The customer assigns to Q-CERT the certification of the Management System (MS) / Product at the location(s) listed on this contract and/or other documents agrees to the following terms and conditions.

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| General Conditions |
| 1. A customer whose MS/Product is audited by Q-CERT agrees to this legally binding contract and certification regulation as it applies and is available in its latest version on Q-CERT website [www.qmscert.com](http://www.qmscert.com)
2. Terms are valid with the start of the certification process and end with certification expiration or after cancellation from one or both parties based on certification regulation.
3. After certification, customer is entitled to use one or more Q-CERT certificates.
4. Certificates are non-transferable, are valid for a designated period depending on the certification standard and/or regulation, and it is subject to the successful completion of surveillance audits where applicable.
5. This contract is stated in Greek and English and is valid during the certification period.
6. Any litigation on the terms of the contract shall be resolved by Thessaloniki courts.
7. All of the audit documents and evidence are reviewable by the Accreditation Body and/or the Scheme Owner.
8. The Scheme Owners shall publish reports and certificates to the web with controlled or free access to the interested parties.
9. The audit team shall notify customer that, if selected, it may be accompanied by other personnel for training, assessment or calibration purposes from Q-CERT, Accreditation Body, Scheme Owner members
10. The Organization is obliged to accept a combined audit conducted by Q-CERT and Accreditation Body representative(s).
11. Scheme Owner reserves the right to conduct its own audit or visit to a site once certificated, in response to complaints or as part of routine compliance activity to ensure the integrity of the scheme (such visits may be announced or unannounced).
12. Scheme Owners may contact the site directly in relation to its certification status, for feedback on certification body performance or for investigation reported issues
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| Requirements |
| **Q-CERT will:**1. Conduct all audits for the issuance and maintenance of the certification objectively, confidentially and impartially
2. Maintain all information pertaining to the certified customer as confidential and not release it to other parties, with the exception of the relevant Accreditation Body, or evaluations of Q-CERT from other bodies, or if required by legal agencies.
3. It will process all personal data that it collects during the audit in accordance with the relevant laws / regulations. In particular, it will maintain a record that is available to the customer, with a duration as defined by the relevant legislation / regulation. At the end of the scheduled duration of the record, Q-CERT is committed to destroy it in accordance with the applicable provisions. Q-CERT is committed to processing the data for purposes related to control / certification services only. Additional information on Personal Data Protection is available on Q-CERT website [www.qmscert.com](http://www.qmscert.com)
4. Notify the customer of any complaints received, relating to the customer’s quality, safety, and hygiene of products, processes, procedures and services, as required. In case of any visits/audits caused from complaints or other issues, the customer will be responsible for compensating such visits/audits.
5. Suspend the certificate if the customer uses the certificate, the certification or logo improperly, or if the customer does not observe the audit schedule of the surveillance audits, as required.
6. Withdraw or cancel the certification if the customer fails to address Q-CERT required corrective actions for the duration of the certification period.
7. Maintain ownership of all certification documents, that need to be returned upon request
8. Maintain and utilize Q-CERT documented and published appeal process if an appeal is initiated by the customer.
9. Will follow the safety processes for inspection as required by the certification scheme and Q-CERT procedures as necessary

**Customer will:**1. Provide all necessary information for the intended certification
2. Inform Q-CERT promptly of any significant change in the customers MS or product that could adversely affect conformance to standard requirements. Changes could include: ownership, key personnel or changes in equipment or other significant changes in production or MS.
3. Nominate a member as the contact person with Q-CERT; contract’s personal data protection clauses apply in this case too
4. Comply with the financial terms for the evaluation.
5. Make no use of the Q-CERT and the relevant Accreditation’s Body marks and make no statements referencing certification that could be misleading or unacceptable to Q-CERT or to the relevant Accreditation Body.
6. Not use certification as evidence of product certification, product endorsement or approval on product when certifying a Management System. Use certification as evidence of product certification, product endorsement or approval on product when certifying a Product, according to the standard and related regulation requirements.
7. For Management System, where necessary, the customer shall maintain a complaint system including a system for correcting complaints. System shall include complaints from relevant agencies, interested party complaints and customer complaints.
8. **Notify Q-CERT of quality, safety, and hygiene of products, processes, procedures and services or other issues that may be of direct or indirect relevance to the MS certification. Notify Q-CERT in case of a product recall, an audit or visit by a regulatory authority or other body.**
9. Upon successful certification, agrees to have relevant information included in Q-CERT’s certified company directory and published in [www.qmscert.com](http://www.qmscert.com). The information shall include the customer’s name, address, certification scope, standard, the certification number, and certification validity status and period.
10. **Consents to the processing of personal data and undertakes to ensure that the data’s subject (the company's staff, partners, customers, etc.) consent to the use of their personal data in the context of the control / certification service, according to the requirements of the relevant laws / regulations and the applicable standards.**
11. Consent or not consent (documented and justified) to the use of Q-CERT’s proposed auditor(s).
12. Be responsible and care for the environment and conditions for the safety of the audit for everyone involved, and in consultation with Q-CERT when required.
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| Certification Details and Attachments |
| Certification Standard(s) & Scope(s)\* |  |
| Additional documents as part of this contract (YES / NO) |  | Number of Pages Attached |  |
| \* Processes related to product safety cannot be excluded\*\* First Surveillance Audit for Management Systems shall be conducted strictly within 365 days from Certification Decision Date |
| Financial Terms |
|  | Description | **Cost (without VAT)** |
|  | Pre-Conformance Audit (A) |  |
|  | Cost of Certification Audit (B) |  |
|  | Number of Surveillance Audits\* |  | and Frequency\* |  |  |
|  | Cost Surveillance Audits |  | Total Costs of Surveillance Audits (C) |  |
|  | Certification Cycle Total (A+B+C) |  |
| Are Travel expenses included? (YES / NO) |  |
| \* According to Contract Review (F-2195 Form) |

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| Q-CERT WILL NOT BE HELD LIABLE FOR LEGAL/REGULATORY NON-COMPLIANCE of the Contracted |
| Customer | Certification Body Or REPRESENTATIVE |
| Name |  | Name | Q-CERT |
| Address |  | Address | VLASIOU GAVRIELIDI 28 Str. |
| Post Code |  | Town |  | Post Code | 54655 | Town | THESSALONIKI |
| Country |  | Country | GREECE |
| Tax Number |  | Tax Office |  | Tax Number | 095680220 | Tax Office | FAE THESSALONIKIS |
| Representative |  | Signee |  |
| Position |  | Position |  |
| Signature & Seal |  | Signature |  |
| Contract Date |  |