



## IAF CertSearch Database FAQs

### Important Note on Updates:

This document is available as a consolidated PDF, but will be subject to regular updating, the latest and fullest versions of all FAQs will be held in the FAQ section of the IAF website:

<https://iaf.nu/en/faq/>

### Introduction:

IAF is pleased to present this Frequently Asked Questions (FAQs) document to help stakeholders understand better what IAF CertSearch is, what it aims to achieve and what the proposed future improvements are.

IAFCertSearch.org is an online tool where individual accredited certifications from any economy in the world can be validated in real time. Presently, those seeking to verify an accredited certification are limited with validation solutions with no central location where all accredited certifications can be validated. This allows for misuse where companies claim they have an accredited certification when in fact they don't.

IAF CertSearch has been created to provide the necessary requirements to support our industry whilst providing the security structure to protect the interest of Accreditation Bodies, Certification Bodies and Certified Entities. IAF CertSearch is a tool where a user can validate individual certifications in cases where the validation users know the "company name" or "certification ID" (Known entities). Users will "not" be able to generate "lists" of any kind as this could negatively affect the Certification Bodies or Certified Entities. The technology has been designed to be compliant with all international privacy and data regulations and structured to ensure that the data provided by Certification Bodies remains secure and will not be sold at any time.

We trust that the FAQs below will provide thorough information detailing how IAF CertSearch operates. This document is also complemented by a separate IT user guide with more detailed information for CBs and ABs on how to use the system. If you have an additional question that is not covered here, please email: [info@iafcertsearch.org](mailto:info@iafcertsearch.org)



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## Background information:

### Q1. What is IAF CertSearch?

- A. IAF CertSearch is an online database containing the largest and most up-to-date collection of accredited management system certificates in the world. It allows users to validate any individual accredited Management System certification from any economy in any language in real time. The technology employed ensures data security and protection, safeguarding information.

### Q2. How does it work?

- A. IAF CertSearch is a tool that a user can use to validate the legitimacy of an accredited certification. The user will type in either the company name or certificate identification into the search bar. If the user knows the company name, they will be directed to the company page where they can see all certifications that company holds. If they wish to validate an individual certificate they can click on the certificate where they can see the certificate details including Standard, Scope, Status (no dates are shown), Certification Body and Accreditation Body. In cases where they type in the certificate identification number into the search bar they will be taken directly to that certification page.

The Certified Entity will have a profile page, as will the Accreditation Body and Certification Body. It is only possible to validate a certification if the user knows either the Certified Entity name or certificate identification number. No user is able to download or view a list of certifications issued by a Certification Body. A user will be able to search and validate up to 5 certifications per day and 20 per day if they have created an account and identified themselves. The database is solely designed to validate individual certifications. It is also not possible to search for products or services of certified entities via IAF CertSearch as it does not include this data.

In order for the IAF CertSearch database to operate it needs to receive data from all stakeholders.

- IAF provides data on IAF Accreditation Bodies and their Scopes;
- Accreditation Bodies provide data on their Certification Bodies and their scopes;
- Certification Bodies provide data on the certified entities and their certifications.
- IAF CertSearch will include a list of Accreditation Body members and active Certification Bodies.
- Users can search for a Certification Body or Accreditation Body, view their profile and make contact via a contact form.

### Q3. How can users access the IAF CertSearch?

- A. Users of accredited certification can validate certificates here: [www.iafcertsearch.org](http://www.iafcertsearch.org)



Q4. Why has it been created?

- A. Businesses and Governments are demanding greater transparency across organizations and supply chains. Accredited certifications make it possible for businesses and governments to develop compliant supply chains, however their ability to validate certifications and to find and trade with certified entities has been restricted. Due to the lack of a global technology solution for validation of accreditation, this led to misuse of accredited certification, undermining its value.

For the first time IAF CertSearch has made it possible to have representation of the entire accredited network including Accreditation Bodies, Accredited Certification Bodies coupled with the ability to validate individual certifications held by organizations certified by a certification body who is accredited by an IAF Accreditation Body member.

The platform has been designed to be compliant with all international privacy and data regulations and structured to ensure that uploaded data remains secure and will not be sold at any time.

Q5. What are the benefits of validation?

- A. Presently, those seeking to validate an accredited certification are limited with validation solutions. There is no central location where all accredited certifications can be validated. This allows for misuse where organizations claim they have an accredited certification when in fact they don't. Whilst some industry groups are fully supportive of accredited certification and mandate accredited certification they find it extremely difficult to implement this stance as it is very difficult to validate accredited certifications across the globe.

