

Privacy & Information Policy

Our Commitment

Cotec Labs shall ensure that all customer information, samples, and reports are handled with full confidentiality and impartiality. We operate as an accredited, independent test center and follow ISO/IEC 17025 in our processes.

Confidentiality and Impartiality

All information, samples, and reports are managed confidentially and without influence from commercial or external interests.

Document Control and Traceability

All samples and documents are traceable from receipt to reporting and handled according to documented procedures.

Digital Information Security

Digital communication and customer data are stored on secure servers. No information is published or shared without the customer's explicit consent.

Laboratory Security

Only Cotec Labs employees have unrestricted access to the laboratory. Visitors are registered, and samples are covered during visits. Photography is prohibited.

Retention Period

Test samples are stored for at least 6 months after testing is completed.

Digital test reports and customer data are stored for at least 5 years.

Internal documents and accreditation records are stored according to applicable laws and accreditation requirements (typically 5–10 years).

After the specified period, materials are securely destroyed or deleted.

ISO 17025 Requirements We Fulfill

Deviations and complaints are documented and addressed.

Internal audits and management reviews are conducted regularly.

Risks of information leakage are managed systematically.

Continuous improvements are ensured through structured work.

Our Promise:

To always protect customer information and samples with the highest integrity and security, in accordance with ISO/IEC 17025.