

# Whistleblowing channel management procedure

**sipay**

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## 1. OBJECTIVE

Define the scope of application and operation of the Whistleblowing Channel within the framework of SIPAY's Criminal Risk Management System (SGRP).

## 2. GENERAL CONSIDERATIONS

### 2.1. OBJECT

The purpose of this procedure is to regulate the rules of operation of the SIPAY Whistleblowing Channel by defining the legal status of the complainant, as well as the roles and responsibilities of each of the bodies involved in its management and the procedure for processing complaints.

The Whistleblowing Channel incorporates, in its configuration and operation, the legal requirements and guarantees of protection of the whistleblower and the accused set out in the following norms and reference standards in the matter:

- Law 3/2018, of 5 December, on the Protection of Personal Data and Guarantee of Digital Rights (Data Protection Law) and Organic Law 7/2021, of 26 May, on the protection of personal data processed for the purposes of prevention, detection, investigation and prosecution of criminal offences and the execution of criminal sanctions.
- Directive (EU) 2019/1937 of 23 October 2019 on the protection of persons who report breaches of Union law and Law 2/2023 of 20 February 2023 on the protection of persons who report breaches of regulations and the fight against corruption.
- Art. 31 bis Penal Code and Circular 1/2016, of the Attorney General's Office, which affects complaints and communications related to the crime of prevention of money laundering.
- UNE 19601 standard regarding the operation of whistleblowing channels.

### 2.2. RESPONSIBLE

The main responsibilities of the SIPAY Compliance Committee (CC) will be in the area of management of the Whistleblowing Channel, including the following:

- receive complaints made through the Whistleblowing Channel;
- analyze the complaints received and decide on their admissibility for processing;
- to process the complaints and, where appropriate, to instruct the corresponding files, being able to carry out the necessary investigations to verify the existence of the Infringement that is the subject of the complaint;
- request external advice or internal or external expert reports, as well as carry out any reasonable investigative action within the framework of the resolution of queries or the admission for processing and investigation of files derived from a complaint;

- request and receive the collaboration of all SIPAY members that is necessary for the proper processing and resolution of the files;
- access to all information and documentation related to the infringement that is the subject of the complaint, including the corporate emails of the person reported in the legally permitted terms.
- record the inquiries and complaints that have been received, regardless of whether they have been admitted for processing or not; and
- prepare the corresponding reports in accordance with this procedure and other SIPAY internal regulations.

### 2.3. DOCUMENTATION

All actions carried out within the framework of the processing and investigation of a complaint, as well as the decisions taken by the Compliance Committee and by the Sole Administrator, must be duly justified and documented, as the case may be, in a report or minutes signed by all attendees, as well as registered in **SIPAY. IN. C\_FR026 Register of Complaints**.

### 2.4. DISSEMINATION AND COMMUNICATION

This procedure of the Whistleblowing Channel will be duly communicated to potential whistleblowers and respondents, through an outreach campaign, among SIPAY members and interested parties identified in **SIPAY. IN. C\_M001 Compliance System Manual**, as well as on the corporate website (Whistleblowing Channel).

The Whistleblowing Channel will remain permanently available to potential whistleblowers and respondents through the SIPAY website.

Without being the preferred form for filing complaints, and as an alternative to the SIPAY Whistleblowing Channel, complaints may be filed through the external reporting channels with the competent administrative authorities and, where appropriate, with the institutions, bodies or agencies of the European Union.

### 2.5. INTERPRETATION AND REVIEW

The interpretation of the provisions of this procedure will be the responsibility of the Compliance Committee, which will review its provisions periodically and may propose the additions and modifications that, at any time, it deems appropriate for its updating.

## 3. SCOPE OF THE WHISTLEBLOWING

### 3.1. SUBJECTIVE SCOPE

The SIPAY Whistleblowing Channel is made available to all its members, as well as to any interested party with whom the company has a relationship (partners, workers, customers, suppliers, associations, etc.), so that they can report to the company any suspicion or knowledge of any action or omission within the scope

of the objective and that has been, is being or will be committed by a member of SIPAY in the exercise of his/her duties within the Company.

