

Website, Application and Public Information Terms

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1. Services and information

The website provides programme rules, public records, information searches and online administration. Research material is distinct from a formal award record. External original sources must be understood according to their actual nature.

2. User obligations

Submissions must be accurate, lawfully supplied and respectful of others' rights. Users must not conceal material adverse results, exceed access rights, upload malicious files or disrupt services. Cases that cannot be verified because of missing material follow the applicable procedure; payment cannot alter the finding.

3. Recognition and statutory responsibilities

An award is not a purchase recommendation, investment advice, a guarantee of use or statutory market access. Manufacturers and sellers retain their obligations. Responsibility follows actual conduct and applicable law; liabilities or rights that cannot lawfully be limited are not excluded.

4. Disputes and contact

Programme decisions may be addressed through complaint, reconsideration and correction procedures. Judicial and other lawful channels are not removed by website terms. Applicable law follows the actual relationship and mandatory provisions. No fictitious legal address or universally effective worldwide disclaimer is asserted.

5. Website use and applications

Use the website lawfully to search information, verify certificates and undertake matters in which participation is authorised. Those submitting an application must be authorised to represent the applicant. Evaluation criteria and formal procedures define specific verification conditions; general website descriptions do not waive them.

6. Documentation and applicant responsibilities

Applicants must provide accurate, complete material, hold submission rights, permit necessary verification and authorise publication within a defined scope. Material nonconformities, report revisions and relevant changes must be disclosed. Award verification does not replace obligations under applicable product law or extend recognition to unverified markets or uses.

7. No-fee arrangements and award use

The Gold Standard Quality Awards application, verification, award and maintenance activities listed in the no-fee policy are free of charge. Applicants arrange external services separately. Award promotion and mark use require a valid decision, a defined record scope and compliance with licence terms. Visiting the website or applying does not itself grant a licence.

8. Rule changes and dispute handling

Changes to formal documents identify the applicable version and effective arrangements. Complaints, reconsideration and corrections follow their respective procedures. Participation does not affect rights and duties preserved by mandatory law. Liability provisions must correspond to the actual service and responsible parties.

9. Privacy and contact

Personal-information processing is addressed in the privacy policy. Use secure communication in the application centre for non-public reports and account matters. Public verification and feedback use their designated channels. General feedback should not contain trade secrets or unrelated personal information.

10. Records, administration and correction

For matters covered by this document, records must retain the application or case number, specific product and market, version used, documents and page references, responsible personnel, material dates, reasons and formal notices. Personal information and trade secrets are handled according to access permissions. Questions about a record may be raised through correction, complaint or reconsideration channels available to an entitled applicant. Submission alone does not alter an existing decision or licence. The outcome is determined by the formal notice and current record.

11. Effective date, application and version control

Version 2.0 of this document is published and takes effect on 19 October 2026. It applies to relevant matters formally submitted after that date. Existing applications retain their original snapshot and rules. Material changes are notified separately and handled under transitional arrangements; new conditions are not retrospectively inserted into historical decisions. Website and downloadable texts must agree. Superseded versions identify their replacement, and name or wording corrections are recorded separately from substantive amendments.