Whilst industry and government are aware of standards and, in general, certification, a significant proportion are not aware of accredited certification and its benefits, nor are they aware of the difference between accredited certification and non-accredited certification. If organization trade with companies who have fraudulently claimed accredited certification or trades with companies who have a non-accredited certification who don't meet the standard, this indirectly damages the reputation of accredited certification particularly if the industry users are not fully aware of the difference between accredited and non-accredited certification.

These validation and awareness challenges enables organizations to misuse the brand of accredited certification, for example:

- Organizations who have held an accredited certification in the past continue to claim they hold an accredited certification despite it expiring. If this is possible, there can be little motivation to renew certifications. So IAF Certsearch allows users to set up 'watch lists' and 'real-time-alerts' on their suppliers.
- Some organizations fraudulently claim to hold an accredited certification when in fact they don't.



- Organizations who hold a non-accredited certification but claim to their customers it is the same as an accredited certification.
- Organizations who claim they meet the standard but don't have an accredited certification to support it.

As a result of these challenges, all levels of the accredited network are impacted, affecting the intended value of accredited certifications. Creating a clear digital distinction on what is accredited certification and how it can be validated will go a long way to motivating companies to obtain a legitimate accredited certification.

Q6. What support is there from IAF stakeholders?

- A. There is support from many levels of the accredited certification network, industry, government and regulators. Below is list of some organizations who have expressed support for the principle of a central database of accredited certification:

IATF - International Automotive Task Force

DOE - Department of Energy in the USA

UNIDO - The United Nations Industrial Development Organization

IEA - International Energy Agency

Natural Resources Canada

IAQG International Aerospace Quality Group

TIA - Telecommunications Industry Association

DTA - Dental Trade Alliance;

AHWP - Global Harmonization Working Party

CONSIP - Italian Ministry of Economy and Finance organisation.

Clean Energy Ministerial

3M

AT&T

Gatan

Q7. How many ABs and CBs will there be in the database?

- A. IAF CertSearch has the potential to contain information on all MLA signatory Accreditation Bodies, and approximately 2,500 Certification Bodies who have issued over 1,650,000 accredited certifications to well over 1 million organizations.

Q8. What is the scope of the database?

- A. The database only covers accredited management systems certification. There are no proposals or plans to cover other areas of certification including product certification or certification of persons.

Q9. Who owns IAF CertSearch?

- A. IAF CertSearch is owned by IAF Database LLC, which is a wholly owned subsidiary of IAF. The IAF Database LLC is managed by the Database Management Committee (DMC), membership of which is drawn from ABs, CBs and end users.



Q10. How is IAF CertSearch currently funded?

- A. IAF CertSearch was originally structured to be funded through a cross-sales arrangement with a supply-chain promotion database called MarketPlace. However, due to concerns raised by stakeholders about the cross-selling of services to Certified Entities the connection with MarketPlace was discontinued. This means that QualityTrade is currently maintaining IAF CertSearch free of charge. This is not a viable or sustainable option for either party and so the IAF Database Management Committee has investigated several options with stakeholders and QualityTrade and has put forward a recommended option for IAF Members to consider and give feedback on, before a final vote on proposed changes in 2022.

Q11. What is the new IAF CertSearch funding model proposed by the DMC?

- A. A key principle for IAF CertSearch is that it is self-financing and not-for-profit. As there is no requirement on IAF, ABs or CBs to fund IAF CertSearch; the most viable mechanism available is through voluntary user-pays services.

The proposed user pays model is funded through two voluntary paid-for-services— Analytical Services (for CBs and ABs and institutional users) and Verification Services (for supply chain verifiers).

Analytical Services (CBs/ABs) - through a digital dashboard CBs and ABs can choose to access anonymized and aggregated data analysis on the management systems certification by market, standard, accreditation, industry sector and other key variables.

Analytical Services (Institutional Users) - Using the certification data and accreditation data, anonymized and aggregated analysis reports will be offered to pre-approved Professional Bodies/Research Bodies/Standards Development Bodies.

Verification Services – Through an account portal, users of accredited certification could verify information relating to their supply chains as well as adding suppliers onto a certification watch list. Small and medium sized enterprises will be able to validate up to 100 certificates per annum free of charge.