For these purposes, the following are considered members of SIPAY:

- SIPAY partners;
- the members of the Board of Directors;
- the Directorate-General;
- department heads; and
- in general, personnel who provide their services in the name and on behalf of SIPAY, regardless of the modality or duration of their contract..

Notwithstanding the provisions of the preceding paragraph, in the event that any of the members of the Compliance Committee has suspicion or knowledge **of the possible 5 Whistleblowing Channel Management** Procedure SIPAY. IN. C\_P005 CONFIDENTIAL DOCUMENT commission of illegal conduct or irregularity within the objective scope of the Whistleblowing Channel, said body may initiate an investigation procedure ex officio, following the phases established in this procedure.

### 3.2. TARGET AREA

The conducts that may be reported through the Whistleblowing Channel are actions or omissions that constitute or may constitute:

- breaches of European Union law (applicable law)
- serious or very serious criminal or administrative offence; including, specifically, those that may imply an economic bankruptcy for the Public Treasury and Social Security,
- breaches of the mission, vision, values, guidelines of action, the rules of conduct set out in **SIPAY . IN. C\_PO002 Code of Conduct, SIPAY. IN. C\_PO001 Criminal Risk Prevention Policy** or other internal rules (policies, procedures and instructions) of SIPAY.

It is expressly stated that the Whistleblowing Channel is not designed as a means for the submission of doubts, queries, suggestions, complaints or for the communication of other conducts not included in the objective scope indicated above, for which SIPAY has other channels enabled for this purpose.

### 3.3. CONTENT OF THE COMPLAINTS

Reports submitted through the Whistleblowing Channel must contain, at least, a clear and detailed description of the facts reported (time and place of occurrence, possible witnesses, factual account, supporting documentation of the complaint, etc.).

Although it is not mandatory, it is recommended to indicate the identification of the person or persons reported, if their identity is known, and their relationship with the company.

All reports may be anonymous, i.e. the identification of the person making the report is not mandatory but optional.

All complaints must be based on a prima facie case that allows the facts denounced to be proved, at least on an circumstantial basis. To this end, the Whistleblowing Channel allows the submission of supporting documentation for the report.

The complainant may indicate a means of receiving notifications, either an address or safe place, or an e-mail address. In the case of providing this means of communication, notifications of the admission and resolution of the complaint will be sent.

## 4. PROCEDURE FOR HANDLING COMPLAINTS

### 4.1. HOW TO SUBMIT COMPLAINTS

The communication of complaints through the Whistleblowing Channel will be carried out through an online form that will be permanently accessible on the SIPAY corporate website.

The complainant may also request, through the aforementioned form, to hold a face-to-face meeting with the SIPAY Compliance Committee, which must be held within 7 working days of the complainant's request.

In the event of a face-to-face meeting, and after obtaining the express and informed consent of the complainant regarding the processing of their personal data, the conversation held will be documented, in one of the following ways:

- Recording the conversation in a secure, durable and accessible format. 6 Whistleblowing Channel Management Procedure SIPAY. IN. C\_P005 CONFIDENTIAL DOCUMENT
- Complete and accurate transcript of the conversation held. In this case, the complainant will be given the opportunity to check, rectify and accept the transcript of the conversation by signing

In the event that the complainant has provided any means of communication through any of the channels of communication of the complaints indicated above, once they have sent a communication or complaint through the Complaints Channel, the complainant will receive an acknowledgement of receipt within a maximum period of 7 calendar days following receipt of the complaint confirming that their complaint has been correctly processed.

If the complaints are not received through the indicated channels or are forwarded to a SIPAY member other than the Compliance Committee, the recipient of the complaint is obliged to immediately forward it to the Compliance Committee, guaranteeing the confidentiality of the communication received.

