

Quality Policy

The Intellectual Property Office of Ireland's (IPOI) customers are people and legal entities seeking information on or wishing to protect intellectual property rights in Ireland and elsewhere. Our promise to our customers is our full commitment in assisting them to the best of our abilities, a professional approach when dealing with their requests and applications, and respect for their intellectual property rights, their individual aims and objectives. As a Public Service provider, we understand that customer confidence and customer confidentiality are central to customer protection.

Quality at the IPOI is premised on four core precepts:

1. **Integrity:** Maintaining internal systems integrity in support of the Office's IP Registers.
2. **Confidentiality:** Maintaining the security and confidentiality of customer information consistent with our legislative basis established under Intellectual Property Miscellaneous Provisions Act (1998), the Data Protection Act 2018 and Regulation (EU) 2016/679 of the European Parliament (General Data Protection Regulation).
3. **People:** Our people and our network of relationships with interested parties across all sectors constitute a fundamental component of quality at the IPOI. Striving for excellence through our people ensures they have the necessary skills, experience and required competencies to deliver on our statutory obligations and our customer requirements, needs and expectations
4. **Proven process:** Our technology infrastructure supports established and fully automated process workflows ensuring a secure, effective and efficient service to our customers.

In support of this policy, the IPOI has documented objectives and is committed to a process of continual improvement in all aspects of service provision. This is evident through our relationships with other national offices, European and international intellectual property bodies and agencies, and through our conformance to the requirements of ISO 9001:2015 Standard for Quality Management.

The realisation of this policy is the responsibility of all IPOI staff.



Controller
Intellectual Property Office of Ireland

Date:

2/3/2023