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**PROCEDURE FOR CORRECTIVE ACTION**

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# Purpose, scope and users

The purpose of this Procedure is to describe all activities related to the initiation, implementation and keeping of records of corrections, as well as corrective actions.

This Procedure is applied to all activities implemented in the Information Security Management System (ISMS) and to all personal data processing activities.

Users of this document are all employees of [organization name].

# Reference documents

* ISO/IEC 27001 standard, clause 10.1 and A.5.27
* Information Security Policy
* Internal Audit Procedure

# Corrections and corrective actions

## Nonconformities and corrections

A nonconformity is any failure to meet the requirements of the standards, internal documentation, regulations, contractual and other obligations within the ISMS. Nonconformities can be identified during an internal or external audit, based on results of the management review, after incidents, during normal business operations or on any other occasion.

An employee who notices a nonconformity must take immediate action to control it, contain it and correct it, and to deal with its consequences; if an employee is not responsible for such nonconformity he/she must forward information about that nonconformity to a responsible person, who must make a correction.

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