

IP-039-01 Procedure for internal reporting and handling violations and follow-up actions

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Legal basis:

Art. 25 of the Whistleblower Protection Act of 14 June 2024 (published in Dz.U. 2024 item 928)



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NIP: 677-23-68-499

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I. Preamble

With a view to building a transparent, ethical and safe organisational culture, Endego is committed to providing all Employees with the possibility to report any irregularities that may affect the operation of the company or violate the law. The introduction of a procedure for the protection of whistleblowers stems from the need to strengthen trust in internal relations and to comply with the legal obligations set out in the Law on the Protection of Whistleblowers of 14 June 2024.

This procedure is designed to ensure that any person reporting a wrongdoing has the right to anonymity and to be protected from any retaliation. Endego undertakes to treat each report with due care and diligence and to take the necessary action to clarify and resolve the issues raised.

We believe that open communication and the ability to report misconduct safely underpin the sustainability of our organisation and foster trust in the relationship between the Employees and Endego. We therefore encourage all members of our team to actively use this procedure and support our shared values.

II. Definitions

Compliance Officer – a person appointed by the Management Board to hold the function of a Compliance Officer in Endego;

Follow-up action - action taken by Endego to assess the veracity of the information contained in a notification and to counteract the infringement of the law that is the subject of the notification, in particular by investigation;

Retaliatory action - is to be understood as a direct or indirect act or omission in a work-related context that is caused by a report or public disclosure and that violates or is likely to violate the whistleblower's rights or causes or is likely to cause undue harm to the whistleblower, including the unwarranted initiation of proceedings against the whistleblower;

Endego – Endego spółka z ograniczoną odpowiedzialnością [a limited liability company] with its registered address in Kraków at Kołowa street no. 8, 30-134 Kraków, entered into the Register of Entrepreneurs kept by the District Court for Kraków – Śródmieście in Kraków, 11th Commercial Division of the National Court Register (KRS) under no. 0000420015, NIP: 6772368499;

Linia etyki [Line of Ethics] – „Linia etyki” spółka z ograniczoną odpowiedzialnością [a limited liability company] with its registered address in Warsaw at ul. Al. Wojska Polskiego 11, 01-524 Warszawa, entered into the Register of Entrepreneurs kept by the District Court for the Capital City of Warsaw in Warsaw, 12th Commercial Division of the National Court Register [KRS] under no. 0000351609, NIP: 1132792056;

Ethics Committee - a temporary internal unit set up in Endego to consider the Application and carry out follow-up actions, in accordance with point. VIII.3 of the Procedure;



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Employee - a natural person performing paid work for Endego, in particular an employee, a temporary employee, a person performing work on a basis other than an employment relationship, including on the basis of a civil law contract (e.g. a contract of mandate or a contract for specific work), a person cooperating with Endego as an entrepreneur (sole proprietor), proxy, partner, board member, supervisory board member, trainee or intern;

Internal reporting procedure - this procedure for reporting internal breaches of the law and taking follow-up action;

Whistleblower - an Employee who reports or publicly discloses information about a violation of law obtained in a work-related context. Individuals who report or publicly disclose information about a violation of law obtained in a work-related context prior to the establishment of an employment or other legal relationship giving rise to the provision of work or services or functions in or for Endego, or after they have ceased to do so, are also deemed to be Whistleblowers;

Act – the Whistleblower Protection Act of 14 June 2024 (published in Dz.U. 2024, item 928);

Notification - an oral or written internal notification or an external notification provided in accordance with the requirements of the Act;

Internal notification - verbal or written communication to Endego of a breach of the law, in accordance with this Procedure;

External notification - oral or written communication to the Ombudsman or a public authority of a violation of the law.

III. Purpose of the Procedure

1. The purpose of this Procedure is to:
 - a. establish secure channels for Internal Breach Notifications;
 - b. establish rules for making and receiving Internal Notifications;
 - c. establish transparent and reliable rules for follow-up actions, including verification of the validity of the notification; and
 - d. protect individuals who may be subject to retaliation for whistleblowing.
2. In a long-term perspective, the purpose of this Procedure is to:
 - a. counter violations of the law, internal regulations and ethical standards,
 - b. build a sense of shared responsibility for the workplace within Endego's team; and
 - c. protect the interests of employees, the organisation, its environment and its stakeholders.



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IV. Subject of notification

The notification can be about a suggestion or a violation.

The submission of a suggestion concerns the improvement of working and management conditions at Endego. A suggestion does not concern a breach.

A notification of a breach involves information, including reasonable suspicion, regarding an act or omission implying a breach of the law, internal regulations or ethical standards that has occurred or is likely to occur at Endego. Attempts to conceal a violation are also subject to such notification.