#### 4.2. RECEIPT OF COMPLAINTS

All complaints sent through the SIPAY Whistleblowing Channel will be received at the email address of the Compliance Committee as the body responsible for the management of the Whistleblowing Channel, which may forward them to an external advisor specialising in criminal risk management for the purpose of making an initial assessment on whether or not to be admitted for processing with the Compliance Committee. Both the Compliance Committee and the external advisor will act independently and autonomously, carrying out the necessary tasks under the premises of confidentiality, respect, independence, neutrality, impartiality, honesty and objectivity towards the persons reported and whistleblowers.

Each of the complaints received through the Whistleblowing Channel will be assigned in **SIPAY. IN. C\_FR026 Register of complaints**: a unique reference number with which it can be identified throughout its processing.

#### 4.3. PRELIMINARY EXAMINATION OF THE COMPLAINT

Within a maximum period of fifteen (15) business days from receipt of the complaint, the external counsel will conduct a preliminary examination of the facts and the existence of sufficient evidence or indications for its admission or not, as well as the possible concurrence of conflicts of interest with any of the members of the Compliance Committee.

The conclusions of the external advisor on the preliminary study of the complaint will be included in a report, which will not include data on the identity of the complainant in order to guarantee confidentiality and impartiality in the decision-making process during its admission. The external counsel will dissociate such personal data in the case of nonanonymous reports.

#### 4.4. ADMISSIBILITY OF COMPLAINTS

Upon receipt of the report of the external advisor, the Secretary of the Compliance Committee will convene a meeting of that body, which will address the admissibility

or not of admitting the complaint and the existence of sufficient evidence or indications on which to justify this decision. The notice of the meeting must be accompanied by the report prepared by the external advisor for assessment by all members of the Compliance Committee.

The convening, holding of meetings and adoption of agreements by the Compliance Committee shall be in accordance with the provisions of its SIPAY. IN. C\_P004 Procedure regulating the activity and operation of the CC); The external adviser may attend the meeting as a guest, with the right to speak, but not to vote (unless he or she is a member of the CC).

The Compliance Committee may only decide not to admit the application for processing when:

- the facts denounced do not refer to any of the persons included in the subjective scope indicated above and/or when
- the facts reported are not included in the objective scope of the Whistleblowing Channel.

In the event that the complaint is inadmissible because the facts are not included in the objective scope of the Complaints Channel, the Compliance Committee may transfer the facts to other competent internal bodies in each case so that they can respond to the complaint made through other internal procedures established for this purpose by SIPAY.

It is expressly stated that failure to comply with formal requirements shall not be an obstacle to the admission of a complaint. Notwithstanding the foregoing, in the event that the complaint has been submitted anonymously or falsifying the identity of the complainant and no circumstantial evidence has been provided as to the veracity of the facts denounced, the Compliance Committee will be empowered to dismiss the complaint for processing.

Once the decision on admission and/or inadmissibility has been adopted by the Compliance Committee, the external advisor will communicate this decision to the complainant within five (5) business days following the date of the admission and/or inadmissibility resolution, unless the complaint has been made anonymously or no contact information has been provided for notifications.

#### **4.5. INVESTIGATION OF COMPLAINTS**

At the same meeting in which the complaint is admitted, the Compliance Committee will decide how the process of investigating the facts denounced will be carried out in order to prove the veracity and reality of the facts, as well as to analyze their possible consequences and to determine the member of the Compliance Committee responsible for instructing the procedure (hereinafter, the "Instructor").

The investigator may carry out any actions he deems appropriate to clarify the facts, including, among others, access to documentation, interview with the complainant, unless the complaint has been anonymous, and with the person denounced, interview of witnesses, performance of specific audits and hiring of experts or external advisors.

