed to the Compliance Director for resolution/clarification.

4.8 EQUIPMENT AND FACILITIES

Information, data, and digitised copies of each document obtained during ASE activities are stored using Microsoft 365. This information is accessible only to authorised personnel through an electronic authentication procedure. Authentication credentials are managed by Amtivo IT, which assigns viewing and modification rights to each user in order to restrict access to information related to a specific customer and/or activity to the concerned persons only. Data is protected against loss through automatic back-up and against unauthorised intrusion through up-to-date security software. ASE retains physical copies of documents only where mandatory, and such copies are accessible only to authorised personnel.

5. Change Management

Policy Review and Approval

This procedure is reviewed at least every five years, or sooner if changes in accreditation requirements (ISO/IEC 17021-1 or relevant IAF Mandatory Documents) require it.

Document Control

- This procedure shall be controlled in line with the document control procedure.

Implementation

- This procedure shall be communicated to all relevant stakeholders in order to be effectively implemented.

6. References

- ISO/IEC 17021-1 - Conformity assessment — Requirements for bodies providing audit and certification of management systems;
- ASE Quality Manual
- PO01 – VISION, MISSION AND VALUES
- Privacy policy available at: https://amtivo.com/mt/privacy-policy/

For every reference, the latest edition of the referenced document, including any amendments, applies.