ENGLISH VERSION

REGULATION

Dir. 2014/68/EU

RG21B30.9

General requirements for Conformity Evaluation of Pressure Equipment according to Dir. 2014/68/EU (PED)

DESCRIPTORS

Product certification, inspection activity, personnel certification, pressure equipment and assemblies, marking, ESRs, accreditation, notification.

SUMMARY

This Regulation specifies the general requirements that an Organization (ref. Par 3) and TÜV NORD Italia S.r.l. should satisfy while managing conformity evaluation and certificaton of pressure equipment according to directive 2014/68/EU

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0 GENERALITIES

This Regulation describes the rules, prescriptions and responsibilities related to the certification process or certification service (hereinafter referred to as the product).

TÜV NORD Italia Srl and its personnel must comply with this Regulation, as well as the applicant Organization.

About what is not covered by this document, please refer to the general conditions of the contract set out in the "General Conditions of TÜV NORD Italia srl".

1 PURPOSE AND FIELD OF APPLICATION

This Regulation defines the general criteria and rules that TÜV NORD Italia srl applies in the conformity assessment activities related to the Community directives; to these criteria and rules, the Organizations (hereinafter Organizations, applicant Organizations, Customers, Company, applicant Company) have to adhere to, in order to request and maintain a product Certification in the context of the application of Community directives.

TÜV NORD Italia srl certification services are open to all Organizations requesting them and are committed to compliance with these rules and the requirements of the standards, without the application of discriminatory policies or procedures that prevent or limit access to the certification.

In addition, in order to avoid financial, economic, or affiliation-based discriminations TÜV NORD Italia has set up a "Price policy" in which the economic conditions are reported.

TÜV NORD Italia issues the certification for products that comply with the Essential Safety Requirements listed in the Community Directives for which the certification is expressly required.

TÜV NORD Italia does not provide consulting services to the Organizations for the preparation of the technical documentation for the product to be certified, as well as assistance in the implementation and maintenance of the company management system and implemented by the Organization for the realization of the product.

2 NORMATIVE REQUIREMENTS

Decision 768/2008 / EC	of the European Parliament and of the Council on a common framework for the marketing of products (named in this document "Decision")
Regulation 765/2008 / EC	of the European Parliament and of the Council, which sets out the requirements for the accreditation and market surveillance related to the marketing of products
Directive 2014/68 / EU (PED)	for the harmonisation of the laws of the Member States relating to the making available on the market of pressure equipment (recast)
Decree February 15th 2016 n.26	for the implementation of the Directive 2014/68/EU

3 DEFINITIONS

This document applies the terms and definitions contained in the Directive 2014/68/EU (PED), and in the reference standards contained in the TÜV NORD Italia Quality Management Manual in the updated version.

Organization: *Company, or legally recognized private entity, applying for the services of TÜV NORD Italia*

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4 GENERAL CONDITIONS

In order to start TÜV NORD Italia certification process, the applicant Organization must:

- accept the conditions laid down in this certification rules, including the annexes and the appendices;
- accept the offer and the contract for certification formulated by TÜV NORD Italia, including every attachment to them;
- accept the right of access to its offices, business areas, production sites, registrations, staff technical papers and system documentation (if applicable in compliance with the chosen assessment module), including the complaints, for the Inspectors appointed by TÜV NORD Italia or by the Accreditation Body, and for any external or internal observers from TÜV NORD Group, whose presence will always be notified in advance guaranteeing the right of objection by the Organization;
- provide all the technical documentation (Technical File) required by the compliance with the chosen assessment module), as defined by the reference Directive;
- if required by the compliance assessment module, arrange and apply a management system that ensures compliance with the Essential Safety Requirements defined by the Directive for equipment design, manufacturing, testing and inspections (as far as applicable);
- arrange, if applicable, the quality system management documentation (Manual, Procedures and Records).

If a certified or being-certified Organization does not allow TÜV NORD Italia and/or Accreditation Body to access their locations, business areas, production sites, registrations, personnel and system documentation, including complaints, the certification process will be terminated and TÜV NORD Italia will not be able to issue the certificate or, in the case of companies already certified, the procedure for certificate withdrawal will be initiated.

Certification and its maintenance (where applicable) are subject to the regular payment of the amounts defined within the economic offer and the relevant order.

5 ORGANIZATION'S RIGHTS

The Organization holding the certification has the right to:

a. Affix the ID number of Notified Body TÜV NORD Italia Srl next to a conformity (*) mark, if required according to the Directive; *) CE

b. Publicize the certification in the most suitable ways, provided that they comply with the rules defined in this **Regulation** and other applicable regulations;

c. Express an opinion on the degree of satisfaction and communicate in writing any complaints, in order that TÜV NORD Italia can use this information to activate a possible improvement of the service provided;

d. Ask for the replacement of inspectors from TÜV NORD Italia Srl and from Accreditation Body, if there are proofs of conflicts of interest, by sending a written notice to TÜV NORD Italia Srl not later than 5 days after receiving the inspection plan;

e. Formulate objections/disagreement regarding the content of the issues which emerged during the inspection activity by sending a written notice to TÜV NORD Italia within 15 days from the receipt of the inspection report (and before acceptance);

f. Request to TÜV NORD Italia that the Certificate shall be released on any type of support provided that the Organization will bear the relevant costs.

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6 ORGANIZATION'S DUTIES

The certified or being-certified Organization shall:

a. comply with the requirements of this **Regulation**;

b. satisfy all time the certification requirements, including the implementation of appropriate changes when they are requested by the certification body; — Cf. ISO / IEC 17065 par 4.1.2.2 A

c. ensure that, if the product certification request applies also to a production process, the production continues to satisfy the product requirements; — Cf. ISO / IEC 17065 par 4.1.2 B

d. make all technical documentation and recordings available (as expected according to the applicable standard or law), related to the product to be certified, at least in Italian or English language, and/or in other expected languages according to applicable mandatory requirements; — Cf. Dir. 2014 / 68 / EU art. 4; Cf. ISO / IEC 17065 par 4.1.2.2 C1

e. permit, during the period of validity of a contract and/or of the certificate (if applicable), the performance of a surveillance activity by TÜV NORD Italia, on the implemented production and/or quality system; — Cf. ISO / IEC 17065 par 4.1.2.2 C1

f. notify to TÜV NORD Italia any complaints received from customers for the certified product; — Cf. ISO / IEC 17065 par 4.1.2.2 C2

g. investigate such complaints in order to ensure the compliance of the product (put into the market or in production); — Cf. ISO / IEC 17065 par 4.1.2.2 C2

h. record and make available to TÜV NORD Italia all records of complaints related to the certified product; — Cf. ISO / IEC 17065 par 4.1.2.2 J1

i. record and make available to TÜV NORD Italia all records of corrective actions taken upon complaints related to the certified product; — Cf. ISO / IEC 17065 par 4.1.2.2 J2

j. make itself available to carry out the checks with a notice of five (5) days, after receiving complaints and/or reports about certification suspension, without rejecting the team responsible for carrying out such audits; — Cf. ISO / IEC 17065 par 4.1.2.2 C2, 3

k. be available to any additional checks requested by both TÜV NORD Italia and Accreditation Body;

l. accept that some additional tests may be performed with a minimum notice of five (5) days without possibility of

refusing the team responsible for carrying out the evaluation activity.

