

# Compliance Framework

## Section 31 - Confidentiality Policy

### 31.1 Purpose

This policy outlines the confidentiality standards maintained by DSW Specialised Courier Ltd when handling client information, delivery documentation and sensitive consignments. The objective is to ensure that all information encountered during operations is treated with discretion and protected from unauthorised disclosure.

### 31.2 Scope

This policy applies to all operational activities carried out by DSW Specialised Courier Ltd, including the handling of documents, parcels, instruments and information belonging to clients or associated organisations.

### 31.3 Confidential Information

Confidential information may include business documents, legal paperwork, laboratory materials, engineering components, delivery instructions or any information provided by clients that is not intended for public disclosure.

### 31.4 Confidentiality Principles

- Information obtained during courier operations must not be shared with unauthorised persons.
- Delivery documentation and client details must be handled with care.
- Consignments must not be opened, inspected or discussed unless required for delivery verification.
- Drivers should avoid discussing client work or consignments in public settings.

### 31.5 Handling of Documents

- Delivery paperwork should remain secure during transport.
- Documents containing personal or business information must not be left unattended.
- Proof of delivery records should be stored securely.

### 31.6 Breach of Confidentiality

Any suspected breach of confidentiality should be reported immediately and reviewed according to the Incident Reporting Procedure. Appropriate steps should be taken to minimise potential impact.

### 31.7 Policy Review

This Confidentiality Policy may be reviewed periodically to ensure it remains appropriate for operational and regulatory requirements.