

Procedure No:	QMP-POL-03
Revision:	2
Date:	30/09/2021



CONFIDENTIALITY POLICY

NDT Plus Pty Ltd is committed to providing quality services to you and this policy outlines our ongoing obligations to you in respect of how we manage your Confidential Information.

Employees will unavoidably receive and handle personal and private information about clients, partners and our company. We want to make sure that this information is well-protected.

NDT Plus must protect this information for two reasons. It may:

- Be legally binding (e.g. sensitive customer data.)
- Constitute the backbone of our business, giving us a competitive advantage (e.g. business processes.)

A copy of this policy can be provided to any interested party upon request.

1. SCOPE

This policy affects all employees, including board members, investors, contractors and volunteers, who may have access to confidential information.

2. POLICY ELEMENTS

Confidential and proprietary information is secret, valuable, expensive and/or easily replicated. Common examples of confidential information are:

- Unpublished financial information
- Data of Customers/Partners/Vendors
- Patents, formulas or new technologies
- Customer lists (existing and prospective)
- Data entrusted to our company by external parties
- Pricing/marketing and other undisclosed strategies
- Documents and processes explicitly marked as confidential
- Unpublished goals, forecasts and initiatives marked as confidential

Employees may have various levels of authorized access to confidential information.

2.1 WHAT EMPLOYEES SHOULD DO:

- Lock or secure confidential information at all times
- Shred confidential documents when they're no longer needed
- Make sure they only view confidential information on secure devices
- Only disclose information to other employees when it's necessary and authorized
- Keep confidential documents inside our company's premises unless it's absolutely necessary to move them

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2.2 WHAT EMPLOYEES SHOULDN'T DO:

- Use confidential information for any personal benefit or profit
- Disclose confidential information to anyone outside of our company
- Replicate confidential documents and files and store them on insecure devices

When employees cease to work for NDT Plus Pty Ltd, they're obliged to return any confidential files and delete them from their personal devices.

2.3 CONFIDENTIALITY MEASURES

NDT Plus shall take reasonable measures to ensure that confidential information is well protected. We will:

- Store and lock paper documents
- Encrypt electronic information and safeguard databases
- Ask employees to sign non-compete and/or non-disclosure agreements (NDAs)
- Ask for authorization by senior management to allow employees to access certain confidential information
- Where client confidential information is required for any reason to be released, they shall be notified officially, in writing.
- Where clients or other parties request information which may be of a confidential nature to specific clients, an official request shall be made to the owner of information for release of said information. No information shall be release prior to written consent being provided to NDT Plus Pty Ltd.

2.4 EXCEPTIONS

Confidential information may occasionally have to be disclosed for legitimate reasons. Examples are:

- If a regulatory body requests it as part of an investigation or audit
- If our company examines a venture or partnership that requires disclosing some information (within legal boundaries)

In such cases, employees involved should document their disclosure procedure and collect all needed authorizations. We are bound to avoid disclosing more information than needed.

3. DISCIPLINARY CONSEQUENCES

Employees who don't respect this confidentiality policy will face disciplinary and, possibly, legal action.

NDT Plus will investigate every breach of this policy. NDT Plus will terminate any employee who wilfully or regularly breaches our confidentiality guidelines for personal profit or gain. NDT Plus may also have to punish any unintentional breach of this policy depending on its frequency and seriousness. NDT Plus will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

This policy is binding even after separation of employment.

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4. POLICY UPDATES

This Policy may change from time to time and is available on our website. A copy may also be provided when requested in writing through our website enquiry form or email correspondence.

5. COMPLAINTS

NDT Plus take customer satisfaction very seriously. If You have a complaint in relation to our treatment of your confidential property, it will be handled promptly and fairly. For *your* information, an overview of Our complaints handling procedure is as follows:

- All customer complaints and feedback are processed in accordance with NDT Plus Pty Ltd CPA procedures and company guidelines
- If You have a complaint in relation to Our handling of Your Confidential Information, You should use the following procedure to lodge Your complaint with Us:

For any complaints and/or feedback regarding our conduct, information or services provided, email us at enquiries@ndtplus.com.au

If You are not satisfied with Our response to Your complaint, You may refer your complaint to the relevant external dispute resolution organisation in your area.

6. CONTACT US

You can contact us about this Confidentiality Policy using the following details:

Adam Lees

Director – NDT Plus Pty Ltd

+61 421 364 655

adam@ndtplus.com.au

Signed:

A handwritten signature in blue ink, appearing to read 'Adam Lees', written over a light blue horizontal line.


Adam Lees, Director

Disclaimer: This confidentiality policy provides general guidelines and should be used as a reference. It may not take into account all relevant local, state or federal laws and is not a legal document. Neither the author nor Workable will assume any legal liability that may arise from the use of this policy.

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REVIEW / REVISION RECORD

REVISION #	DESCRIPTION	DATE	AUTHORISATION
0	Initial Release	17/3/2021	
1	Revised wording	24/06/2021	