These checks are performed after serious complaints about the product; failure to carry out this type of verification involves suspension or withdrawal of the certification granted;

m. allow access of inspectors/auditors to the corporate areas and sites involved, the staff, where applicable, to all registrations of the Quality System, and to the sub-contractors involved in the certification process, in order to ensure the proper conduct of the Audit; — Cf. ISO / IEC 17065 par 4.1.2.2 C1.3

n. ensure access to the auditors from the accreditation body, upon notice of their names by TÜV NORD Italia; — Cf. ISO / IEC 17065 par 4.1.2.2 C, 3

o. ensure access to the inspection staff of TÜV NORD Italia in training and/or for supervision; — Cf. ISO / IEC 17065 par 4.1.2.2 C 1.3

p. provide specimens and prototypes for the execution of the necessary checks and tests, as required by the standards or applicable laws and ensure to the inspection staff of TÜV NORD Italia access to product manufacturing workshop;

q. notify TÜV NORD Italia any changes made to the product subject to certification and/or its production process; — Cf. ISO / IEC 17065 par 4.1.2.2 K

r. in the case of binding law enforcement, do not market products before the successful completion of the process of certification; — Cf. ISO / IEC 17065 par 4.1.2.2 D

s. in case of withdrawal or suspension of the certificate, do not mark or do not market products in the scope of the certificate. In this situation, it is also the duty of the applying Organization, to notify TÜV NORD Italia about the items already marketed and to propose the modalities to withdraw them from the market;

t. provide and maintain updated all the documentation required by TÜV NORD Italia;

u. inform TÜV NORD Italia about a transfer of ownership, change of contact details, opening of new offices and/or branches of the company, name changes, significative changes of their production cycles;

v. provide, in case of renewal of the certification, the updated data for the product as well as any complaints received;

w. not use its certification in such a way as to damage the reputation of TÜV NORD Italia and/or the certification system — Cf. ISO / IEC 17065 par 4.1.2.2 E

and undermine the confidence of the public;

x. avoid making statements, and allowing others to, that might be misleading regarding its certification; — Cf. ISO / IEC 17065 par 4.1.2.2 E

y. not use, and not allow using, a certification document or any part thereof, in order to deceive; — Cf. ISO / IEC 17065 par 4.1.2.2 E

z. stop using all advertising materials that reference to certification, in case of suspension, withdrawal or termination thereof; — Cf. ISO / IEC 17065 par 4.1.2.2 F

aa. rectify all advertising materials if the scope of the certification has been reduced or modified; — Cf. ISO / IEC 17065 par 4.1.2.2 F

bb. in case of expiration or withdrawal/revocation of the certification, return the certificates and cease to use the reference to the certification;

cc. ensure that all advertising materials are in line with the provisions of this document, in order not to damage the reputation of the TÜV NORD Italia, and they are in line with ethical prescriptions and the rules for the use of the logo of TÜV NORD Italia; — Cf. ISO / IEC 17065 par 4.1.2.2 H

dd. not imply that the certification applies to products or activities that are out of the scope of certification. — Cf. ISO / IEC 17065 par 4.1.2.2 I

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7 RIGHTS AND DUTIES OF TÜV NORD ITALIA

The rights and duties of TÜV NORD Italia towards the Organizations applying for certification are:

a. keep all documentation of the internal management System up-to-date with particular reference to documents related to applicants for certification;

b. prepare, provide and maintain a detailed description of activities from initial certification to maintenance (when applicable), comprising the application for certification, the activity of initial evaluation and the surveillance activities, as well as the process for releasing, maintaining, reducing, extending, suspending, withdrawing and renewing certification (where applicable);

c. apply the requirements specified in this **Regulation** to the aspects specifically related to the scope of the certification itself;

d. give prior notice to the Organization about the composition of the team in charge of the assessment and the

possible presence of inspectors from the Accreditation Body or other institutions entitled for the scope;

e. TÜV NORD Italia can legitimately not accept requests from Organizations, whose production or activities are subjected to restrictive, suspensive or disqualifying measures by a public Authority;

f. communicate to the competent bodies and to accreditation body (if applicable) cases where certified companies are involved in processes related to the laws on the liability for a product defectivity and security;

TÜV NORD Italia, on the withdrawal and/or suspension of the certificate of conformity, also has the duty to:

g. communicate to the Organization the withdrawal/suspension of the certificate, indicating the reasons;

h. communicate the withdrawal of authorization to mark the products;

i. require to the Organization the list of related products manufactured and marked, whether they were only stored or already put into the market;

j. inform the authorities for market surveillance, and the Accreditation Body, according to the mode required by the Law.

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8 ECONOMIC CONDITIONS

8.1 Rates

Certification quotations are expressed in the "Tariff", whose application, after evaluating the characteristics of the specific product, determines the economic offer.

Any discounts on official tariffs are governed by a fair price policy of TÜV NORD Italia.

The discounts are regulated and authorized by the industry manager and applicable to:

a. Applicant Organization (even as an association), in case of agreements, framework orders, or economies of scale;

b. Specificactivities of a certification process, if they relate to marketing campaigns or promotions;

c. Punctual or total cost of bid or invoice items;

d. Discount is applicable only to costs of the activities and not to a time commitment required by these activities.

Economic concessions will be applied in compliance with the principles of impartiality and transparency.

It is possible to make changes to the offer as a result of the change of the Tariff or if any variation or dissimilarity of the data provided with the Bid Request occurs as a result of the contract review.

Such variations and/or differences may be:

a. Communicate by the Organization as a result of subsequent changes to the RfQ;

b. Recognized as a result of analysis of the Technical File (if applicable);

c. Detected during the execution of the activities after on-site evaluation (if applicable).

Changes to the economic conditions set out in the accepted offer will be notified by e-mail or ordinary mail to Organizations who have the right to waive the certification application within thirty (30) days from the date of notification of the variations.

For the activities carried out during the thirty (30) days above, the tariffs prior to the variations shall apply to the Organization that makes use of

the right of renunciation.

The Management of TÜV NORD Italia approves the tariff and any variations, even though submitted to the Organizations, are previously authorized by the same or by the Service Manager (Sector or Scheme Responsible).

The tariff is not distributed and is not distributable. It can be freely available at the offices of TÜV NORD Italia.

