

1.0 Purpose

This procedure defines the procedure and requirements for protecting confidential information and proprietary information of customers and **J. A. King & Co., LLC**.

2.0 Scope

This procedure encompasses all personnel of **J. A. King & Co., LLC**.

3.0 Responsibility

The Lab Manager shall ensure that all lab personnel understand and adhere to this policy of confidentiality.

4.0 Definitions

Confidential information: Any information obtained as an employee that relates to the activities of **J. A. King & Co., LLC** or its customers.

Proprietary Rights: Any activity that the customer has specified in writing relating to processes, trade secrets, products or equipment.

The customer may further define its confidential or proprietary concerns. This would be done in writing within a document that they require suppliers to sign in order to service their equipment.

5.0 References

Quality Manual

6.0 General

Agreements pertaining to customer confidentiality and proprietary information are presented to all employees upon hire and signed statements are part of the employees personnel file. The following are additional instructions that shall be adhered to in order to protect customer information.

7.0 Procedure

7.1 All equipment, information and test results are considered confidential. Any information shall be released only to the customer and/or their authorized agent.

7.2 Any proprietary information received from a customer shall be used for that specific customer only, and shall be maintained in the customer's individual file for future reference.

7.3 The Customer confidentiality and proprietary information agreements that the employees sign are enforced and breach will result in termination.

7.4 The **CEO, Directors**, Quality Team members, Lab Manager and the inspection technician are authorized to sign any customer confidentiality agreement. A copy of the agreement will be maintained in the customer file. This function is not required to be reflected in any other procedure or record or job description.

7.5 Certificates of Calibration reports are provided to the customer via various means:

- they may be printed out and provided with the equipment, upon completion
- data captured electronically, downloaded into our software system and exported electronically to our customers, password protected within the computer system of the recipient
- data captured electronically, downloaded into our software system, and reports printed and sent through the U. S. Mail to the customer contact provided
- data captured electronically, downloaded into our software system, and are retrieved by customers via the web, which is password protected

7.6 Data captured manually on calibration worksheets are ***maintained secure until data has been entered into the Calibration Management System and a calibration certificate has been authorized for issue***, after which time they may be destroyed.

PROTECTING CONFIDENTIALITY AND PROPRIETARY RIGHTS

Approval Position: Quality Manager

SOP-001

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7.7 In the event that a customer requests' that any test results be sent via other means such as facsimile, e-mail or computer transfer disk, the Manager shall ensure that employees protect the confidentiality of the transmission by the following:

- Fax transmissions shall be clearly noted "Confidential" to the person named on the Fax cover sheet
- E-mail transmissions shall be password protected by the recipient
- Computer transfer disks are password protected within the computer system(s) by the recipient

8.0 Attachments

N/A