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PROTECTION OF CLIENTS' CONFIDENTIALITY

## **Purpose**

This Guide addresses the protection of confidential materials.

## **Scope**

This Guide applies to clients' calibration results, proprietary information, and any other client information that may be deemed confidential in nature.

## **Definitions**

N/A

## **Equipment**

N/A

## **Health & Safety Precautions**

N/A

## **Protocol**

### *General*

All documents that could be considered confidential to the client shall be restricted to calibration personnel. Upon receipt of such materials, they should be placed in a folder in a controlled file cabinet and removed only when needed. No confidential documents shall be left out on a desk or other work area unattended.

Occasionally, an error is made on a report. When this occurs, all pages bearing both the client's name and test results are considered to be confidential information and shall be shredded. All other pages may be placed in any trash receptacle.

### *Calibration results*

1. Upon completion of a calibration or test, a calibration or test report is generated. Once the report has been produced it is placed in a folder to be circulated for signatures.
2. The original signed copy of a calibration report is sent to the customer. Copies of calibration reports, along with computer printouts from the

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calibration procedure, are placed in the customer's file in a file cabinet. Access to file cabinets is limited to the calibration personnel.

NIST maintains a computer database for all calibrations and tests covered under the SP250. This database is used primarily for generation of test folders and tracking of calibrations.

*Proprietary information*

Occasionally, clients may provide supplemental information to facilitate the calibration/test process. If the client does not so identify the information as confidential, NIST personnel are not responsible for keeping it in confidence. Client-supplied documents shall be kept in the client's file during the calibration or test.

Once the calibration/test is completed, client-supplied information is handled according to the client's instructions, with possible actions including:

- return of the information,
- shredding of the information,
- or placing of the information in the client's file.

**Acceptance Criteria**

N/A

**References**

N/A

**Records**

N/A

**Filing and Retention**

Information stored in a client's file shall be retained for the retention period of the test folder.