Eighty percent of the revenue IAF Database LLC will receive for these services will be paid to QualityTrade compensating them for the hosting, security, maintenance, and future development of IAF CertSearch. At year end, any surplus (net of the costs for hosting, security, maintenance, and development) will be split with QualityTrade 50/50 so that IAF Database LLC receives the greater amount of either the twenty percent revenue or fifty percent of the net surplus. It is important to highlight that QualityTrade remains a financially viable partner for IAF Database LLC. As part of the new agreement, QualityTrade will financially underwrite the full costs for the development and maintenance of the system for the term of the contract and for a minimum of five years.



**Proposed changes:**

Q12. Why does IAF CertSearch need to change?

- A. IAF CertSearch needs to change because the current funding model has not worked and the database contains only 35% of accredited management systems certificates. This poses a reputation risk to IAF, ABs and CBs. Users of accredited certification have voiced concern that IAF members have not yet addressed this urgent issue.

Q13. What are the changes proposed by the Database Management Committee (DMC)?

- A. The DMC has set forward an urgent proposal for amendment of the IAF Database Principles, to create a sustainable financial structure and realise the significant benefits of a global digital database.

After investigating a range of options the DMC has put forward the most viable option to communicate and consult with IAF members. This option is based on a mandatory database, with a new voluntary “user pays” model and a contractual link between CB’s and IAF, as well as an updated contract between QualityTrade and IAF Database LLC. This creates a sustainable financial model, tackles the concerns of CBs (regarding data ownership and security), and addresses the issue of an under populated database. The DMC and IAF Executive Committee considered this the most viable and desirable option for all stakeholders.

Other options were considered by the IAF Board and IAF Executive Committee; including, disbanding IAF CertSearch, which could result in loss of reputation, pose a financial risk and cause strategic damage and/or changing IAF’s IT partner, which would create a financial risk for IAF and result in breaking a positive relationship with QualityTrade. Moreover, IAF does not have funds to develop a database with another provider. These options were not considered viable.

Q14. Why does the IAF CertSearch need to be mandatory?

- A. The current voluntary model has not worked, IAF CertSearch contains only 34% of the total potential management systems certification. Users of accredited certification have expressed dissatisfaction that IAF Certsearch is not complete, and that the opportunity to address the pernicious problem of fraudulent certification has not been tackled through IAF CertSearch, as demonstrated during the Covid pandemic with fake management system certificates for PPE and medical devices. Therefore a mandatory approach is the best option to ensure that CBs contribute to this vital global initiative.

The proposed model would be made mandatory through Accreditation Bodies (ABs) and will have back-to-back contractual arrangements with QualityTrade and a clearly defined data sharing and management agreement between CBs and IAF Database LLC.

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Q15. What other certification databases are mandatory?

- A. There are many examples of successful and reliable mandatory digital databases including: IAQG (Aerospace), IATF (Automotive), Quest TIA (Telecoms), and many Scheme Databases (e.g BRC, IFS, SQF, FSSC etc). ABs such as JAS-ANZ, UKAS, Accredia and CNAS have mandatory databases.

Q16. What evidence is there that these changes will fix the current problems?

- A. The DMC is undertaking a market research study to understand the demand and potential price points for the two user-pays services (analytical service and verification service). This data will be used to adjust the financial business case and will be presented as part of the final proposal to IAF members for review in 2022.

Q17. What happens if the proposed option fails?

- A. If this user-pays financial option fails QualityTrade (the IT Service Provider) has confirmed they will underpin the cost of delivering the database for a minimum of five years, from when the database is made mandatory. This will allow sufficient time for the new financial model to become established and any adjustments in the pricing and service to be made, to ensure it is financially sustainable.

Q18. Were other options explored?

- A. Several other options were considered by the IAF Board and IAF Executive Committee; including, disbanding IAF CertSearch, which could result in loss of reputation, pose a financial risk and cause strategic damage and/or changing IAF's IT partner, which would create a financial risk for IAF and result in breaking a positive relationship with QualityTrade. Moreover, IAF does not have funds to develop a database with another provider. These options were not considered viable.

### **Governance & the Database Management Committee (DMC):**

Q19. What are the IAF CertSearch Principles?

- A. The IAF CertSearch Principles are the primary rules describing how the IAF CertSearch database will operate and its relationship to IAF members. These principles are described within a document which is approved by IAF members: Structure for the Management and Operation of IAF Database LLC. Any additions of changes to these principles must be approved by IAF members.

