

Impartiality and Confidentiality Policy

Comita Calibration Laboratory (hereinafter referred to as: CCL) undertakes to adhere to the principles of impartiality and confidentiality while carrying out all laboratory activities. CCL recognizes that providing impartial and methodologically accurate calibration results is one of the most important aspects of laboratory operations. At the same time, CCL declares that protecting the confidentiality of client information, calibration data, technical records, and all information obtained within the scope of laboratory activities is a fundamental obligation.

Considering the importance of providing reliable measurement results to clients, all CCL team members shall comply with the following principles:

- **Full compliance with ISO/IEC 17025:2017:** General requirements for the competence of testing and calibration laboratories.
- **Commitment to impartiality:** CCL makes decisions aimed at maintaining fairness in its activities; proactively identifies, evaluates, and takes the necessary steps to eliminate conflicts of interest.
- **Commitment to ethical practices:** Calibration activities are carried out in accordance with the highest ethical standards, and the integrity and reliability of results are ensured.
- **Transparent communication with clients:** Relevant information, including calibration processes, potential risks, and limitations, is shared clearly and transparently.
- **Protection of confidentiality:** Client information, technical records, reports, commercial data, personnel information, and all information obtained during laboratory activities are protected against unauthorized access, disclosure, alteration, or improper use.
- **Disclosure of confidential information:** Where disclosure of information is required under legal requirements or contractual obligations, the relevant party shall be informed in advance unless prohibited.

Except for information made publicly available, all information obtained from clients or external sources is considered confidential and may be accessed only by authorized persons.

CCL personnel shall use confidential information obtained from internal or external sources only to the extent required by their duties and shall not share such information with third parties.

CCL is responsible for the impartiality of its laboratory activities and does not allow commercial, financial, or other pressures to compromise impartiality. Likewise, CCL ensures that confidentiality obligations are understood and implemented by all employees, heads, external service providers, and other persons acting on behalf of the laboratory.

The Head of Laboratory is responsible for the implementation and maintenance of this Impartiality and Confidentiality Policy. All CCL personnel are obliged to comply with the principles set out in this policy and to report any existing or potential risk to impartiality or confidentiality to the Head of Laboratory and the Branch Manager.

This policy has been issued to support CCL's requirements related to impartiality and confidentiality under ISO/IEC 17025:2017.

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