

ETHICS COMMUNICATION

November 2025



Ques: What is breach of Confidentiality?

Ans: A breach of confidentiality in a company is an unauthorised disclosure or misuse of private or confidential information that was shared under trust or an agreement without consent or proper authorisation. Breach of confidentiality occurs either at the time discharge of duty or otherwise by any of the following during the communication:

- Employee/s;
- Consultant/s;
- Vendor/s; or
- External party/ies.

Ques: What are the common examples of breaching of confidentiality at workplace?

Ans: Unauthorised disclosure

- An employee sending confidential client data to a competitor;
- Announcing of the information about the upcoming product launches or business deals before they are shared in public domain;
- Leakage of Intellectual Property Right information;
- A professional discussing a client's private details with an unauthorised person.

Improper data handling and disposal

- Failing to properly share physical documents which allows them to be retrieved from the trash;
- Inadequately erasing digital data before disposing of a device;
- Leaving sensitive documents like employees records and file unattended where they can be accessed by others.

Accidental disclosure

- Sending an email with confidential information to wrong recipient;
- Incorrectly attaching a file containing sensitive data to an email.

Misuse of information

- Using proprietary business information for personal gain, such as starting a competing business based on a former employer's trade secrets;
- Stealing laptop or other devices that contains confidential data.

Technical security failure

- Data leaks or system misconfigurations that unintentionally reveal sensitive information;
- Leaking of business financial records/information, trade secrets, commercially sensitive data to third parties.

Social Media sharing

- Posting confidential information about a company or client on social media platforms without consent can violate confidentiality agreements. This breach can occur in any sector and highlights the importance of understanding and respecting confidentiality agreements to maintain trust and compliance with regulations.



Ques: What are the consequences and penal actions for the breach of confidentiality?

Ans:

- Loss of trust and damage to reputation;
- Negative financial impacts and loss;
- Risk of civil lawsuits and criminal charges;
- Regulatory fines and penalties under data protection laws;
- Disciplinary action including termination of contract under the Code of Conduct of the Company.



You should report about such Breach of Confidentiality in following manner;

In case you are an Employee, by login to the website (SGC and ethicsline link) or by an email to ethicsline@gfl.co.in

In case you are any Stakeholder, by email to ethicsline@gfl.co.in

Please note that Employee and Stakeholder Grievance or Concern will be directed to the Chief Ethics Officer without disclosing their identity.