

WHAT IS THE WHISTLEBLOWING CHANNEL OF THE PALAU DE LA MÚSICA CATALANA?

This Whistleblowing Channel is a tool through which anyone can report or inform the Palau de la Música Catalana about any breach of a rule, whether a law or an internal regulation of the institution that affects it.

These communications can be sent to the Palau de la Música Catalana through the following means:

- By email sent to the address: bonespractiques@palaumusica.cat
- Through a personal interview with the Compliance Officer of the Palau de la Música Catalana with whom a prior interview must be requested, through the previous email, and from which an appropriate written record will be drawn up.
- By using our Whistleblowing Channel platform accessible through this link:

<https://canaldenuncies.palaumusica.cat/>

If you wish to notify matters relating to the quality of the services offered by the Palau de la Música Catalana or consult doubts about them, you can please contact the following address: atencioclient@palaumusica.cat

Through these means you can send us your communication. The information you provide will be treated confidentially and, if you choose to do so, also anonymously. When we receive your communication we will follow these steps: Reception of the communication, previous analysis of it, investigation, where appropriate, of the facts explained and issuance of a final report of conclusions. You will be promptly informed of the progress of the procedure during which the rights and duties recognized to individuals who may be linked to the facts communicated will be respected. The facts that are provided to us will only be accessible by the Compliance and Governance Commission of the Palau de la Música Catalana and, exceptionally, by those people whose knowledge may be necessary for a correct management of the communication received. In no case will the identity of the complainant be communicated to any third party. We also inform you that no *bona fide* user of the channel may suffer any type of retaliation as a result of its use.

Thank you!. We thank you for your cooperation.

In the event that an investigation procedure is initiated through the Whistleblowing Channel, the Foundation will always respect the principles of freedom, confidentiality, indemnity and prohibition of reprisals and it will comply at all times with the provisions of article 24 of Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights. Likewise, the Foundation will always ensure respect for the right of defense of all parties involved in the investigative process that may be initiated and will admit anonymous complaints.

In the event that you contact us through this email address bonespractiques@palaumusica.cat to make a communication through the Whistleblowing Channel, we inform you that your personal data (in this case, your email address and / or any other personal data that you may eventually provide us, either yours or that of the people involved or affected by your communication) would become part of the systems of information of the Foundation, Responsible for the Treatment, with the sole purpose of collecting this data to be able to attend and follow up on your request and, where appropriate, investigate, detect and correct possible

breaches or inappropriate behaviors in the Foundation, especially in matters of criminal law and regulatory compliance. Your personal data -and / or those that you eventually provide us in your communication- would only be kept for the time necessary to decide on the appropriateness of initiating an investigation into the facts reported and, in any case, our files would be deleted within a maximum period of three months, unless the purpose of the conservation is to leave evidence of the operation of our Criminal Compliance Model and / or there is a legal rule that enables its conservation. At any time, you may exercise the rights of access, deletion, rectification, opposition, portability and limitation, as well as revoke the consent for the processing of your data before the Foundation, by sending an email to pd@palaumusica.cat, indicating the subject: "*Data protection, Whistleblowing Channel*". Finally, we inform you that the Foundation undertakes to preserve the strictest confidentiality regarding the personal data that you provide us on the occasion of your communication. For more information about our Privacy Policy, access the following link: https://www.palaumusica.cat/en/privacy-policy_620269