In any case, all actions carried out within the framework of the investigation of the complaint will respect fundamental rights, guaranteeing the legality and evidence of the evidence obtained. In addition, all actions will guarantee the utmost confidentiality regarding the identity of the whistleblower and any third party mentioned in the report, preventing access to such information by personnel not authorised to manage the Whistleblowing Channel.

The identity of the complainant may only be disclosed to the judicial authority, the Public Prosecutor's Office or the competent administrative authority in the context of a criminal, disciplinary or punitive investigation.

In the event that, in view of the information gathered during the investigation phase, the investigator assesses the existence of situations that require immediate action to safeguard the interests of SIPAY or third parties, he or she will immediately inform the Compliance Committee, which may adopt precautionary measures such as:

- Measures necessary to reduce or mitigate possible economic damage caused to SIPAY or third parties.
- Measures aimed at the recovery of assets that have been fraudulently used or diverted.
- Measures to ensure the preservation of the evidence necessary for the investigation of the facts denounced.
- Measures needed to correct internal control weaknesses detected.
- Immediate communication of the reported facts to the police and/or judicial authorities.

#### **4.6. HEARING OF THE ACCUSED PERSON**

At the same time, at the time of the opening of the investigation phase, the Secretary of the Compliance Committee shall inform the person reported of the receipt of the complaint, of the actions or omissions attributed to him/her, of the processing of his/her personal data, of the decision to open an investigation and, where appropriate, of the preliminary results of the investigation.

In application of the principle of adversarial proceedings and presumption of innocence, the accused person must be given a hearing so that he or she can provide the information and documentation necessary for his or her defence, through any means of evidence admitted in the Spanish legal system. The presumption of innocence and the honour of the accused person shall be respected at all times.

This communication to the reported person may be delayed on an exceptional basis, provided that the Compliance Committee so decides; where there are well-founded and objective suspicions that communication to the person reported could jeopardise the investigation; or there is a risk of destruction of evidence.

#### 4.7. MOTION FOR A RESOLUTION

After completing the investigation, the investigator will prepare a report with the conclusions reached within three (3) months of receipt of the complaint by the Compliance Committee.

This report must contain at least the following points:

- Copy of the report (date of receipt, facts reported, ...), anonymizing the data of the complainant, if the report had not been anonymous
- Description of the actions carried out within the framework of the research, results obtained and previous measures adopted.
- Statement of the person denounced and, where appropriate, of the complainant and evidence provided by each of the parties.
- Proposal for resolution of the complaint (either by archiving it or by adopting disciplinary measures). The proposed disciplinary measures must be in accordance with the disciplinary regime established in the Collective Bargaining Agreement applicable to SIPAY.

Upon receipt of the instructor's report, the Secretary of the Compliance Committee shall convene a meeting of the Compliance Committee to study and discuss the report and to prepare a proposal for a resolution. For clarification purposes, it is noted that the proposed resolution made by the Compliance Committee will not be binding on the body responsible for resolving the complaint, as indicated in the following section.

#### 4.8. RESOLUTION OF COMPLAINTS

In order to ensure impartiality and independence at the various stages of the complaint processing, the final decision on whether to file the complaint or apply disciplinary measures will be made by SIPAY's sole administrator. 9 Whistleblowing Channel Management Procedure SIPAY. IN. C\_P005 CONFIDENTIAL DOCUMENT

The Secretary of the Compliance Committee shall submit the report of conclusions and the proposed resolution to the Sole Administrator of SIPAY within five (5) working days in order to make the final decision on the filing of the complaint or, where appropriate, the adoption of disciplinary measures.

The filing of the complaint will only be possible when, in the opinion of the Sole Administrator, the facts reported or their authorship have not been sufficiently proven, or they do not constitute conduct subsumable within the objective scope of the Whistleblowing Channel.

Once the resolution decision has been taken, which must be in writing and sufficiently reasoned, the Sole Administrator shall inform the Secretary of the Compliance Committee of the resolution adopted.