Q20. What does the Database Management Committee (DMC) do?

- A. The DMC reports directly to the IAF Board of Directors and it is the key oversight and management body for IAF CertSearch and monitoring the contractual arrangements with QualityTrade. It maintains a project plan for the development of the new business model. The DMC is representative of IAF Membership, but it intends to increase the number of AB representatives to ensure there is one representative from each Regional



Accreditation Group. The DMC meets bi-weekly to review progress against the project plan. The IAF Chair and Vice chair meet regularly with QualityTrade to monitor progress.

Q21. Who is QualityTrade ?

- A. Quality Trade Pty Ltd is a leading technology company specialising in developing software based technology solely for the Accredited Network. QualityTrade was founded in 2013 and is based in Sydney, Australia. Prior to developing IAF CertSearch, QualityTrade has been working with JAS-ANZ and is the IT Provider for the UKAS certification database. QualityTrade has a legally binding agreement to develop and maintain the IAF CertSearch database. The DMC proposes to replace this agreement with an updated contract for the Operation and Maintenance of IAF Certsearch which can implement a new funding model and new requirements for liability for data security.

**Proposed Contractual Arrangements:**

Q22. What are the proposed contractual arrangements?

- A. As highlighted above the new business model has back-to-back contractual arrangements between CBs, ABs, IAF Database LLC and QualityTrade. These agreements are summarised in as follows:

Agreement	Parties	Overview/Requirements
Contract for the Operation and Maintenance of the IAF Global Database of Accredited Certifications	IAF Database LLC and QualityTrade	Key agreement for development and maintenance of IAF Certsearch including QualityTrade obligations, IAF Database LLC obligations, restriction over data use, data privacy, security and management, financial arrangements, Intellectual Property Rights termination, liability, indemnity, and insurance



Data Management Agreement	IAF Database LLC and CBs or ABs	Obligations and liabilities for data uploading, security, management and liability, and ownership
Subscription Agreement	IAF Database LLC and CBs, ABs, institutional bodies or supply-chain certificate verifiers (who want this service)	Financial Terms and terms of usage of the paid-for Analytical Services and Verification Services
Standard User Agreement and Website Privacy Statement	IAF Database LLC and users of IAF Certsearch website	Standard terms and conditions for appropriate use of IAF Certsearch website  Standard privacy controls for users of IAF Certsearch website

Q23. What are the key features of these proposed agreements?

- A. The key features of these back-to-back agreements include:
- IAF, through its subsidiary IAF Database LLC, owns IAF CertSearch and the IPR relating to it (excluding the IPR for coding of IAF CertSearch).
  - All CB and certified entity data shall remain the property of CBs. There is no transfer of ownership of certified entity data.
  - No data is transferred outside the EU, the server is based in Frankfurt, Germany
  - All derivative aggregated and anonymised works created from CB and certified entity data, including anonymized analytics will be the property of IAF Database LLC.
  - IAF Database LLC accepts responsibilities and liability for management of IAF CertSearch and CB data
  - The DMC is central to governance of database and oversight of QualityTrade service provider, as indicated in the Governance Framework in the QualityTrade Service Agreement.
  - IAF will have full control over the data and IAF CertSearch through the Operation and Maintenance agreement



- Back-to-back liability, indemnity, and insurance arrangements will be in place between CBs or ABs and IAF Database LLC and QualityTrade.

Q24. Where is the funding model covered in the proposed agreements?

- A. The Operation and Maintenance agreement describes the new User Pays Funding Model: based on analytic and verification services. Revenue from these services will be shared with QualityTrade to fund hosting and maintenance of IAF Certsearch but the IAF Database LLC will remain a not-for-profit enterprise focused on the promotion of accredited certification.

Q25. How will future developments be covered in the proposed agreements?

- A. Future development of IAF CertSearch will be directed by the DMC and will be funded in accordance with the IAF Database LLC and QualityTrade contract (Operation and Maintenance agreement).

Q26. How can the proposed agreement with Quality Trade be terminated?

- A. The contract can only be terminated by QualityTrade if IAF Database LLC is in material breach of the contract. QualityTrade agrees to underwrite the cost of developing and maintaining IAF CertSearch for a period of five years. This will be vital during the first twelve months as the costs of hosting and maintenance exceed revenue. If IAF Database LLC terminates the agreement with due cause, QualityTrade would grant IAF Database LLC a licence in perpetuity to use the coding in IAF CertSearch and transfer it to another IT Service Provider.

