

GENERAL TERMS AND CONDITIONS

1. Confidentiality

PEŠTAN doo Testing Laboratory undertakes to treat all the information obtained either by the applicant for testing or in the testing procedure, as well as the information obtained from other sources, as confidential, as well as the other sources, except when this information is made publicly available by the applicant or the other source.

Information shall not be provided to third parties without the written consent of the applicant or other source, unless this information is requested by institutions that supervise the work of the laboratory, such as the competent state authorities, i.e. the Accreditation Body of Serbia or otherwise required by the existing legislation. In all other cases, the user will be informed in advance of the information that the laboratory wishes to make available to third parties and organizations, unless prohibited by law.

PEŠTAN doo laboratory, as well as its employees, is obliged to keep all the above information as confidential and in a predetermined manner, even after the termination of work in the laboratory, i.e. after the end of contractual obligations.

All personal data about clients, contractors, internally and externally engaged staff are kept confidential.

2. Ownership and rights of use

The applicant for the testing has the right to use the results of the performed testing for the intended or agreed purpose. The applicant for testing, i.e. the user of testing services is obliged to use the obtained results so that they cannot be misinterpreted or misused in any way.

3. Complaints and appeals

If there is a complaint about the work of PEŠTAN doo Testing Laboratory or testing procedure, the user can learn more about a manner of filing complaint, decision-making, etc, in the procedure defined in the document PL.RU.01, Resolving customer complaints that will be delivered at the request of the user.

It is considered that the user is familiar with these general business conditions of PEŠTAN doo Testing Laboratory by accepting the offer or contract for testing services.



QUALITY MANAGER