	INSTITUTE OF ADVANCED VIROLOGY (IAV) Government of Kerala			
	Document Title	IMPARTIALITY AND CONFIDENTIALITY POLICY	Issue No. 01	Revision No. 00
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Impartiality and confidentiality policy

Impartiality policy

Institute of Advanced Virology (IAV) is committed to impartiality and the laboratory activities performed at the laboratory shall be undertaken impartially. In order to ensure this IAV:


- Is structured and managed so as to safeguard impartiality.
- Monitors its activities and its relationships to identify threats to its impartiality. This monitoring includes relationships of all personnel employed by IAV.
- Identifies risks to its impartiality on an on-going basis to implement necessary control measures.

Personnel associated with IAV:

- Must disclose any conflict of interests regarding their position within IAV.
- Shall not involve in any undue commercial, financial, or other pressures and influences that may adversely affect the quality of their work.
- Ensure that all laboratory activities are conducted by meeting relevant legal requirements.
- Shall treat everyone fairly, have mutual respect, promote a team environment and avoid the intent and appearance of unethical or compromising practices.
- Shall encourage open dialogue and provide honest feedback on testing activities.
- Shall not use corporate assets or business relationships for personal use or gain.
- Report any risks to impartiality
- Follow the controls measures identified by IAV to mitigate the significant risks related to impartiality.
- Shall ensure that their relationship based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding), and payment of a sales commission or other inducement for the referral of new laboratory users, etc. do not present the laboratory with a threat to impartiality.

Personnel associated with IAV shall never practice the following:

- A scientifically unsound or technically unjustified omission, manipulation, or alteration of procedures or data that bypasses the required quality control parameters, for reaching into an acceptable outcome
- The deliberate falsification of analytical or quality assurance results, where failed method requirements are made to appear acceptable
- Intentional recording or reporting of incorrect results or data
- An intentional gross deviation from method-specified in the inspection and testing practices, combined with the intent to conceal the deviation
- Inappropriate data entry, falsifying existing data, data manipulation or fabrication
- Intentionally deviate from a standard operating procedure approved by IAV
- Use of equipment that are not calibrated or verified
- Manipulating samples and records

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- Mislabelling of samples
- Creating data or reporting data for the activities not performed
- Unauthorised use or unwarranted manipulation of software used in the organization
- Creating information that is not true
- Claiming ownership for work performed by external parties

Confidentiality policy

IAV is committed to maintain the confidentiality of all information handled by it as part of performing laboratory activities at all times.

IAV is responsible, through legally enforceable commitments, for the management of all information obtained or created during the performance of its activities. Except for information that the customer makes publicly available, or when agreed between IAV and the customer all other information is considered proprietary information and should be regarded as confidential.

Personnel, including any committee members, contractors, personnel of external bodies, or individuals acting on the IAV's behalf, should keep confidential all information obtained or created during the performance of IAV's activities.

The confidentiality of information regarding services rendered to customers by IAV should be maintained at all times and should not be discussed with any unauthorized person.

When IAV is required by law or authorized by contractual arrangements to release confidential information, the customer or individual concerned should, unless prohibited by law, be notified of the information provided.

Personnel associated with IAV should not in any way divulge, copy, print, download, release, review, alter or destroy any confidential information except where as required by their job duties and properly authorized by top management.

Personnel associated with IAV should exercise reasonable caution to prevent any person who does not need access to the information from seeing or overhearing confidential information.

The extent of the confidentiality commitment by employees should not only be effective during their active employment status at IAV, but should carry over indefinitely after their employment ceases, regardless of the reason including resignation.