8.2 Terms of Payment

In order to start the Certification process, the Organization will have to accept both the economic conditions agreed in the offer and the contract, and the application of this Regulation and of the documents explicitly referred to therein.

The request for withdrawal right from the contract, notified by written notice less than 90 days from the date of expiration of the certification (for activities involving a definite expiration of certification), implies payment of a penalty equal to 20% of the amount due in a three year period.

Where the Organization is subject to annual surveillance, and where such Organization makes a request for termination of the contract less than 6 months after the annual supervision expiration date, the Organization is required to allow TÜV NORD Italia personnel to execute the supervision and correspond to the TÜV NORD Italia compensation for the activity performed.

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9 CONFIDENTIALITY

Certificates and data of any type related to the certification activity are considered confidential.

Their disclosure must first be notified by TÜV NORD Italia and subsequently approved (in any case prior to their diffusion) in writing by the Organization/person concerned, except in cases where they must be compulsorily provided (e.g. requests from public authorities or the Accreditation Body.)

TÜV NORD Italia guarantees the confidentiality of all acts and/or information relating to certified products and their respective Organizations, unless required by current regulations or by regulations and procedures applicable to the performance of the activity.

The Organization explicitly approves that the information and acts pertaining thereto are accessible to the Accreditation Body and the Internal Committee of TÜV NORD Italia for the control activities provided for in the relevant Regulations, Internal Regulations and Standards.

All persons involved in the certification process who have access to the offices of TÜV NORD Italia, both internal and external to TÜV NORD Italia, undertake a commitment to confidentiality.

Therefore, the information may not be disclosed to third parties by TÜV NORD Italia without the express written consent of the Organization, except for the data in the list of Certificates issued by TÜV NORD Italia and those relating to the validity of the certificates issued by TÜV NORD Italia (including suspended and withdrawal certificates).

Certificate data and state of validity, suspension, withdrawal of certificates may be published by TÜV NORD Italia on different information tecnology supports (electronic, hard disk, etc.) with degree of accessibility also “unreserved”..

In addition, the data of any activities for which TÜV NORD Italia is accredited will be included in the Accreditation Body (ACCREDIA) database available on the relevant website (as applicable).

In cases where the information is disclosed to third parties (public authorities), TÜV NORD Italia is deemed to be relieved of the obligation to confidentiality; In the event that the applicable legislation is permissible, TÜV NORD Italia will inform the Organization/Person concerned in advance.

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10 CERTIFICATION PROCESS

10.1 Generalities

TÜV NORD Italia employs skilled and qualified personnel who are always required to act in a non-competitive manner.

If laboratory tests are required, TÜV NORD Italia will use TÜV NORD Group laboratories and specially qualified external laboratories with which a special agreement/covenant is activated.

It is the freedom of the Organization to indicate another laboratory than that indicated by the Certification Body.

In this case it is the Organization's obligation to verify that the chosen laboratory is accredited for the tests required under UNI EN ISO 17025, communicating it to the Certification Body and providing the latter with documentary evidence.

The applicant company must take the necessary measures so that the inspectors of TÜV NORD Italia can make the visits safely; The Company assumes any responsibility as an employer with respect to its employees in order to comply with all the applicable legislation.

Typically, during the audits, TÜV NORD Italia staff must be constantly accompanied by the Company's staff.

10.2 Application for Certification and Bid / Contract Review

Contract

In order to be able to activate the certification process, the Organization requires TÜV NORD Italia to issue an economic offer.

For the purpose of the issue of the economic offer, the essential data that the Organization must provide to TÜV NORD Italia at the request of the request are:

- Name and address of the applicant Organization;

Contract

- Description of the product to be subjected to a conformity assessment;
- Minimum design data as required by the reference directive;
- Where applicable, chosen assessment procedure;
- Evidence of having the UNI EN ISO 9001 certification, if it is requested according to one of the assessment modules of quality system as required by the relevant Directive;

- Where applicable, number of items to be manufactured and, in case of mass production, the number of items to be manufactured during a year;

- Standards used for the design, manufacturing, construction and control of the pressure equipment in question.

The request is examined by the staff of the Sector Certification Office in order to verify the feasibility of the requested activity and to define the parameters of the relevant business offer.

In the event of a negative outcome of the examination of the bid request, the requesting Organization is informed.

In case of doubt, the bid is sent to the Sector Responsible for the relevant assessments or to request any additional clarification.

When the outcome of the bid request examination is positive, a bid is issued by TÜV NORD Italia, which contains, *inter alia*, the economic and service conditions applied and the reference to this **Regulation**.

Acceptance of the offer has effect by the return to TÜV NORD Italia of the bid signed by an authorized entity of the requesting Organization.

The obligation to verify the authorization of the person in charge of the Applicant shall be borne by the applicant Organization.

Alternatively, the applicant Organization may issue its formal order.

Any acceptance of the offer is an explicit declaration by the applicant Oragnization of the acceptance of this **Regulation** and any other attachment to the offer itself.

10.3 Review of the application / contract

Review of contract

Upon acceptance of the offer by one of the above methods, the applicant must also accept the **CONTRACT** for the provision of certification services.

Acceptance of the contract is effective by the return to TÜV NORD Italia of the contract, countersigned by an authorized entity/person of the requesting Organization.

The obligation to verify the authorization of the person in charge of the Applicant shall be borne by the applicant Organization.

Acceptance of the offer and the contract can take place simultaneously.

The Sector Responsible reviews the contract in order to ensure proper compilation and to ensure that:

- The customer and product information is complete and sufficient to conduct the certification process;
- The scope of certification is properly identified;
- There is availability of all the means, tools and skills necessary to conduct the activities for the requested evaluation.

In the event that the outcome of the review is unsuccessful, the contract is rejected and customer is informed by notice.

Revision and acceptance of a contract is demonstrated by the signature and stamp of the Sector Responsible or of the Division Manager on the contract itself.

Any contract that does not report the acceptance of the Sector Responsible or Division Manager in any of the above terms is not formally or officially valid and binding for TÜV NORD Italia.

10.4 Conformity Assessment Activities

Given the conditions of points 10.1, 10.2 and 10.3, the evaluation process of compliance is initiated.

Conformity assessment activities are carried out solely by authorized inspectors.

In order to proceed with the conformity assessment, the Organization shall demonstrate compliance with the requirements of the requested certification module as set out in the conformity assessment procedures in Annex III to Directive 2014/68/EU.

The Organization shall also demonstrate compliance with the requirements of any technical document and/or reference standard, as indicated in the order acceptance and/or order acceptance documents.

The demonstration of such fulfillment is carried out through the analysis (inspection activity) of the records of the requesting Organization (e.g. analysis of the technical dossier and project documentation).

