



MARKET SURVEILLANCE DIRECTORATE

CONFIDENTIALITY POLICY

Introduction

- 1.1 This policy provides guidance on how the confidentiality of the information obtained or created during the Market Surveillance Directorate's activities is safeguarded in line with Section 18 of The Standards Act Cap 496, Data Protection Act, 2019, KEBS Code of Conduct and Ethics and [KEBS ISMS Policies and Procedures](#).

Obligations of the Market Surveillance Directorate

- 2.1 The Market Surveillance Directorate commits itself to confidentiality, integrity, availability and privacy concerning all information available to it in the context of its activities on the business operator's premises, whether this information relates to internal matters of the business operator or to its business relations. This also applies to verbal or written results of market surveillance activities.
- 2.2 The Market Surveillance Directorate shall not disclose the business operator's confidential information, trade secrets or processing procedures to any third party (unless required to do so by law).
- 2.3 The Market Surveillance Directorate shall allow access (availability) to both its own documents and business operator-related data to Accreditation Authorities as relevant.
- 2.4 The Market Surveillance Directorate shall inform the business operator, in advance, of any proprietary information it intends to place in the public domain. All but information that is publicly accessible by the business operator shall be considered confidential.
- 2.5 Information about the business operator from sources other than the business operator (e.g. complainants, regulators) shall be treated as confidential.
- 2.6 All personnel, including committee members, technical experts, subcontractors/external bodies shall keep confidential all information obtained or created during market surveillance activities in line with the provisions of section 18 of the Standards Act.

Signed 
Director – Market Surveillance

Date **14.10.2025**