Q27. How is IAF governance covered in the agreements?

- A. Oversight of the agreements will be maintained by the DMC on behalf of the IAF Board. The DMC is representative of ABs, CBs and Users.

Q28. How will IAF manage liability in the proposed agreements?

- A. In its contracts with CBs and other users of the database, IAF Database LLC will include language limiting its liability. These limitations include a general exclusion of consequential and other speculative damages and an annual cap on liability. The proposed version of the data management agreement contemplates an annual cap equal to available insurance proceeds. IAF-DB will receive a contractual indemnity from QualityTrade which covers, among other things, failure to maintain information security standards. This indemnity will be backed up by minimum insurance requirements contractually imposed on the database developer/operator.



### **Communications and Consultation:**

Q29. How can I give feedback about the changes to IAF CertSearch?

- A. The DMC is conducting a series of communication and consultation exercises. These will include webinars, recorded presentations, attendance at relevant IAF Committees and stakeholder meetings. IAF Members will also be invited to take part in a survey in December to explore the risk and benefits of all the options available. The DMC plans to hold a final virtual meeting(s) in April 2022 to present the final model and answer any questions before amendments to principles within Structure for the Management and Operation of IAF Database LLC are presented to IAF members for approval.

### **IAF Approval & Timeline:**

Q30. What is the timeline for approval of the changes?

- A. In April 2022, a final virtual meeting will be delivered to all IAF members after which IAF Members will be given the opportunity to vote in a 30-day postal ballot to approve amendments to principles within Structure for the Management and Operation of IAF Database LLC which will enable the new model to be implemented.

### **Data Protection & Management**

Q31. Who owns the data that is uploaded into the database?

- A. CBs owns the data on Certified Entities. Data on Certified Entities will never be sold or transferred to any third parties. IAF will own the data analysis derived from the aggregation and anonymization of data from Certified Entities. IAF Database LLC will utilize this aggregated and anonymized data to provide paid-for analytical services to CBs and ABs. These services will be strictly governed by the DMC. Confidential aggregation information on CB market share will not be sold to other CBs.

Q32. Where is the data held?

- A. The data is held on an Amazon Web Services Server in Frankfurt, Germany.

Q33. What are the data protection arrangements?

- A. One of the most pressing issues that has thwarted the upload of certification data by CBs has been concerns over data ownership, privacy, data management, and liability. The DMC has already implemented several changes to address these including precluding the upload of personal data (i.e., IAF CertSearch does not include personal contact details of any certified entities). IAF CertSearch also has continuous user monitoring to regulate certification verifications and to block any attempted data mining activities.



All data uploaded by CBs into IAF CertSearch including details of certified entities data shall remain the property of CBs. Therefore, IAF Database LLC has stipulated the highest level of data security that is commercially viable, and QualityTrade is required to secure cyber security insurance with primacy to IAF Database LLC in the event of any claims.

Q34. Have the data security arrangements been evaluated by a third party?

- A. Yes, UKAS commissioned a data security review, by an Independent Cyber Security Assessment from GridCert. The conclusion of this review was: "Existing security measures are appropriate to provide a high level of assurance that Quality Trade, in the operation of the IAF CertSearch database, are using reasonable and proportionate measures to ensure that users' data is secure, as evidenced through the security review."

Q35. Will other ABs or CBs be able to see our data?

- A. CBs will not be able to see the data of other CBs or see the market share of other CBs. In addition, ABs will not be able to access the data related to their accredited CBs, unless they have uploaded the data themselves.

#### **FAQs from Accreditation Bodies (ABs) about the proposed changes:**

Q36. Will ABs need to be party to the Data Management Agreement between CBs and IAF?

- A. No - this will be managed by IAF Database LLC and is a direct agreement between IAF Database LLC and the CBs for the sole purpose of data management.

Q37. Will ABs need to change their agreement with CBs to make upload of certification data mandatory?

- A. This will depend on the current contractual arrangements of each AB. It is not expected that ABs will need to change their contractual agreement with CBs.

Q38. Will ABs have to arrange for the Data Management Agreement to be signed by CBs?

- A. No IAF Database LLC will arrange for these agreements to be signed. IAF Database LLC will also keep a record of all of these agreements.

Q39. How will the database be made mandatory?

