



Section 8: Information Requirements
8.1 Public Information


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8.1.1
Maintain (through publications, electronic media or other means), and make public, without request, in all the geographical areas in which it operates, information about

- a) audit processes;
- b) processes for granting, refusing, maintaining, renewing, suspending,
- c) restoring or withdrawing certification or expanding or reducing the scope of certification;
- c) types of management systems and certification schemes in which it operates;
- d) the use of the certification body's name and certification mark or logo;
- e) processes for handling requests for information, complaints and appeals;
- f) policy on impartiality.

Section 8: Information Requirements
8.1 Public Information


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8.1.2
Provide upon request information about:

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

NOTE 1 In exceptional cases, access to certain information can be limited on the request of the client (e.g. for security reasons).

NOTE 2 The certification body can also make the information in 8.12 public by any means it chooses without request, e.g. on its internet website.

8.1.3
Information provided to client or marketplace, including advertising, be accurate and not misleading.

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8.2 Certification Documents



8.2.1

Provide by any means it chooses certification documents to the certified client.

8.2.2 Certification document(s) must identify the following:

- the name and geographical location of each certified client (or the geographical location of the headquarters and any sites within the scope of a multi-site certification);
- the effective date of granting, expanding or reducing the scope of certification, or renewing certification which shall not be before the date of the relevant certification decision;

NOTE The certification body can keep the original certification date on the certificate when a certificate lapses for a period of time provided that:

- the current certification cycle start and expiry date are clearly indicated;
- the last certification cycle expiry date be indicated along with the date of recertification audit.

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8.2 Certification Documents



8.2.2 Continued

- the expiry date or recertification due date consistent with the recertification cycle;
- a unique identification code;
- the management system standard and/or other normative document, including indication of issue status (e.g. revision date or number) used for audit of the certified client;
- the scope of certification with respect to the type of activities, products and services as applicable at each site without being misleading or ambiguous;
- the name, address and certification mark of the certification body; other marks (e.g. accreditation symbol, client's logo) may be used provided they are not misleading or ambiguous;
- any other information required by the standard and/or other normative document used for certification;
- in the event of issuing any revised certification documents, a means to distinguish the revised documents from any prior obsolete documents.

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8.3 Reference to Certification and Use of Marks



8.3.1

- Have rules governing any management system certification mark for certified clients to use.
- Points to remember:
 - traceability back to the certification body, no ambiguity, in mark/accompanying text, type of certification and not use not be used on a product nor product packaging nor in any other way that may be interpreted as denoting product conformity.

NOTE ISO/IEC 17030 provides additional information for use of third-party marks.

Section 8: Information Requirements
8.3 Reference to Certification and Use of Marks

8.3.2
 • Not permit its marks to be applied by certified clients to laboratory test, calibration or inspection reports or certificates.

8.3.3
 • Have rules governing the use of any statement on product packaging or in accompanying information
 • Statements shall in no way imply that the product, process or service is certified by this means. The statement shall include reference to:
 – identification (e.g. brand or name) of the certified client;
 – the type of management system (e.g. quality, environment) and the applicable standard; the certification body issuing the certificate.

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8.3 Reference to Certification and Use of Marks

8.3.4
 Through legally enforceable arrangements require that the certified client:
 a) conforms to the requirements of the certification body when making reference to its certification status in communication media such as the internet, brochures or advertising, or other documents;
 b) does not make or permit any misleading statement regarding its certification;
 c) does not use or permit the use of a certification document or any part thereof in misleading manner;

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Section 8: Information Requirements
8.3 Reference to Certification and Use of Marks

8.3.4
 Through legally enforceable arrangements require that the certified client:
 d) upon withdrawal of its certification, discontinues its use of all advertising matter that contains a reference to certification, as directed by the certification body (see 9.6.5);
 e) amends all advertising matter when the scope of certification has been reduced;
 f) does not allow reference to its management system certification to be used in such a way as to imply that the certification body certifies a product (including service) or process;
 g) does not imply that the certification applies to activities and sites that are outside the scope of certification;
 h) does not use its certification in such a manner that would bring the certification body and/or certification system into disrepute and lose public trust.

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Section 8: Information Requirements

8.3 Reference to Certification and Use of Marks

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8.3.5

Exercise proper control of ownership and shall take action to deal with incorrect references to certification status or misleading use of certification documents, marks or audit reports.

NOTE. Such action could include requests for correction and corrective action, suspension, withdrawal of certification, publication of the transgression and, if necessary, legal action.

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8.4 Confidentiality

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8.4.1

- Be responsible, through legally enforceable agreements, for the management of all 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.

8.4.2

- Inform the client, in advance, of the information it intends to place in the public domain. All other information, except publicly accessible is considered confidential.

8.4.3

- Except as required in this part of ISO/IEC 17021, information about a particular certified client or individual shall not be disclosed to a third party without the written consent of the certified client or individual concerned.

Section 8: Information Requirements

8.4 Confidentiality

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8.4.4

- Required by law or authorized by contractual arrangements (such as with the accreditation body) to release confidential information, the client or individual be notified (unless prohibited by law).

8.4.5

- Information about the client from sources other than the client (e.g. complainant, regulators) be treated as confidential

8.4.6


- All Personnel information kept confidential (except as required by law)

8.4.7

- Have processes and where applicable equipment and facilities that ensure the secure handling of confidential information.

Section 8: Information Requirements

8.5 Information Exchange Between a CB and its Clients




8.5.1 Information on the Certification Activity and Requirements

Provide information and update clients on the following:

- a detailed description of the initial and continuing certification activity, including the application, initial audits, surveillance audits, and the process for granting, refusing, maintaining of certification, expanding or reducing the scope of certification, renewing, suspending or restoring, or withdrawing of certification;
- the normative requirements for certification;
- information about the fees for application, initial certification and continuing certification;

Section 8: Information Requirements

8.5 Information Exchange Between a CB and its Clients




8.5.1 Information on the Certification Activity and Requirements

Provide information and update clients on the following:

- the certification body's requirements for clients to:
 - comply with certification requirements;
 - make all necessary arrangements for the conduct of the audits, including provision for examining documentation and the access to all processes and areas, records and personnel for the purposes of initial certification, surveillance, recertification and resolution of complaints;
 - make provisions, where applicable, to accommodate the presence of observers (e.g. accreditation assessors or trainee auditor);
- documents describing the rights and duties of certified clients, including requirements, when making reference to its certification in communication of any kind in line with the requirements in 8.3;
- information on processes for handling complaints and appeals.

Section 8: Information Requirements

8.5 Information Exchange Between a CB and its Clients



8.5.2 Notice of changes by a certification body


- Give its certified clients due notice of any changes to its requirements
- Verify that each certified client complies with the new requirements.


8.5.3 Notice of changes by a certified client


Have legally enforceable arrangements for certified client to inform the certification body, without delay, for example, changes relating to:


- the legal, commercial, organizational status or ownership;
- organization and management (e.g. key managerial, decision-making or technical staff);
- contact address and sites;
- scope of operations under the certified management system;
- major changes to the management system and processes
- The certification body shall take action as appropriate.


Thank you!



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