

Title:	QP11 – Requests for Information	Responsible:	VP – Mary Ann Llanes	Last Update:	2-1-2020	Controlled: Y/N	Yes
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Procedure – 11. Requests for Information	QP11
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General

International Compliance Group has processes to manage client and general public initiated actions, in compliance with ISO/IEC 17021.

The following process outlines the steps clients and interested parties may follow to request information from International Compliance Group.

Process

1. Any individual or organized entity may submit a request for information to ICG via their preferred method.
2. Requests may be made via:
 - a. US Mail by writing to ICG, 2916 Bayside Walk, San Diego, CA 92109
 - b. Email: information-request@ic-group.com
 - c. Telephone: US: +1 619 990 0101
3. ICG will provide the requested information provided the data necessary to fulfil the request is not protected by confidentiality agreements or is otherwise unavailable to the general public.
4. ICG will make reasonable commercial efforts to provide the requested information as fast as possible, after determining that the sharing of the requested information does not conflict with any privacy, confidentiality or other limits on information sharing known to ICG at the time of the request.

Additional Information

General Information about International Compliance Group is available via the company's presence on the World Wide Web, by visiting humanrightscorpliance.com