- A. To mandate the upload of certification data to IAF CertSearch there needs to be a mechanism and obligation for AB members to achieve this goal. After discussions with IAF Executive Committee members, it was determined that the following steps would be the most appropriate way forward:

Amend the IAF CertSearch Principles to be approved by IAF Members after consultation exercise. Afterwards, the MLA Committee will create an obligation on the MLA



signatories through the amendment of IAF ML4. Clause 4.3 of this document requires each participating body to abide by the terms and conditions of the MLA, with Clauses 4.3.1, 4.4 and 4.5 going further to document the obligations of the AB signatories. It is recommended that these obligations be extended to include the obligation of the AB signatories to mandate the upload of all accredited certification data, by CBs into the IAF CertSearch. This will require a transition period for contractual arrangements to be put in place.

Q40. What if we are prohibited from mandating the database?

- A. If, for any valid reason (e.g. national regulatory or governmental requirements) an AB or CB is prohibited from meeting these requirements, the AB or CB will need to provide an appropriate justification to either IAF (ABs) or their AB(s) (CBs). These provisions will be included in the amended IAF CertSearch Principles.

Appropriate sanctions on CBs for non-compliance will be defined by each AB. To enable consistency of application by ABs, further guidance will be created by the MLA Committee and DMC on the transition period for implementation and sanctions for CBs.

#### **FAQs from Certification Bodies (CBs) about the proposed changes:**

Q41. What information is uploaded to IAF CertSearch?

- A. The minimum data requirements for the CertSearch database include:
- The certified entity name,
  - Certified entity full address.
  - Address of all additional certified sites
  - The certificate entity ID number (where CB can provide this)
  - The certificate ID number
  - The certificate issue date and expiry date
  - The certification status (Active, suspended or withdrawn)
  - The certification standard or scheme name,
  - Associated scope of certification granted to Certified Entity by Certification Body;
  - IAF sector or other industry sectors; and
  - Accreditation Body Name and Acronym

**Important Note:** Personal information is not required for IAF CertSearch and is restricted from being uploaded into IAF CertSearch, i.e., there are no contact names, email addresses or telephone details requested. The only overlap of personal information is where a sole proprietor shares their name with the certified entity.

It is possible to see the level of information which is made displayed on IAF CertSearch by search for a business on [www.iafcertsearch.org](http://www.iafcertsearch.org)



Q42. What can IAF do to reduce upload of data into multiple certificate databases?

- A. There are several mandatory digital databases in existence (e.g. IAQG, FSSC, IATF) which are in many cases operated by Scheme Owners. This reflects the growing need for digital information on certification in key industrial sectors. However, there is a major gap in the marketplace for verification of generic management systems certification, for example in quality, environment, health and safety and cyber-security.

The DMC appreciates that CBs are required to upload into multiple databases. Therefore, it will strive to work with Scheme Owners and other digital database providers so that appropriate certification information can be cross-validated, reducing the need for duplicate uploading. The DMC will ensure that appropriate governance and data protection measures are implemented for such interfaces.

Q43. How can the data be uploaded?

- A. Data will be uploaded by the CB, or where a national AB maintains their own database, the data may be uploaded by the AB under arrangement with the CB.

There are four uploading options, two manual and two automated processes.

- Manual single entry
- Manual file upload – xml and excel
- Automated FTP - xml and excel (periodic every 24 hours)
- Automated API

The upload process includes a data management protocol, where CBs can use either Field Mapping or Data Mapping, in cases where their fields or data is different to what is included in the database, so the CB system does not need to be adjusted.

There is also a dynamic error handling process for CBs which identifies and provides solutions for any issues. This is supported by a competent technical service provider who provides support to any CB in need of technical assistance.

There are currently hundreds of CBs uploading data all with different systems. There are currently 1176 CBs participating, which use the upload processes described above. This process works effectively for CBs who have varying operating systems whether small, medium or large CBs.

Q44. Who will bear the cost of the data upload?

- A. CBs bear their own cost for any internal programming required to their own database to establish any direct interface. IAF will provide free technical support to assist any CB participating in IAF CertSearch.



Q45. How frequently must the data be updated by the CB?

A. The minimum upload frequency is once a month.

Q46. Do all contracts with certified entities need to be adapted for the data transfer?

