

# Terms and conditions of use of the Canal de Denuncias Online

Welcome to our **Canal de Denuncias Online**. Before submitting a report, please read and accept these Terms of Use. Use of this channel implies acceptance of all the provisions contained herein.

## 1. Purpose

This channel allows you to securely report relevant facts related to possible legal, ethical, or regulatory breaches within your organization.

### Important:

- The technological platform used to submit the report has been developed by Twentic S.L.
- Twentic S.L. does not participate in the management, receipt, processing, or resolution of reports.
- All actions related to the report will be carried out by authorized personnel of the organization you are reporting to.

## 2. Use of the channel

- The channel must be used solely to report truthful and relevant facts.
- Submitting false, malicious, defamatory reports or reports that infringe the rights of third parties is strictly prohibited.
- Information must be provided responsibly.
- Depending on the organization's configuration, the channel may allow anonymous or identified reports.

## 3. Timeframes and anonymous reports

- The company will manage the report in accordance with the deadlines and obligations established by applicable regulations and, where possible and legally permitted, may inform the whistleblower about the status or measures adopted.
- If you submit an anonymous report, the system may provide you with a code, identifier, or credentials that you must keep to later access the communication securely. You must therefore carefully follow the system's instructions, including creating an identifier or password if requested, to consult or follow up on your report securely and confidentially.

## 4. Data protection

- The personal data provided will be processed in accordance with the LOPDGDD and the GDPR solely for the purpose of managing the report and adopting the appropriate measures.
- The company receiving the report is the data controller.
- Twentic S.L. acts solely as a technology provider and guarantees the security of the platform.

- You may exercise your rights of access, rectification, erasure, restriction, portability, and objection by contacting the organization responsible for the report.
- The data will be retained only for as long as necessary to manage the report, in accordance with applicable regulations.

## **5. Liability**

- You will be responsible for the accuracy of the information you submit and for any consequences arising from false or malicious reports.
- Twentic S.L. is not responsible for the content of the reports or for the decisions taken by the company that receives them.

## **6. Security**

- The platform includes technical and organizational security measures to protect the transmitted information.
- You must maintain the confidentiality of any credentials or access to the channel.

## **7. Amendment of the terms**

The company contracting the channel, and regarding the technological platform, Twentic S.L., reserves the right to modify these Terms.

## **8. Governing law and jurisdiction**

These Terms are governed by Spanish law. Any dispute arising from the use of the channel shall be subject to the jurisdiction of the competent Spanish courts.

## **9. User acceptance**

- By clicking “Accept” or submitting a report, you declare  
that you: I have read and understood these Terms.
- Expressly accept compliance with them.
- Understand that the information provided will be processed by the company managing the channel, in accordance with applicable data protection and confidentiality regulations.
- In the case of an anonymous report, I have followed the indicated instructions to securely track the report.