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

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| General TERMS |
| 1. An organization whose MS/Process/Product is audited by Q-CERT agrees to this legally binding contract and related 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 audit/certification, the organization is entitled to use one or more Q-CERT certificates and/or reports.
4. Certificates/reports are non-transferable, are valid for a designated period depending on the certification/auditing 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.
6. Any litigation on the terms or the execution of the contract shall be resolved by Thessaloniki courts.
7. All of the audit documents and evidence are reviewable by the Accreditation Body/ies and/or Scheme Owners.
8. The Scheme Owners and/or Associations and/or other Agencies may publish the certification status on the web with controlled or free access to the interested parties, as required by accreditation, regulatory bodies, scheme owner rules.
9. The audit team shall notify organization 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, if selected, is obliged to accept a combined audit conducted by Q-CERT, Accreditation Body or Scheme Owner representative(s).
11. Accreditation Bodies/Scheme Owners reserve the right to conduct its own audit or visit to a site once certificated/audited, 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/audited 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/report objectively, confidentially and impartially
2. Maintain all information pertaining to the certified/audited organization 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 organization, 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 the website [www.qmscert.com](http://www.qmscert.com)
4. Notify the organization of any complaints received relating to the organization’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 organization will be responsible for compensating such visits/audits.
5. Suspend the certificate if the organization uses the certificate, the certification, the report or logo improperly, or if the organization does not conform to the audit schedule of the surveillance audits, as required.
6. Withdraw or cancel the certification if the organization fails to address Q-CERT required corrective actions for the duration of the certification period.
7. Maintain ownership of all certification/audit documents, that need to be returned upon request
8. Maintain and utilize Q-CERT documented and published appeal process at [www.qmscert.com](http://www.qmscert.com) if an appeal is initiated by the organization.
9. Will follow the safety processes for inspection as required by the certification scheme and Q-CERT procedures as necessary

**Organization will:**1. Provide all necessary information for the intended audit
2. Inform Q-CERT promptly of any significant change in the organization’s 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
4. Comply with the financial terms for the audit/certification to Q-CERT and its audit partners.
5. Make no use of the Q-CERT and the relevant Accreditation’s Body, Scheme Owner marks and make no statements referencing certification that could be misleading or unacceptable to Q-CERT or to the relevant Accreditation Body or to the Scheme Owner.
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 Systems implementation, the organization shall maintain a complaint system including a system for corrective actions against complaints. The system shall include complaints from relevant agencies, interested party complaints and organization 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 or report. Notify Q-CERT in writing 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 organization’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, organizations, 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) |  | Audit Duration (Mandays) |  |
| Certification Scope(s)\* |  |
| Additional documents as part of this contract (YES / NO) |  | Number of Pages Attached |  |
| \* Processes related to product safety cannot be excludedFirst Surveillance Audit for Management Systems (ISO 17021) shall be conducted strictly within 365 days from the Certification Decision Date |
| Financial Terms |
|  | Description | **Cost (without VAT)** |
|  | Pre-Conformance Audit (A) (Optional) |  |
|  | 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) |  |
| GFSI Projects onlyInvoice Issued By (if not Q-CERT) |  |
| \* 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 |
| Organization | Q-CERT |
| Name |  | Name |  |
| Address |  | Address |  |
| Post Code |  | Town |  | Post Code |  | Town |  |
| Country |  | Country |  |
| Tax Number |  | Tax Office |  | Tax Number |  | Tax Office |  |
| Representative |  | Signee |  |
| Position |  | Position |  |
| Signature/Seal |  | Signature |  |
| Contract Date |  |