

8. Process for handling requests for information

Apave Certification may receive requests for information by the following means of communication:

- Postal courier
- Email
- Phone call
- Fax
- Social networks (Twitter, LinkedIn)
- Submission of a form on its website (request for quote, contact)
- Person-to-person exchange (for example during an audit, trade show, client meeting, etc.)

Requests relating to complaints are handled according to the provisions of §9 and appeals according to the provisions of §10.

Other requests receive a response from the person who receives the request for information (or who directs it internally to the appropriate recipient), generally through the same communication channel and as soon as possible.

Apave Certification reserves the right not to respond to requests that do not concern its activity or to direct requests to another entity of the Apave group.