The ITP or QCP is an integral part of this documentation and is drawn up by the requesting Organization, revised and/or commented and/or compiled by the TÜV NORD Italia assigned Inspector and accepted by the parties before of the beginning of the certification activity's operational activities.

ITP, QCP

For a detailed description of the minimum documents to be provided, please refer to the application descriptions as described in the modules of the directives (eg drawings, description of the object and its operation, indication of the rules followed, risk analysis, etc.).

In case the conformity assessment procedure is carried out after application for quality systems assessment modules, the documentation to be sent to TÜV NORD Italia is related to the description of the Quality System adopted by the Requesting Organization for the design, manufacture and verification of the product (as applicable).

The documentation analysis (records, procedures, QS manual) is designed to provide evidence of how such a management system meets the essential security requirements of the applicable directive.

For Quality System Modules, the Organization also makes available to TÜV NORD Italia the descriptive technical documentation (Technical File) of the product.

According to the conformity assessment procedure chosen, the conformity assessment process will proceed by:

- Optionally, analysis of the project technical documentation (Module B, G, H1);
- Analysis of manufacturing technical documentation (module A2, C2, F, B - type of production, G, H, H1);
- Surveillance of the final assessment (module A2, C2, F, G, H1), understood as:
  1. Final visual exam[1] of the product, to verify that the same is constructed in accordance with what it has been stated in the technical documentation (in the respect of Essential Safety Requirements),
  2. Surveillance (understood as a control in presence[2]) of the hydrostatic pressure resistance test (mainly hydraulic or pneumatic, according to the specificity of the item to be certified).
- Surveillance of the production quality system as indicated in the assessment of the applicable procedure (A2, C2, H, H1 module);
- Eventually, inspection of safety accessories and protective devices.

In case the conformity assessment is to be carried out on the quality system applied by the Organization, the verification team in charge will perform an examination of the Organization's quality system documentation and will subsequently conduct at least one visit to the premises of the Organization to verify the implementation od procedures related to product design, manufacturing and control.

[1] To be understood also remotely with appropriate online video / audio surveillance and recording connections.

[2] To be understood, in exceptional cases, in virtual and live presence through the use of mobile audio / video devices that guarantee online connection and appropriate recording of the test.

The implementing rules of the verification audit of the QMS (Stage 1 and Stage 2) and the counting of man/days required is carried out in accordance with international requirements. IAF MD5

For this purpose, reference is made to the document IAF MD 5 in the latest issue/applicable version.

The audit of Certification is conducted in two (2) phases:

- Stage 1, whose aims is the evaluation of the documentation and the degree of preparation of the Organization for the execution of the Stage 2. At the end of Stage 1, the verification Team agrees and defines the dates for the execution of the Stage 2. Between Stage 1 and Stage 2, more than one-year cannot pass; if that happens, has to be made a new Stage 1.
- Stage 2, whose aims is to evaluate the implementation and effectiveness of the management system of the applicant Organization for the respect of ESRs pursuant to Annex. I Directive 2014/68/EU.

The date for the execution of checks at the premises of the Organization production site, where not expressly prohibited, is agreed with the Organization itself.

Execution of the verification

The verification activities are established in the Control Plan.

It is preferable, but not mandatory, to have, prior to the first test at local manufacturing, a meeting (Pre-Inspection Meeting, Pre-Production Meeting) between the inspector/s responsible of TÜV NORD Italia, the Organization applicant (or his representative) and those responsible for the production and design (if applicable).

This meeting has as its intentions to define the arrangements for the conduct of assessment activities, to check and clarify the information received.

Should differences arise that could affect the schedule for implementation of assessment activities, the the inspector/s responsible of TÜV NORD Italia must immediately inform the Head of TÜV NORD Italia Pressure Equipment Sector in order to agree on how the activities can be continued.

Having carried out such activities in the procedure of conformity assessment covered by the contract, the TÜV NORD Italia inspector communicates to the Organization the outcomes and conclusions regarding the activity carried out, formalizes, and explains any remarks or exceptions detected during the activity.

In case of objections, reservations or exceptions, expressed by the Organization about the results of the activity, it is duty of the inspector in charge to record and send to the Sector Responsible the findings, the reserves, the exceptions and whatever else emerged.

If it is the case, it is also faculty of the applicant Organization officially proceed through the completion of the "Complaint form" or "Action".

TÜV NORD Italia does not guarantee the handling of complaints that have been communicated anonymously.

Claims must be made in writing.

To this end, TÜV NORD Italia has prepared and made available (www.tuev-nord.it) a module for the fair presentation of complaints/appeals.

Management of Non-Conformity - Surveys and Observations

Where following the analysis of objective evidence, during the examination of documents or during tests of the product, the inspector in charge of the surveys identifies some significative remarks, these will be formalized by the same as a **Non Conformity, Observation or Comment**.

The **Non Conformities** or **Observations** are formalized if they derive from a situation in which there is an obvious failure to meet an applicable, binding requirement.

A **Comment** is formalized if it is identified an activity, process or service, weak or potentially deficient, and that could lead to the occurrence of a **Non Conformity/Observation**.

With particular reference to the ESRs in Annex. I to Directive 2014/68/EU, they are divided into:

1. **Non-Conformity (NC)**: the remark indicating the presence of a deviation/failure that:
   a. puts at risk the reliability of the results, the performance and/or the products;
   b. compromises the ability of a QMS to maintain the quality level established and/or indicates a block in the operation of the QMS;
   c. threatens the credibility of the accreditation procedure and/or the integrity of TÜV NORD Italia;
   d. highlights the failure to comply with applicable legal requirements relating to the purpose of certification.

   This type of remark always requires, by the Organization Applicant, the opening of a corrective action, with the verification of the evidence of the closure, by TÜV NORD Italia, before the certification resolution (granting or extension) by the Committee of Certification (CoC).

   The CoC of TÜV NORD Italia may issue a positive resolution, subject to verification of the positive implementation of a Corrective Action by the Organization Applicant.

For maintenance and renewal, the Corrective Action must be closed by the Organization Applicant, and accepted by TÜV NORD Italia, within a time limit set by the Organization, and accepted by TÜV NORD Italia, and in any case not exceeding three months.

The TÜV NORD Italia may consider necessary evaluation (supplementary) to ensure that corrective actions have been effectively implemented, and/or the adoption of a sanction.

2. **Observation:** survey whose result does not affect or are susceptible to affect directly or immediately the quality performance and results of the Organization applying in quality as manufacturer;

If an observation is not closed by the Organization Applicant and accepted by TÜV NORD Italia, on occasion of the next periodic verification is reclassified as Non-Conformity.

This type of remark, however, requires the opening of a treatment/corrective action to Applicant Organization within defined time (3 months), the implementation of which will be verified in the next visit, or whose closing evidence will be evaluated in documentary form or by (supplementary) evaluation on site by TÜV NORD Italia.

