1. IDENTIFICATION DETAILS

Document type	Mandatory public information under requirement 8.1.1 of ISO/IEC 17021-1:2015. Available without restriction at www.csbglobal.org.
Reference clause	ISO/IEC 17021-1:2015 — Clause 8.1.1: The certification body shall make publicly available information about its certification process, applicable standards, types of certification, and procedures for granting, maintaining, extending, reducing, suspending or withdrawing certification.
Update frequency	Whenever any of the elements covered changes. The date of the latest review is shown in the document and on the website.
Responsible person	General Manager. Approval of changes: General Manager.

2. MANDATORY PUBLIC INFORMATION (6 ELEMENTS OF CLAUSE 8.1.1)

Element 1 — Description of the certification body

Legal name	European Compliance Alliance SRL
Tax ID (NIF / CIF)	B44799971
Registered office	Calle Infantes N.º 4, San Lorenzo de El Escorial, 28200 Madrid, Spain
Telephone numbers	+ 34 665 028 913 / +57 320 901 3611
Email	advisorlatam@csbglobal.org
Website	www.csbglobal.org
Accreditation status	In the process of accreditation by the United Kingdom accreditation body (ASCB — Accreditation Service for Certifying Bodies)
Certification standards offered	ISO 9001:2015 · ISO 27001:2022 · ISO 27701:2019 · ISO/IEC 42001:2023

Element 2 — Description of the certification process

ECA's certification process comprises the following stages:

1	**Certification application** — the client submits the application (FOR-SOL-01) with information about its organisation and the proposed scope.
2	**Application review and acceptance** — ECA verifies the feasibility of certification and either confirms acceptance to the client or rejects the application with justification.

3	**Audit planning** — ECA assigns the audit team, verifies its competence and independence, and prepares the audit plan.
4	**Stage 1 audit** — documentary review of the client's management system and assessment of readiness for Stage 2.
5	**Stage 2 audit** — on-site evaluation of the implementation and effectiveness of the management system.
6	**Management of nonconformities** — the client responds to the findings with corrective actions verified by ECA.
7	**Certification decision** — a person independent of the audit team decides whether or not to certify, based on the evidence in the file.
8	**Issue of the certificate** — if the decision is favourable, ECA issues the certificate, valid for 3 years.
9	**Surveillance (follow-up) audits** — at least one per year during the 3-year cycle.
10	**Recertification** — at the end of the 3-year cycle, a complete re-evaluation process.

Element 3 — Client rights and obligations

ECA's clients have the right to:

•	Receive the audit report within 10 working days of the close of the audit.
•	Be notified of any change to the certification requirements at least 60 days in advance.
•	Lodge appeals against any ECA decision they consider unfair (see the Appeals Procedure).
•	Lodge complaints about the process, the auditors or ECA's service (see the Complaints Procedure).
•	Have ECA protect the confidentiality of all their information in accordance with the Confidentiality Policy POL-CONF-01.

ECA's clients have the obligation to:

•	Maintain their management system in line with the requirements of the certified standard throughout the validity of the certificate.
•	Notify ECA of any significant change that may affect certification within 15 working days.
•	Give the audit team access to their premises, processes and records in all audits.
•	Use the ECA certificate and mark exclusively in accordance with the Rules for the Use of the Mark (REG-MAR-01).
•	Pay the agreed fees within the established deadlines.

Element 4 — Information on appeals and complaints

Appeals Procedure	Available at: www.csbglobal.org/apelaciones — The client may appeal any ECA decision (rejection, suspension, withdrawal, reduction of scope) by submitting a written appeal to advisorlatam@csbglobal.org within 30 working days of notification of the decision.
Complaints Procedure	Available at: www.csbglobal.org/quejas — Any interested party may lodge complaints about the conduct of the certification process, the auditors or any aspect of ECA's service. ECA responds within a maximum of 30 working days.
Contact channel	advisorlatam@csbglobal.org — subject: 'Appeal — ECA' or 'Complaint — ECA'

Element 5 — Information on suspension and withdrawal of certifications

ECA may suspend, reduce or withdraw a certification when: (1) the client does not close major nonconformities within the agreed period, (2) the client breaches its obligations under the contract or the client regulations, (3) the certificate or mark is misused, (4) the client does not cooperate with surveillance audits, (5) the client voluntarily requests suspension or withdrawal. In all cases, ECA formally notifies the client, updates the public directory of certifications and requires the client to cease using the certificate and the mark.

Element 6 — Public directory of certifications

ECA maintains an up-to-date public directory of all current, suspended and withdrawn certifications issued by the body, available at www.csbglobal.org/directorio (see also DIR-CER-01). The directory is updated immediately upon any change in the status of a certification.

3. VERSION CONTROL

Version	Date	Prepared by	Description
1.0	July 2025	EUROPEAN COMPLIANCE ALLIANCE S.R.L.	Initial creation. 6 mandatory elements of clause 8.1.1 covered.
Update in the event of regulatory or personnel changes.			

4. APPROVAL

Prepared by:	Date:
EUROPEAN COMPLIANCE ALLIANCE S.R.L.	**13-07-2026**