



WHAT IS THE ORFEÓ CATALÀ'S WHISTLEBLOWING CHANNEL?

This Whistleblowing Channel is a tool through which anyone can report or inform the Orfeó Català 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 Orfeó Català through the following means:

- By using our Whistleblowing Channel platform accessible through this link:

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

- Through a personal interview with the Compliance and Good Governance Commission Responsible of the Orfeó Català with whom a prior interview must be requested through the email: bonespractiques@palaumusica.cat and from which an appropriate written minutes will be drawn up. Remember that through this email you can only request the interview, not advance the facts you want to communicate to us personally.

If you wish to notify matters relating to the quality of the services offered by the Orfeó Català 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 Good Governance Commission of the Orfeó Català 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 Association will always respect the principles of freedom, confidentiality, indemnity and prohibition of reprisals and it will comply at all times with the provisions of Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights. Likewise, the Association 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 ask for the personal interview, 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) would become part of the systems of information of the Association, Responsible for the Treatment, with the sole purpose of collecting this data to



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be able to attend and follow up on your request and, where appropriate, investigate, detect and correct possible breaches or inappropriate behaviors in the Association, 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 Association, by sending an email to pd@palaumusica.cat, indicating the subject: "*Data protection, Whistleblowing Channel*". Finally, we inform you that the Association 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.orfeocatala.cat/en/privacy_4527