A. CBs should obtain such permissions and approvals from its Certified Entities as may be necessary to allow the CB to submit Certified Entity Data to the IAF Database. However, most CBs will already have clauses in their customer contracts allowing them to share data to their AB or other third parties for the purpose of certificate verification. The only data that is uploaded is the certification data that is owned by the CB. No personal data is requested for upload into the database, only information relating to which organisations the CB has certified.

Q47. Who is liable in case of a cyber-security incident of the IAF CertSearch database?

A. IAF Database LLC is the owner of the database and the controller of the information and is contractually obliged to ensure that the data is held and managed securely. A draft copy of this agreement has been circulated for comment through CABAC.

Q49. Is IAF insured to cover the possibility of a cyber-security incident?

A. IAF Database LLC will maintain Cyber Liability Insurance Errors and Omissions/Professional Liability Insurance. QT will also cover the same insurance cover.

Q49. What if we are prohibited from mandating the database?

A. If, for any valid reason (e.g. national regulatory or governmental requirements) an AB or CB is prohibited from meeting these requirements, the AB or CB will need to provide an appropriate justification to either IAF (ABs) or their AB(s) (CBS). These provisions will be included in the amended IAF CertSearch Principles.

Q50. What access rights are given to ABs as well as regional bodies such as EA and IAF?

A. All certified entity data is the property of the CB. ABs and CBs can only access the information they have uploaded. Personnel in IAF will not have access to the data, but the DMC and QT may produce anonymised analytical reports in order to understand the overall utilization and functioning of the database for example to identify data entry errors or to determine the number of participating CBs. No CB can access the data of another CB. An AB cannot access the data of a CB unless it has been responsible for uploading the data. IAF representatives and Regional ABs will not have access to the data.



Q51. Can AB freelancers access the database?

- A. An AB can't access the certification entity data of a CB unless it has been responsible for uploading the data. ABs that have uploaded the data to the IAF database should put in place confidentiality requirements to ensure that inappropriate personnel cannot access the database.

Q52. How is the certification translated into different languages?

- A. A CB can upload certificate information in any language. However to verify the certificate the public user will need to search for the company name in the language that was uploaded by the CB or the certificate number. The CB can also upload an "English Name" and a "Trading Name" and the users can type these names to find and verify the company's certificate information also.

IAFCertSearch uses translation technology where the user can select their language of choice. The translation tool will translate all text across the site including certification information to the nominated language. This greatly helps the CBs and ABs navigate the site and upload the information and also helps their verifiers use the site in their required language to verify certifications. However as above the Company Name is not translated and the user will need to locate the certificate by searching for the exact company name or certificate number that the CB has uploaded or the English or Trading Name if the CB has uploaded these fields.

**Proposed user pays model:**

Q53. What are the features of the analytical service for CBs?

- A. CBs can access Analytics services. This is voluntary. The aggregated and anonymised analysis will be presented through a digital continuously updated portal showing infographics on metrics, such as, but not limited to:
- Market size
  - Relative market share
  - Historical market share
  - Market / Relative growth
  - Market / Relative loss/gain trends

Analysis will span across all standards, all accreditation, location, sector and between two dates. CBs will be able view trend analysis for all of their certification, certified entities and certified sites to market trends. CBs will be able to adjust the dates of their analysis as historical data is obtained and see trends over the designated period based on weeks, months and years. CBs will also be able to filter data according to standard, accreditation, location (Global, Region, Country, State (where applicable)).



Q54. What is the analytical service?

- A. CBs will be offered the opportunity to purchase an annual subscription service for an analytic dashboard which will present to them information on their market share and relative growth compared to the market. CBs will be able analyse this data by industry sector, standard, state, country and chart the information over time.

Q55. What are the features of the verification service?

- A. The system will support users with certificate verification on a request basis. The services will support organisations to verify certificates across their entire global supply chain, network and borders.

IAFCertSearch will include the following verification services and technical features :

- Individual Certificate verification
- Real - time certificate monitoring / alerts via a “Watch List”
- Bulk uploading for users seeking to upload a large number of organisations to their “Watch List”.
- API system integration for high volume verifiers such as regulators or large corporates

Q56. How much will the analytical and verification service cost?

- A. The DMC is undertaking a market research study to understand the demand and potential price points for the two user-pays services (analytical service and verification service). The proposed prices will be further tested through market research in early 2022. The DMC will aim to provide the service at a price point which encourages maximum utilization by CBs and ABs and Users, whilst ensuring the costs of maintaining the database are covered. Small and medium sized enterprises will be able to validate up to 100 certificates per annum free of charge.