Likewise, the Secretary of the Compliance Committee must inform the rest of its members, as well as the complainant, of the result of the resolution of the complaint, unless the complaint has been anonymous and has not provided any means for notifications, and to the person reported within five (5) business days from the day following receipt of the resolution of the sole administrator. Such communication to the complainant and the person denounced may be made directly by the Secretary of the Compliance Committee or, at the decision of the majority of its members, through the external advisor.

In any case, the communication of the resolution of the result of the investigation must be made within a maximum period of 3 months from the receipt of the communication, except in cases of special complexity that require an extension of the period, in which case, it may be extended up to a maximum of another 3 additional months.

#### 4.9. ADOPTION OF MEASURES

In the event that the Sole Administrator decides to take disciplinary action, the Secretary of the Compliance Committee shall inform the Directorate-General and the Department of People and Culture thereof.

The disciplinary or corrective measures adopted, where appropriate, must be effective, proportionate and dissuasive and must always be applied with full respect for the applicable regulations and the fundamental rights of the person sanctioned.

Finally, in the event that the reported act constitutes a criminal offence, action will be taken in accordance with the provisions of SIPAY. **IN. C\_P002 Procedure for the Prevention of Crimes and Post-Criminal Measures**, transferring the information to the Public Prosecutor's Office. In the event that the facts reported affect the financial interests of the European Union, it will be referred to the European Public Prosecutor's Office.

## 5. GUARANTEE OF THE WHISTLEBLOWING CHANNEL AND WHISTLEBLOWER PROTECTION

### 5.1. CONFIDENTIALITY

SIPAY guarantees the utmost confidentiality with regard to all data collected and processed within the framework of the management of the Whistleblowing Channel and, in particular, in relation to the identity of the whistleblower. In order to reinforce such confidentiality, the report prepared by the external counsel in accordance with section 4.3 shall not contain the identity of the complainant.

However, in the event that the complaint is admitted for processing, the identity and data of the complainant may be communicated to the investigator of the investigation, as well as to 10 Whistleblowing Channel Management Procedure SIPAY. IN. C\_P005 CONFIDENTIAL DOCUMENT the other internal bodies of SIPAY involved in its processing, when strictly necessary for the successful completion of the investigation.

Likewise, it is stated that the right of access granted by the regulations on the protection of personal data will be limited to the data itself, and the person reported will not have access in any case to the identifying data of the complainant, if the complaint is not anonymous.

### 5.2. CONFLICT OF INTEREST MANAGEMENT

In the event that any of the members of the Compliance Committee, the Sole Administrator or any other body or department involved in the processing of a complaint is involved in a conflict of interest, actual or potential, the necessary mechanisms will be articulated in accordance with SIPAY. IN. C\_I001 Protocol for the management of conflicts of interest, antifraud and anti-corruption so that, under no circumstances, he/she is aware of the identity of the complainant and must abstain from participating in the management of the complaint, being deprived of the right to vote in the adoption of decisions related to the processing of the complaint.

By way of example, a conflict of interest is considered to exist in the following cases:

- Be involved in the reported events or have a personal or professional interest in them.
- Be related by consanguinity within the fourth degree or by affinity within the second degree, with the complainant or respondent.
- Have close friendship or open enmity with the complainant or accused.

The person in whom any of the circumstances indicated in the previous point occur shall immediately notify the Secretary of the Compliance Committee, who will

resolve on the effective existence of a conflict of interest within five (5) business days prior to the reports and verifications that he or she deems appropriate.

Failure to report potential conflicts of interest or failure to abstain in cases where this has been agreed by the Secretary of the Compliance Committee, or by the sole Administrator if the conflict arises from a member of the Compliance Committee, will give rise to the liability of the person in whom such conflict occurs.

Notwithstanding the foregoing, the actions of persons in whom there are grounds for abstention shall not necessarily imply the invalidity of the acts in which they have participated.

