Purpose

The purpose of this Guide is to address 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.

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, such materials should be placed in a folder in a controlled file cabinet and removed only when needed. No confidential documents shall be left unattended in a common work area.

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, either ink on paper or electronically, calibration report is sent to the customer. Copies of calibration reports, along with computer printouts from the calibration procedure, are placed in the customer's file in a controlled file cabinet. Access to file cabinets is limited to the calibration personnel.

Proprietary information

Occasionally, clients may provide supplemental information to facilitate the calibration/test process. If the client does not identify the information as confidential, NIST personnel are not responsible for keeping it confidential. 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 the placement 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 at least as long as the retention period of the order (test) folder.