Treatments/Corrective Actions of the non-conformities and the observations must be made immediately.

The timing of implementation of corrective actions should not exceed three (3) months from the date of planning, except in duly justified cases and approved by the CoC, which may allow exceptions, which will not exceed six (6) months.

3. **Comment**: the remark, raised by TÜV NORD Italia against the Manufacturer (Applicant Organization), is classified as a comment when it is consequent to the finding of an objective situation of non-fulfillment of a requirement, but is possible to prevent this situation from occurring (as potentially achievable) providing directions for the improvement of documents and/or mode of operating by the manufacturer.

This type of remark can be managed with the opening of a Preventive Action/Improvement plan, or may be it cannot be accepted; in this second case, the reasons for not acceptance must be recorded.

Activities consequent verification

Upon completion of the above activities and received all integrations required, and/or resolved any non-conformity and/or observation, the inspector/s in charge transmit/s to TÜV NORD Italia all documents produced.

TÜV NORD Italia review the documents submitted by the inspector/s in charge and takes note of the results of the checks.

Where necessary, TÜV NORD Italia undertakes an action to notify the Organization about any changes made to the conclusions and/or

reserves and/or exceptions, or communicates the need to perform a further verification on sites after assessment of the solutions presented.

10.5 Additional checks

If the detected reserves and/or exceptions are such, in number and gravity, as not to allow the release or maintenance of certification, TÜV NORD Italia require an additional verification in order to assess the correct implementation of actions or corrective measures and the existence of the conditions necessary to resume the certification process.

The additional checks are subject to payment and the amounts are aligned with the activities indicated in the Offer/Contract.

Additional inspections may be performed with a minimum of 5 days' notice.

Where required by the applicable Directive, inspection and/or surveillance without notice can be performed.

10.6 Certification Issue

Certification can only be granted after successful completion of all inspections.

To a member of the CoC, which proves to be the bearer of specific technical skills, it is reserved the right to *veto* (on technical/operational bases and regulations) on the activities in relation to the issuance of the certificate of conformity.

On successful completion of all tests and fulfilment of all requirements envisaged by the procedure adopted for Conformity Assessment, the Technical Manager of the Sector, or alternatively the Head of Division, after reviewed the practice, draws up the proposed issuance of the certificate that is submitted to the Certification Deliberation Committee (CDC).

In case of certification delivery, TÜV NORD Italia sends to the Organization, upon payment of due remuneration, the certificate containing the following information:

- The reference to the Directive and the assessment procedure adopted for compliance;
- The identification of the certified product;
- Reference to standards and/or technical documentation;
- The registered office of company;

- The date of first issue;
- The logo TÜV NORD Italia;
- The number of the certificate;
- The signature by the Managing Director of TÜV NORD Italia or his delegate.
- Eventually, the current issue date (if applicable);
- Eventually, the expiry date (if applicable);
- Eventually, the logo of accreditation (if the certificate is issued in a scheme/field covered by accreditation);
- If necessary, specific wording provided by laws or specific documents, in case of applicability thereof to the certifications issued.

The extremes of the validity of the issued certificate are shown on the certificate on which are highlighted:

- If necessary, the reasons that can lead to invalidate the issued certificate;
- Eventually, any extremes of the temporal validity and the need of intermediate checks for surveillance on the production.

The issued certificate is entered in the List of Certificates and then transmitted a copy to the competent Ministry and, if applicable, to the Accreditation Body.

In case of refusal, the case is returned to the Sector Responsible, who will inform by letter (written or electronic) the Organization, about this decision, clarifyng the reasons and specifying, where technically feasible, how to proceed to complete the process of certification and resubmit the case to the Certificate Deliberation Committee of TÜV NORD Italia.

10.7 List of Certified Products

TÜV NORD Italia establishes and maintains an updated list of the issued certificates.

This list identifies the name of the applicant Organization, the number of the certificate issued with their date of issue/expiration and identification of the certified product.

That list is available at the site www.ce-tuev-nord.it (requires

registration).

This list is made available to the public.

This list is made available to the competent Ministry with the frequency and manner prescribed by law.

In addition, if applicable, TÜV NORD communicates to the Accreditation Body the certified Organizations in the fields for which TÜV NORD Italia is accredited, in compliance with the present **Regulation**.

Ref cod

11 SURVEILLANCE ACTIVITIES OF REGULAR CERTIFICATES ISSUED

With respect to certificates issued in accordance with the modules of the applicable directive, during the period of validity of the certification, where required, TÜV NORD Italia carries out surveillance audits for:

- Ensure maintaining compliance of a product or quality system with the Essential Safety Requirements of the reference Directive;
- Check the correct use of the certification and the logo.

The periodicity with which the monitoring can be carried out will be defined in compliance with the requirements of the applicable directive:

- Annual;
- Based on the sampling criteria defined by the applicable rules;
- If necessary, without notice.

In case, during the course of periodic monitoring, serious deficiencies are detected in charge of the Organization Applicant, TÜV NORD Italia may proceed with the execution of additional checks.

The dates for the conduct of audits are agreed with the Organization, generally, at least 15 days in advance.

Minor warnings are possible only on formal acceptance of the TÜV NORD Italia and verification by the Sector Responsible for the availability of authorized inspectors.

Ref cod

12 PERIOD OF CERTIFICATION AND SUBSEQUENT RENEWAL

The validity of the certificates issued by TÜV NORD Italia is defined by Directive 2014/68/EU or, if not provided for by the Directive, equal to three (3) years for authorizations or approvals of the A2 modules, C2, D, D1, E, E1, H, H1 when referring to series production.

In the case of certificates/authorizations of modules A2 and C2 of a single

product and Modules F, G, the certificate has no validity period.

The examination certificates related to module B have validity of 10 years, renewable at the end, as well as the EC design-examination certificates (module B-§3.2) and within the H1 module.

Examinations for renewal of certification, if any, are required to evaluate the continued enforcement of the Essential Safety Requirements provided by the relevant directive for the certified product and for the approved quality system applied by the Organization.

The renewal audit must be carried out in advance of the expiry date of the certificate.

If during a renewal verification of the certification, reserves and/or exceptions are identified widespread, such as not to provide evidence of conformity, TÜV NORD Italia defines the time limit for the implementation of treatments and corrective actions and corrections, before the expiry of certification.

Ref cod

13 RESIGNATION, SUSPENSION AND REVOCATION OF CERTIFICATION

13.1 Resignation

For certifications valid for a defined period, a waiver of certification can be done with a notice of at least 90 (ninety) days before the expiration date of certification and by written request of the Organization; after this date, the Organization must pay the penalty indicated by TÜV NORD Italia in § 8.2.

It is recalled that in accordance with Directive 2014/68 EU it is not allowed, if not in the foreseen cases, replacement or the parallel use of two notified bodies for the certification of single product (eg. The application of the module G).