### 5.3. ABSENCE OF RETALIATION

It is strictly forbidden to adopt any type of retaliation, including threats of retaliation, attempts at retaliation, penalization or undermining against those who submit a complaint in good faith through the SIPAY Whistleblowing Channel.

SIPAY will articulate the mechanisms and procedures necessary in each specific case to guarantee the indemnity of the whistleblower in good faith, adequately sanctioning any type of retaliation that, where appropriate, may be suffered as a consequence of the complaint submitted.

Any complainant who feels that he or she has been the victim of retaliation or negative consequences for his or her employment as a result of filing a complaint must immediately notify the Compliance Committee, which will investigate the complaint and, if necessary, take appropriate corrective action.

The complainant shall enjoy protection measures in relation to possible retaliation that may be articulated in the form of:

- suspension, dismissal, dismissal or equivalent measures;
- demotion or denial of promotions;
- change of job, change of location of the place of work, reduction of salary or change of working hours;
- denial of training;
- negative evaluation or referrals regarding their employment outcomes;
- imposition of any disciplinary measure, reprimand or other sanction, including financial penalties;
- coercion, intimidation, harassment or ostracism;

- discrimination, or unfavourable or unfair treatment;
- non-conversion of a temporary employment contract into an indefinite one, where the worker had a legitimate expectation that he or she would be offered an indefinite job;
- non-renewal or early termination of a temporary employment contract;
- damages, including to your reputation, especially on social media, or economic loss, including loss of business and revenue;
- blacklisting on the basis of a sectoral agreement, informal or formal, which may mean that the person will not find employment in that sector in the future;
- early termination or cancellation of contracts for goods or services;
- revocation of a license or permit;
- or psychiatric medical references

#### 5.4. BAD FAITH ALLEGATIONS

A complaint is deemed to have been made in good faith if it is based on reasonable indications or beliefs and is not motivated by a desire to retaliate or to cause harm to the person reported.

On the contrary, disciplinary or other measures deemed appropriate in each case shall be taken against those persons who have filed a complaint with knowledge of its falsity or manifest disregard for the truth or with the sole aim of causing harm to the person denounced.

#### 5.5. PROTECTION OF THE PERSON REPORTED

The processing of complaints and the corresponding investigation shall in all cases be carried out in accordance with the fundamental rights of the person denounced and, in particular, the principle of the presumption of innocence, the principle of adversarial proceedings and the right to a fair trial.

In order to be able to give effect to these rights, in the event that a complaint is admitted for processing, the person denounced will be informed of the existence and content of the complaint and will be given a hearing so that he or she can allege and prove, through any means admitted in the Spanish legal system, what he or she deems appropriate for the defence of his or her interests.

## 5.6. PROTECTION OF PERSONAL DATA

The person responsible for the processing of personal data processed within the framework of the Whistleblowing Channel as a result of the management of a complaint and, where appropriate, the corresponding investigation is SIPAY PLUS S.L., with NIF B60462314 and address at Calle de San Rafael 1, Portal 2, 2º planta, 28108, Alcobendas, Madrid.

The persons authorised to process the personal data obtained through the Whistleblowing Channel are limited to those who carry out regulatory compliance control functions at SIPAY, in accordance with the provisions of this procedure:

- the Compliance Committee and the Sole Administrator of SIPAY.
- the person responsible for the management of People and Culture, exclusively in relation to the management of disciplinary measures;
- the external advisor, in the event that the corresponding legal actions are initiated, with whom a contract for the provision of services and a contract for the assignment of data processing is maintained; and
- the Data Protection Officer/Privacy Officer of SIPAY.

All of the above persons are contractually bound by a duty of secrecy, secrecy and confidentiality.

The personal data processed within the framework of the management of the Whistleblowing Channel will be limited to those voluntarily provided by the complainant, in the case of nonanonymous complaints, and to those strictly necessary to process the complaints received and, where appropriate, to investigate the reported facts. Such data will be processed for the purpose of processing, investigating and/or resolving the corresponding complaints and to establish communications and notifications in accordance with this procedure. The information obtained through the Whistleblowing Channel will not be used for any other purpose.

