	Information Security and Data Management policy of Glaze Corporate services Pvt. Ltd.	Doc. No. : PD 11 Version : 01 Revision : 01 Date : 03/02/2025
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1. PURPOSE

This policy clarifies the Glaze's policy regarding Information Security and Data Management. Glaze is dedicated and responsible for processing the information of our operators with full caution and confidentiality.

2. POLICY


- Glaze considers all the information obtained during the performance of its Inspection and certification activities to be confidential unless already made publicly available by the concerned operators or agreed for disclosure by them. Certain data may, however, have to be disclosed to the accreditation bodies or other authorities.
- All the personnel of the Glaze, including all committee members, have signed a Confidentiality/Non-Disclosure Agreement to keep all information gained in the course of the Inspection and certification activities strictly confidential. The agreement prohibits the use and disclosure of certification information and data by the personnel of the Glaze even after the end of employment or the provision of services.
- The access to documents, in paper and/or electronic files, by Glaze personnel is restricted based on their responsibilities and tasks. Only the authorized person can access the relevant documents.
- Data sanitization involves purposely, permanently deleting, or destroying data from a storage device, to ensure it cannot be recovered. Ordinarily, when data is deleted from storage media, the media is not really erased and can be recovered by an attacker who gains access to the device. This raises serious concerns for our security and data privacy. With data sanitization, storage media is cleansed so there is no leftover data on the device, and no data can be recovered, even with advanced forensic tools. Whenever any computers/hard drives are decommissioned for any reason, all the hard drives will undergo permanent data erasure before such equipment is removed from use.
- Glaze will retain records related to all certification processes for a minimum period of five years.
- Listing the details of the certified operations, including public reports/summaries, listing suspended and withdrawn certifications in a public register or database as required by the

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APEDA according to the NPOP regulations. Public summaries may include a description of nonconformities, etc. All these details will be published at the Glaze website according to the NPOP regulations 4.2.19


- The information may be exchanged with any other certification body, in case if the operator has applied for the NOC then the files of the operator may be forwarded to that particular certification body on request, apart from that any information can be shared to another certification body during ongoing alert investigations and etc., only after the concern of the Operator.
- In the event that, during the course of any Inspection, if Glaze discovers evidence of potential criminal or illegal activity or any other information required to be disclosed to a judicial, governmental or regulatory body, Glaze reserves the right to disclose such information to a judicial, governmental or regulatory body.
- Glaze may disclose confidential information if there is a challenge to any certification claim made by the any competent authority or the integrity or reputation of the system.
- All the information of the certification process may be submitted to the APEDA during its annual inspection to Glaze. Annual reports about certified operators and products are usually submitted.
- Each operator and each employee of Glaze has a right to request access to their individual records and files maintained by Glaze. However, the management of Glaze reserves its right not to release the requested information when prohibited by law or when it is confidential information obtained from third parties regarding the concerned operator or employee.
- Glaze will immediately report to the concerned authorities any violations of confidentiality and any intentional or unintentional disclosure or dissemination of confidential certification data and information. In the event of a data breach involving personal data, Glaze will comply with all applicable personal data protection regulations.

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- Upon the request, Glaze shall make available like information about (or reference to) the certification scheme(s), including steps for certifications, general information on the fees charged to applicants and to certified operators, information about procedures for handling complaints and appeals.

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