

STATEMENT FROM ALPEMA MEMBERS ON SAFEGUARDING CONFIDENTIAL INFORMATION PROVIDED BY MANUFACTURERS

INTRODUCTION

On a case by case basis, ALPEMA Members sometimes provide their valued customers with confidential information concerning a particular design of exchanger. This information can include, for example, the *f* and *j* factor curves, detailed drawings or any documents marked *Confidential*. Such information is part of the Member's intellectual property (IP) and is marked *confidential* because of its commercial value to the Member

THE PROBLEM

While ALPEMA members recognise that their customers respect the confidential nature of any IP data provided, we have noted some inadvertent mistakes where customers have passed IP information from one manufacturer to another. This often arises when a customer obtains a design from one manufacturer and then passes the information provided by this manufacturer on to another for an alternative design and quote.

STATEMENT FROM ALPEMA MEMBERS

- We remind customers that they should not pass confidential information from one manufacturer to another.
- We recommend that customers introduce and enforce procedures to prevent this happening.
- We recommend that customers limit information provided to
 1. Outline dimensions, and support and flange locations required for installation.
 2. Process requirementsThis would not apply to equipment no longer being manufactured (e.g. equipment from Stewart-Warner).

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