In that case, you can not give up the services of the TÜV NORD Italia unless giving up entry of the product into the market.

13.2 Suspension

For those modules for conformity assessment, which require a monitoring and evaluation system within a defined validity period, TÜV NORD Italia provides, among other things, to suspend certification in the following cases:

- When the certificated management system in a persistent or severe grade, does not guarantee to meet the Essential Safety Requirements of the directive for the product subject to certification;
- When surveillance indicates non-compliance to relevant requirements, but revocaion is considered necessary;
- When it is identified an original fault in the documents submitted by the applicant Organization;

- If the results of audits provide clear evidence of situations such as to compromise the value of certifications issued by the Notified Body;

- Whenever the Manufacturer fails to make technical documentation and management system suitable after updating of standards used in the design and manufacturing, which result in the failure to meet the Essential Safety Requirements of the original design;

- If the certified Organization does not allow the carrying out of surveillance audits with the necessary periodicity, or does not allow the execution of the verifications in presence of the inspectors from the accreditation body or from other entitled Organizations;

- The certified Organization does not provide any information about intention, and the mode, of a change in the product or operating system and/or other modifications such as change of legal and/or operational headquarters, company name, type of company;

- The certified Organization resulst in arrears in the payment of activity provided by TÜV NORD Italia;

- The certified Organization has voluntarily requested a suspension.

The certification suspension (which involves the temporary invalidity of the certificate thereof) is notified to the Organization by registered letter anticipated by email, by decision and signed by the Technical Manager; the communication indicates the reason for the suspension and deadlines within which the required corrective actions must be implemented.

Following the suspension, the Organization must:

- Not use or return the original Certificate/s of conformity;

- Not use certificate copies and reproduction/s;

- Avoid further advertising of certification;

- Suspending the marketing of products whose labelling refers to the pending certificate, at least until the withdrawal of the suspension.

The suspensions may be made public by TÜV NORD Italia, and are always communicated:

- To the competent Ministry and other Notified Bodies;

- To Accreditation Body within the timeframe specified therein (if applicable);

- To any other bodies entitled within the timeframe set out therein.

The costs incurred by TÜV NORD Italia to perform any checks or activities caused by suspension act are borne by the Organization.

If the Organization does not solve in time set by TÜV NORD Italia the problems that led to the adoption of the suspension, TÜV NORD Italia will sanction with the withdrawal of the Certificate.

The period of suspension shall not exceed 6 months; after this period, suspension turns into withdrawal of the certification; the suspension order can be withdrawn even before the expiry of the agreed suspension period, but only on condition that the Organization proves that the causes of the suspension have been successfully removed.

13.3 Withdrawal

TÜV NORD Italia shall revoke the certification in the following cases:

- Serious non-compliance with the present **Regulations**;
- Relevent non-compliance of the product manufactured or uder manufacturing with respect to the technical documentation presented to TÜV NORD Italia and the essential safety requirements set by the Directive and where it is not possible on the part of the Organization to provide all implementations of an appropriate corrective action;
- Identified original fault in the documents originally presented by the applicant Organization;
- The Organization is unwilling or unable to adapt to the changes made to the mandatory regulations and/or requirements applicable to the product;
- Relevant changes by the Organization to certified manufacturing process or product, without having previously informed TÜV NORD Italia;
- Misleading use of the certification or the mark such as to bring disreputation to TÜV NORD Italia;
- No access to company sites to the Inspectors of both TÜV NORD Italia and of Accreditation or other supervisory bodies (if applicable).

The certification, if released to the Organization Quality System, expires also in case of bankruptcy or waiver by the Organization.

The revocation of the certification is decided by the Certification Deliberation Committee and shall be notified to the Organization by registered letter

anticipated by email, detailing the reasons for the measure.

The certificate revocation shall be reported:

- To the competent Ministry and other Notified Bodies;
- To the Accreditation Body within the timeframe specified therein (if applicable);
- To any other bodies entitled within the timeframe set out therein.

Following the withdrawal, the Organization must:

- Give back the Original Certificate/s of conformity;
- Not use copies and reproductions of certificate/s;
- Immediately stop using logo and the certification references both in general and specifically on all advertising media on which it appears;
- Suspende the marketing of products whose labeling refers to the pending certificate.

14 COMPLAINTS AND APPEALS

Given that TÜV NORD Italia defines:

- Complaint: expression of dissatisfaction, both verbal and written, by Subjects which qualify (direct customers, indirect customers, Public Authority, Accreditation Bodies), with reference to the services provided by the notified body;

- Appeal: formal appeal by Subjects having specific reasons against adverse decisions or opinions expressed or claims issued by the Notified Body;

TÜV NORD Italia is committed to record and keep complaints and appeals received and according to internal procedures for management of recordings and manage them in compliance with the confidentiality clauses of the Notified Body's Quality Policy.

14.1 Complaints

TÜV NORD Italia Srl considers all complaints received in writing by the customer or other interested parties. Any verbal or telephone complaints are taken into account, provided they are not anonymous and that they are followed, however, by an official written communication.

For all received official complaints, the Notified Body shall confirm by fax or e-mail receipt to the complainant (within 5 working days after all processing of the complaint).

Complaints are identified and recorded in a special register and are analyzed by a person, who is competent on the specific technical subject to which the complaint is related to, but is not involved in the issue at the origin of the complaint itself, under the supervision of the responsible person for Management System.

This analysis is intended to ascertain the availability of all information necessary for evaluating the validity of the complaint and to proceed, then, to its discussion.

If the complaint proves to be unfounded, TÜV NORD Italia srl inform in writing the claimant giving reasons why the complaint is considered unfounded.

In the event of justified complaints, the procedure is as follows:

a. If complaint refers, directly, to operations of TÜV NORD Italia Srl,

- the relevant facts and documentary evidences are analysed and described;
- any deficiencies of activities carried out by inspectors at the technical, procedural and ethical level are analysed.

Based on the findings of such investigations, and if required and applicable, all necessary corrections are adopted (in order to remove, if possible, or at least minimize the negative consequences with regard to the claimant) and then, once identified the causes of the shortcomings that led to the complaint, and the necessary corrective actions;

b. If the claim has its origin from the non-suitability of the object of a certificate and the Notified Body judged the same suitable at the time of certification, a full review of the practice follows.

The Body verifies the correctness of the activity (methods of evaluation and reporting of results).

If this survey highlights deficiencies in the activity of TÜV NORD Italia Srl it is followed the procedure as in a).

If the investigation shows that, the non-suitability of the object is not attributable to deficiencies in the work of TÜV NORD Italia Srl but to several factors (eg. manufacturing defects or improper installation or otherwise), the body undertakes to notify, by writing, to the customer (manufacturer of the product or equivalent) that the complaint is received, requesting at the same implementation, if appropriate, of a treatment or corrective action.

