

WRc Certification Body Policy Information in the Public Domain

WRc takes its responsibilities for handling client information seriously and is committed to ensuring that appropriate information is placed in the public domain in a responsible and transparent way.

Our policy for allowing client information to enter the public domain comprises:

- WRc shall inform the client in writing, in advance, of the information it intends to place in the public domain. This includes the status of certification, change to scope of certification, any client information and any information obtained or created during the performance of certification activities by WRc.
- WRc shall maintain (through publications, electronic media, or other means), and make available upon request the following:
 - information about (or reference to) the certification scheme, including evaluation procedures, rules, and procedures for granting, for maintaining, for extending or reducing the scope of, for suspending, for withdrawing or for refusing certification. This will be done in line with any relevant law or as outlined by the certification scheme.
 - Information about the validity of a given certification.
 - A description of the means by which the WRc obtains financial support and general information on the fees charged to applicants and to clients.
 - A description of the rights and duties of applicants and clients, including requirements, restrictions, or limitations on the use of the WRc's name and certification mark and on the ways of referring to the certification granted by WRc.
 - WRc's procedures for handling complaints and appeals made by applicants and clients.
- WRc shall take appropriate action, including amending all public information relevant to the certification status in order to ensure the status of the certification / product / service is clear and unambiguous to any interested third parties.

The successful implementation of the policy requires the full commitment of all employees at all levels of the Company.



Andy Blackhall

MD

THIS POLICY STATEMENT SUPERSEDES ALL PREVIOUS ISSUES

Last Reviewed: May 2021

Next review: May 2022