The legal basis that legitimises the processing of personal data processed within the framework of the Whistleblowing Channel is the legitimate interest of the data controller to comply with the requirements in terms of legal and regulatory compliance, especially those related to the possible criminal liability of the legal person, in relation to article 24 of Organic Law 3/2018, of 5 December, on the Protection of Personal Data and Guarantee of Digital Rights, as well as compliance with a legal obligation in accordance with the provisions of Law 2/2023, of 20 February, regulating the protection of persons who report regulatory breaches and the fight against corruption.

The information processed in the context of the investigation of a complaint may be communicated to the person in charge of People and Culture, to external legal advisors and to the judicial bodies and the State Security Forces and Corps or administrative authority to which, where appropriate, the result of the investigation is transferred, when it is necessary for the adoption of disciplinary measures or for the processing of legal proceedings that, where appropriate, proceed.

The data processed within the framework of the management of the Whistleblowing Channel will be kept in the Whistleblowing Channel system for the time necessary to decide on the admissibility of initiating an investigation into the reported facts and, where appropriate, while the process of investigation and resolution of the complaints submitted is carried out. and always for a maximum period of 3 months from the date of entry of the complaint. 13 Whistleblowing Channel Management Procedure SIPAY. IN. C\_P005 CONFIDENTIAL DOCUMENT

However, personal data may be processed for a longer period outside the whistleblowing channel system, in the event that, as a result of the investigation process initiated due to the facts reported, the need to exercise the appropriate legal actions could arise and/or that could lead to the opening of legal proceedings. in which case they will be kept until a final court decision is obtained.

In any case, after the expiry of the established period, personal data must be deleted or blocked outside the whistleblowing channel system, if they are kept in this way for the purpose of evidencing, auditing or improving the operation of the Whistleblowing Channel or the SGRP.

The personal data contained in the reports that are not admitted for processing may only be recorded in anonymised form, i.e. without any personal data associated with them and without the blocking application being applicable. The personal data provided through the Whistleblowing Channel is not, under any circumstances, subject to international data transfer.

In any case, the persons whose data are processed within the framework of the management of the Whistleblowing Channel may exercise at any time their rights of access, rectification, deletion, limitation, opposition, portability and other legally recognized rights, by contacting our postal address at Calle de San Rafael 1, Portal 2, 2º planta, 28108, Alcobendas, Madrid, or by sending an email to the following email address [dpo@sipay.es](mailto:dpo@sipay.es), attaching a photocopy of your ID card or substitute identification document (Important to indicate Ref. Personal Data SIPAY Whistleblowing Channel) for the processing of these rights by the Data Protection Officer/Privacy Officer of SIPAY.

In any case, it is reported that:

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- They will have the right to obtain confirmation as to whether or not their personal data is being processed by SIPAY within the framework of the management of the Whistleblowing Channel, as well as to request the rectification of inaccurate data, or, where appropriate, request their deletion, when, among other reasons, the data is no longer necessary for the management of the Whistleblowing Channel.
- They will have the right to access their own personal data. That is, the person reported will not be provided with information about the identity of the person who made the complaint.
- When the complainant requests a meeting with the SIPAY Compliance Committee in order to file a complaint, after being informed about the processing of the complainant's personal data and his/her express consent, SIPAY will ensure the preservation of the content of the meeting in a durable and accessible format that can be verified, rectified and accepted by the signature of the complainant.
- In the event that the person denounced exercises the right to object, it will be presumed that, unless proven otherwise, there are compelling legitimate grounds that legitimize the processing of their personal data for the purpose informed.

Likewise, if you consider that the right to personal data protection has been violated, you may file a complaint with the Spanish Data Protection Agency ([www.aepd.es](http://www.aepd.es)).