

QUALITY ASSURANCE MANAGEMENT SYSTEM

Controlled Document

CSE QP07



CSE QP07 Confidentiality Policy

G4S Assessment Services (G4SAS) believe confidentiality is central to the Customer Service Excellence/Charter Mark assessment process and to achieve this have established key principles of confidentiality.

All G4SAS personnel, assessors and members of the Independent Panel will adhere to this confidentiality policy in addition to existing confidentiality requirements within contracts.

Data

Principle 1

Data about your organisation obtained from your Registration Form, Application Form, completed Applicant Assessment Tool or Assessor Assessment Matrix will not be used for any other purpose except Customer Service Excellence/Charter Mark related activities, without your prior written consent.

Principle 2

Data held by G4SAS will not be disclosed to any third party without your prior written consent.

Principle 3

Information about organisations held on the Applicant Assessment Tool can only be accessed by the applicant using a password-controlled system.

Assessment

Principle 4

Assessors will undertake assessments in accordance to the confidentiality clause within their contract to G4SAS.

Principle 5

G4SAS staff, assessors and Independent Panel members shall not disclose any confidential information to any third party.

Principle 6

The Assessor shall not misuse any information provided in confidence by an applicant, gained during the course of an assessment or gained in the form of feedback from the applicant.

Complaints

Principle 7

Complaints received about holder organisations will not be copied to those organisations until permission has been gained from the complainant.

Principle 8

Complaint responses received from holder organisations will be disclosed to complainants unless specifically requested not to do so from the holder organisation.