

Privacy and Data Protection Policy

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Prepared by: Quality Manager

Approved by: General Manager

Protecting all information obtained or generated by the organization during its metrological inspection and verification activities, including customer data, measurement results, inspection reports, and complaint and grievance data, and ensuring its confidentiality to safeguard the rights of all parties and enhance confidence in the organization's impartiality.

This applies to all employees, contractors, external individuals, and established committees, and to all forms of information, whether written, electronic, or oral, and continues after the termination of the employment or contractual relationship.

Obligations:

- A legally binding confidentiality agreement must be signed by every employee, contractor, and committee member before commencing any work that allows access to customer information.
- No information may be shared with any third party except with the customer's written consent or as required by law.
- When disclosure is required by law or contract, the customer must be notified of the disclosed information unless prohibited by law.
- The customer must be informed in advance of any information that will be made publicly available, including information published or linked electronically through the regulatory body's platform. All other information remains confidential.
- Information obtained about the customer from any source other than the customer itself must be treated as confidential, and its source must not be disclosed.
- Records must be secured with appropriate controls: specific access privileges, passwords, encryption of backups, and locked storage locations.
- Access must be restricted to those whose job duties require it (the need to know principle).

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- Inspection reports must be treated as confidential documents and may not be copied or circulated except for their designated purpose.
- The use of any client information for personal or commercial gain by the organization or any of its employees is prohibited.
- Any leak, loss, or unauthorized access must be reported immediately to the Quality Manager, and a non-conformity case must be opened.

Responsibilities:

All employees and contractors: Maintain confidentiality and refrain from disclosing any information and report any breach immediately.

Violations:

Any leakage or negligence leading to data loss or disclosure constitutes a serious breach and subjects the violator to disciplinary and legal accountability in accordance with the company's bylaws, regulations, and contractual terms, and may result in termination of employment or contractual employment.

Periodic review: Annually or as needed, and upon the issuance of updates to reference specifications or regulatory requirements, or upon a material change in the scope of activity or organizational structure.

General Manager



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