

	RG CATALYST ALGERIA	No.	RG - POL - 10 - 03
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RECORD MANAGEMENT POLICY			

RG Catalyst Algeria maintains a unified records management framework to ensure that all certification records are properly documented, protected, and accessible in line with ISO/IEC 17024:2012 requirements. This policy applies to candidate applications, eligibility assessments, examination papers and results, certification decisions, appeals, complaints, and personnel competence files. Records are retained for defined periods: certification records for at least seven years after expiry, appeals and complaints for five years after resolution, and examination records for five years. Disposal of records is carried out securely through shredding or digital deletion, with a disposal log maintained to guarantee transparency.

All records are safeguarded through strict confidentiality and security controls. Physical records are stored in locked facilities with restricted access, while electronic records are protected by encryption, secure backups, and controlled user permissions. Only authorized personnel may access sensitive information, and confidentiality is preserved at all times. RG Catalyst Algeria also enforces examination integrity by requiring candidates to sign non-disclosure agreements, verifying candidate identity, ensuring the presence of invigilators, prohibiting unauthorized aids in examination areas, and monitoring results for irregularities or fraudulent practices.

This policy is reviewed annually or whenever regulatory changes occur. Staff are trained regularly to ensure compliance, and all amendments are documented. By applying these measures, RG Catalyst Algeria guarantees the confidentiality, integrity, and availability of certification records, while maintaining transparency and impartiality in every decision.

Approved by: Haouam Loubna - Managing Director

Date: 01/01/2026


Loubna HAOUAM
Gérante

