

1. Confidentiality

This policy defines TECHT's commitment to maintaining and safeguarding the confidentiality of information obtained or generated during laboratory, inspection, testing, verification, advisory, and consultancy activities, including activities performed under NATA Accreditation to ISO/IEC 17025.

This policy applies to all personnel, including directors, employees, contractors, and subcontractors.

1.1. Our Commitment

TECHT shall treat all information obtained or created during the performance of its activities as confidential, unless:

- The information is publicly available.
- The Client has provided written consent for disclosure.
- Disclosure is required by law or regulatory authority.

Confidential information shall not be used for personal benefit, competitive advantage, or any purpose unrelated to the agreed scope of work.

1.2. Scope of Confidential Information

Confidential information includes, but is not limited to:

- Test results and laboratory data.
- Inspection findings and condition assessments.
- Engineering reports and professional opinions.
- Client provided information.
- Commercial and contractual information.
- Proprietary processes and methodologies.
- Intellectual property.
- Photographs, site records, and sampling data.
- Personal information obtained during project activities.

All such information shall be treated as confidential regardless of format (electronic, written, photographic, or verbal).

1.3. Protection of Information

TECHT shall implement appropriate administrative, technical, and physical controls to protect confidential information, including:

- Secure storage of electronic data.
- Access controls and user permissions.
- Password protection and authentication controls.
- Secure storage of physical records.
- Controlled access to project files.
- Secure transmission of reports and data.

Access to confidential information is limited to personnel who require access to perform their duties.

1.4. Personnel Responsibilities

All personnel shall:

- Be informed of their confidentiality obligations.
- Sign confidentiality or employment agreements including confidentiality provisions.
- Protect Client information from unauthorised disclosure.
- Immediately report any suspected or actual data breach or unauthorised disclosure.
- Confidentiality obligations shall continue after termination of employment or engagement.

1.5. Subcontractors and External Providers

Where subcontract laboratories, specialists, or external service providers are engaged:

- Confidentiality obligations equivalent to those in this policy shall be imposed contractually.
- Only necessary information shall be shared.
- TECHT retains responsibility for safeguarding Client information.

1.6. Legal and Regulatory Disclosure

Where disclosure of confidential information is required by law, court order, or regulatory authority:

- TECHT shall disclose only the information legally required.
- The Client shall be notified in writing prior to disclosure, unless such notification is prohibited by law.

1.7. Public Statements and Marketing

Client names, project details, test results, photographs, or case studies shall not be published, presented, or used for marketing purposes without prior written Client approval.

1.8. Information Security Management

TECHT is committed to maintaining structured information security practices and continual improvement of data protection controls. Where applicable, these controls shall align with recognised information security management principles.

1.9. Breach Management

Any suspected or confirmed breach of confidentiality shall be:

- Immediately reported to the Managing Director or nominated Quality Manager.
- Investigated to determine scope and impact.
- Addressed through corrective action.
- Communicated to affected Clients where required.
- Records of breaches and corrective actions shall be maintained.

1.10. Policy Implementation and Review

This policy will be communicated to all personnel and will be available to all relevant parties. TECHT's management is responsible for the implementation, maintenance, and review of this policy as a part of the management review process to ensure its continued suitability, adequacy, and effectiveness.



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Managing Director
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