The treatment and corrective action must be submitted to the Body for evaluation.

If the claimant requests to withhold the claim and/or details of the same to the customer concerned, TÜV NORD Italia Srl, made the necessary evaluations, may decide to take no action on the complaint.

The procedures referred into points a) and b) are conducted by specific appointed personnel, operating under the supervision of the Head of the Management System and the Sector Responsible.

Upon request, in writing, by the claimant, TÜV NORD Italia Srl provides reports on the progress of the complaint handling.

At the conclusion of the above activities, TÜV NORD Italia Srl - after having notified in writing to the complainant the outcome of the complaint handling process - evaluates with the above complainant and the other parties involved in the complaint if, and if so to what extent, the contents of the complaint and his resolution should be made public.

The Body also requires subjects holding certifications to keep records of complaints made against them by the Users of certified products, putting these records at the disposal in case of Body's request.

In relation to such complaints, the Body decides to act against the owner of certification requesting to take appropriate actions, and documents such interventions and the results obtained.

14.2 Appeals

Appeals against decisions taken and acts performed by the Body are managed within the terms of the result but do not suspend the validity of such acts until the end of their discussion.

Appeals must be submitted by registered letter of notification of the act against which it is used within fifteen (15) working days.

To be eligible, an application must:

- include a description of the act disputed;
- include a reasoned and detailed argument to support.

TÜV NORD Italia confirms within 5 (five) working days subsequent, by e-mail, the receipt and acceptance of the appeal, simultaneously communicating the name (s) of the persons to whom the examination of the appeal is entrusted, and also undertaking to provide the applicant, upon written request by the itself, for information on the progress of the appeal.

The management of appeals is carried out, with procedures analogous to those adopted for the management of complaints referred to in the previous § 14.1, starting from an initial examination of the relative merits and eligibility by the Sector Responsible concerned provided that he is involved in the content of the application itself, with the assistance of the Management System Responsible.

This management must ensure that any previous similar cases are duly taken into account, that all management phases are correctly recorded and that all applicable corrections and corrective actions are defined and proposed.

The final decisions are formulated, reviewed and approved by the Certification Deliberation Committee.

Within 3 months following the submission of the appeal, TÜV NORD Italia provides closure and notification of the result of the same to the applicant by registered letter.

Ref cod

15 CONTENTIOUS

For any dispute that may arise between the parties regarding the interpretation, implementation, execution, validity and effectiveness of the Certification Rules is competent, exclusively, the Court of Milan.

Ref cod

16 TRANSFER OF THE CERTIFICATE

If the Organization changes its name or address, it has to be communicated in writing to TÜV NORD Italia, sending:

- a copy of the new certificate of registration at the Chamber of Commerce or equivalent document;

- a copy of the deed stating the aforementioned variation.

Once all necessary evaluations have been completed, TÜV NORD Italia will issue a new certificate, canceling the previous certificate.

Ref cod

17 SAFEGUARD CLAUSE

In order to protect the certified products, in the event that legal liabilities arising from body's operations can result in severe consequences from a survival point of view of the certification body, TÜV NORD Italia pledges to sign agreements with other Certification Bodies equally qualified to ensure the validity of the certificates issued without additional costs for certified companies.

This process will be started only with the written consent of the Organizations certified by TÜV NORD Italia which, alternatively, have the right to renounce the certification.

Ref cod

18 EDITING / EXTENSION / REDUCTION OF CERTIFICATION

The Organization is obliged to notify in writing the intended changes to the certified product or its manufacturing system.

Following a request relating to a change that affects an object already certified or to changes in the application field of the certification (for example the introduction of new products or compliance with new regulations), the Sector Responsible, verified the extent of modifications or the relevance of the introduced changes, defines the evaluation procedure applicable in order to determine whether such a change can be performed and / or if the extension may be granted.

Once defined the evaluation procedure to be performed, the Sector Responsible shall formalize or have it formalized by authorized personnel, the decision to the customer by issuing a specific offer on the basis of the provisions of the Tariff.

The extension/reduction of the certification may relate to products, activities or certified operating units.

To start the process, a written request indicating the object extension/reduction has to be submitted, following which TÜV NORD Italia will decide the scale of the activities required to the Organization to consider the request.

The financial offer extension/reduction is calculated based on the provisions of the Tariff.

The verification process of modifications and extensions relating to issued certifications then continues as indicated for a new certification.

Ref cod

19 CHANGES IN THE CERTIFICATION REQUIREMENTS

19.1 Changes to Certification Requirements

TÜV NORD Italia follows the evolution of the generally acknowledged state of the technloogy.

Where changes arise to the certification requirements made necessary because of changes or updates to the framework of legislation applicable to the product (eg. for mandatory requirements) or from other areas (eg. in the case of any voluntary certification), TÜV NORD Italia assesses whether the object is no longer complying with the applicable requirements and decide whether the item in question requires further investigation and if so informs the applicant Organization (as a Manufacturer).

The TÜV NORD Italia could lose this information when referring to certification of one product, as supervision on the market is not its responsibility.

The adjustment to the new dispositions, it is mandatory:

- Within the date of the entry into force;
- Or, if expressly indicated, before the date stated by the same dispositions.

If necessary, the issued certificates and the Organizations holding the same certificates will be audited by an additional assessment within that date.

Particular situations that require implementation times decided by the competent Bodies or by the Accreditation Body, are communicated by TÜV NORD Italia to the Organizations.

The failure to bring the parties in question to align with the required measures, within the agreed time, can lead to the adoption of the suspension or withdrawal of certification.

In general, the current contracts of validity retain their effectiveness; possible contractual changes generated by the application of this paragraph will be agreed and signed by the parties.

19.2 Amendments to the Regulation

The variations, due to changes in the laws pertaining to the product, to the rules for accreditation of certification bodies and/or to TÜV NORD Italia management system described in these **Regulation** shall be

communicated to the Organizations, who can communicate in writing their opinions or requests of clarification within thirty (30) days from the notice date of the changes.

At the expiration of the thirty days, the Head of Sector shall evaluate the opinions and/or requests for clarifications received providing to amend the **Regulation** if congruent with the rules in force and responding to clarifications requested.

Once incorporated the opinions, when applicable, TÜV NORD Italia handles the distribution of the new **Regulation** to the Organizations, specifying that the date of entry into force is that stated on the document delivery form and shall update the same document on its website.

Organizations may adapt to the new requirements by the deadline specified in such notice, or give up the evaluation process in the manner set out in this **Regulation** (and without payment).

Special situations requiring different implementation times dictated by the relevant bodies or Accreditation Body will be given in writing by TÜV NORD Italia to Organizations for closed or ongoing certification processes.

In general, the current contracts retain their effectiveness; possible contractual changes generated by the application of this paragraph will be agreed and signed by the parties.

Ref cod

Appendix A - Advertising and Use of certification

The Organization can make known and advertise in the manner it deems most appropriate the achievement of the product certification.

The Organization can reproduce in full the achieved certificate, enlarging or reducing it, in color or black and white, if it remains readable and does not undergo any alteration.

TÜV NORD Italia must authorize solutions differing from those set out in this paragraph in writing.

The Organization must avoid misleading or ambiguous uses of the certification from TÜV NORD Italia and must avoid that certification can be considered extended to products not covered by a certificate issued by TÜV NORD Italia.

In the event of improper use of the certificate, other than that indicated in this paragraph, TÜV NORD Italia reserves to take appropriate actions against the Organization, including recourse to legal action.

It is recalled that the applicant Organization is strictly forbidden to use the logo and the trademark of Accreditation Body in relation to the certification issued by TÜV NORD Italia.

Appendix B - Information pursuant to art. 13 Legislative Decree 30.6.2003 n. 196 and art. 13 EU Regulation no. 2016/679

Dear Customer,
In accordance with the provisions governed by. Art. 13 of the EU Regulation n. 679 of 2016 on the personal data protection, and in conformity with the Privacy Code Legislative Decree no. 196/2003 and relevant modifications, we wish to inform you of the following:

Purpose of the treatment:
The personal data, freely communicated and acquired by us, will be processed in a lawful and correct manner for the following activities:
- Pre-contractual due diligence;
- make offers and carry out activities aimed at establishing the contractual relationship for the provision of our services;
- fulfill the pre-contractual, contractual and tax obligations deriving from ongoing relationships;
- fulfill the obligations established by law, by the competent Authority and the obligations imposed on us as a notified body;
- exercise litigation management rights (such as contractual breaches, debt collection);
- analyze customer satisfaction.

With specific consent, for promotional purposes: newsletters, commercial communications on products or services offered.
For contractual conditions, the provisions contained in the document "General Conditions of TÜV NORD Italia S.r.l." apply in the current edition.

Processing methods:
Personal data are processed in compliance with the principles of lawfulness, correctness and transparency.
The processing of personal data is carried out by means of the following operations: collection, registration, organization, structuring, conservation, consultation, adaptation or modification, use, diffusion, communication, extraction, comparison, interconnection, limitation, cancellation and destruction of data. Personal data are subjected to paper and electronic processing. The data are kept for the period of time strictly necessary for their use and legal obligations and in any case no later than 15 years from the termination of the contractual relationship and no later than 2 years for promotional purposes.

Mandatory or optional nature of providing data:
The interested party is required to provide all the required data necessary for the processing and subsequent presentation of the commercial offers and for the purpose of carrying out the tax, administrative and accounting practices required by law, as well as to effectively fulfill the contractual obligations. The provision of data for promotional purposes is optional.

Consequences of a refusal to respond:
Failure to provide the data will not make it possible to present the commercial offer and to proceed accordingly with the supply of the service requested by you, nor to fulfill the contractual obligations. You can therefore decide not to provide any data or to subsequently deny the possibility of processing data already provided. Any refusal to consent to the processing for promotional purposes will have the sole consequence of the inability to receive newsletters and / or commercial communications on products or services offered.

We point out that: the processing of personal data we put in place does not concern sensitive information.
Our structure has set up a security, access and data storage system in compliance with the provisions of Legislative Decree 30.6.2003 n. 196 and EU Regulation no. 2016/679.

Disclosure of data to third parties:
Personal data may be made accessible for the purposes of the processing described above to the following recipients: banks and credit institutions (for emoluments related to the agreed form of payment), accountant (for assistance and advice from an accounting and administrative point of view), they can also be shown to the supervisory bodies that request them in the event of inspections and checks to our company. They will also be communicated to professional firms and / or companies and / or associations of companies and entrepreneurs who provide us with certain technical services, to bodies competent to issue specific authorizations and to insurance in case of disputes for cases covered by professional indemnity policies. In case of operations aimed at resolving disputes in general, they can also be communicated to the professional who provides legal assistance and advice to the company, to the competent judicial authority and to companies that deal with debt collection. Personal data are not subject to disclosure and are processed by the Data Controller and by the internal staff, in charge of the processing including by the managers, administrators, they will also be processed by the auditors and representatives agents.

Owner and manager of the treatment:
The data controller is TÜV NORD Italia S.r.l. with registered office in Via F. Turati, 70 20023 Cerro Maggiore (MI) Italy.
The Data Controller has appointed a Data Protection Officer, to whom you can contact for all matters relating to the processing of your personal data and the exercise of the related rights: the contact person for data protection is the engineer Mr. Stefano Porelli; the Data Protection Officer is Dr. Berthold Weghaus.

Rights of the interested party:
The interested party has the right to obtain confirmation of the existence or not of personal data concerning him, even if not yet registered, as well as to obtain a copy of the aforementioned data. The interested party has the right to obtain the indication: of the origin of the personal data; the purposes and methods of treatment; the logic applied in case of treatment carried out with the aid of electronic instruments; the identity of the owner, manager and data protection officer; of the subjects or categories of subjects to whom the personal data may be communicated or who can learn about them as appointed representative in the territory of the State, managers or agents. The interested party has the right to obtain: the updating, correction or integration of the data; cancellation, transformation into anonymous form or blocking of data processed in violation of the law; the attestation of those to whom the data have been communicated or disseminated, except in the case in which this fulfillment is found impossible or involves the use of means manifestly disproportionate to the protected right; obtain from the owner in a structured, commonly used and intelligible format the personal data concerning him and, where technically feasible, obtain the direct transmission of the aforementioned data from one owner to another. The interested party has the right to object in whole or in part: to the processing of his personal data, even if pertinent to the purpose of the collection; to the processing of personal data concerning him for the purpose of sending advertising materials or direct selling or for carrying out market research or commercial communication.
Therefore, as an interested party, you have the rights referred to in art. 7 Legislative Decree 30.6.2003 n. 196 and articles 15 - 21 of EU Regulation no. 2016/679, as well as the right to lodge a complaint with the competent Authority pursuant to art. 77 of EU Regulation no. 2016/679.

It is possible to exercise your own rights at any time by submitting an application to TÜV NORD Italia Srl with registered office Via F. Turati, 70-20023 Cerro Maggiore (MI), also by registered letter or fax to the number +39 0514144468 or via certified electronic mail (PEC) at tuvNORDitaliasrl@lamiapec.it

Appendix C - Modules

The conformity assessment procedures ('modules') are carried out according to the provisions detailed in Annex III, Directive 2014/68/EU, taking into account the specifications defined in the current Regulation.
All the procedures defined in Annex III of the Directive are applicable by TÜV NORD Italia, after agreement with the applicant Organization.