In particular, we consider the following documents to be internal regulations:

1. Work regulations;
2. Remuneration regulations;
3. IP-030-01 Security Policy.

Ethical standards are stipulated, e.g. in the following documents:

1. Endego's Code of Ethics;
2. IP-036-01 Human Rights Policy;
3. IP-027-01 Anti-Fraud and Corruption Policy;
4. IP-037-01 Policy regarding conflict of interest for Members of the Company's Management Board;

V. Method of making notifications

Reporting violations and suggestions is an expression of concern for the welfare of Endego, its stakeholders and the environment in which it operates, and - the welfare of the Whistleblower's colleagues.

Any person with a professional relationship with Endego who has witnessed or has knowledge of a violation may report it in accordance with this Procedure. The use of the Procedure is voluntary and does not exclude the use of the official channel for the same purpose.

Notifications can be made directly through:

1. internal channels for reporting within Endego;
2. external reporting channels established by the Ombudsman or public bodies and, where appropriate, to EU institutions, bodies or agencies.

Endego encourages the use of internal channels in accordance with this Procedure in the first instance, which allows for a rapid response to the notification using the organisation's resources.

VI. Internal notifications



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1. The Compliance Officer or the Line of Ethics are responsible for accepting internal notifications under the Procedure at Endego.
2. Suggestions and violations can be reported through the following internal channels:
 - a. directly to the Compliance Officer:
 - i. e-mail complianceoffice@endego.com, or
 - ii. at the request of the whistleblower by means of a face-to-face meeting held within 14 days of the request,
 - b. telephone helpline at +48 22 49 36 900 operating on working days from 7:00 – 18:00,
 - c. internet platform: endego.liniaetyki.com (without www prefix in the address),
 - d. e-mail: endego@liniaetyki.pl.

The channels referred to in b, c i d above are run by an independent entity called Line of Ethics.

3. Oral notifications referred to in clause VI.2. a-b shall be documented by means of a recording, a transcript from the recording or, if not recorded, a record of the conversation.
4. The whistleblower has the right to check, correct and approve the report of the notification.
5. The notification may be:
 - a. named - when the Whistleblower provides his/her personal details together with his/her correspondence address or e-mail address ('Contact Address') or when his/her identity can be identified on the basis of other information contained in the notification;
 - b. anonymous - when the Whistleblower does not provide his/her personal data and his/her identity is not identifiable on the basis of other information contained in the notification.
6. The decision to provide personal data is made by the Whistleblower. In the case of an Anonymous Notification, the identity of the Whistleblower will not be established during or outside the investigation.
7. The personal data of the Whistleblower and other persons referred to in the notification are confidential. Personal data are considered to be any information that identifies a person directly, such as name, or indirectly, such as the circumstances in which they have participated, as well as e-mail address and job title - if they are of an individualised nature.
8. If the identity of an anonymous Whistleblower is recognised in the course of the investigation, he/she shall retain all rights to protect the confidentiality of his/her personal data in accordance with clause V.7.
9. Subject to the exception referred to in clause V.10 below, the Whistleblower's personal data may not be disclosed without the express consent of the Whistleblower to any person other than those authorised to accept notifications and carry out follow-up actions.
10. The data of the Whistleblower may only be communicated if this is a necessary and proportionate measure for the implementation of investigations or judicial proceedings by the relevant authorities. In such a case, the Whistleblower shall be informed of the intended date of transmission.
11. The Whistleblower shall receive an acknowledgement of receipt of the notification within 7 (in words: seven) days from the date of receipt of the notification, unless the Whistleblower has not provided an address to which the acknowledgement should be sent. For notifications made through the channels referred to in clause 2(b) to (d), the Whistleblower will receive an automatic acknowledgement on the endego.liniaetyki.com platform.

VII. External notifications



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The information needed to make an external notification, including contact details, in particular postal and e-mail addresses and helpline numbers, as well as the procedure to be followed in the event of an external notification, is available on the website of the Ombudsman and the public authorities operating external notification channels and the competent institutions, bodies, offices or agencies of the European Union.

VIII. Follow-up actions

1. The persons appointed to carry out follow-up actions are required to carry them out with due diligence.
2. Follow-up actions include the following:
 - a. verification of the veracity of the allegations contained in the notification;
 - b. actions and decisions resulting from the verification of the validity of the notification, in particular:
 - i. proceedings conducted on the basis of internal regulations and policies, e.g. anti-bullying proceedings;
 - ii. actions to recover funds or other losses incurred as a result of the breach;
 - iii. decisions concerning the person named in the notification or other persons responsible for the breach, including decisions enforcing the liability of such persons in relation to the breach;
 - iv. decisions concerning the protection of the whistleblower against retaliation;
 - v. decisions enforcing liability against those who retaliate;
 - vi. planning actions to prevent similar violations in the future;
 - vii. closure of proceedings.
3. In order to clarify each notification, an Endego Ethics Committee is appointed in each case, composed of:
 - a. Compliance Officer – Chairperson; and
 - b. at least two ordinary members, designated by the Chairperson, whose expertise is needed to clarify the notification. These persons may be chosen either from Endego or from outside the organisation.

In the event that the Compliance Officer is unable to act as Chairman of the Ethics Committee due to a conflict of interest, Endego's Management Board will appoint another person to do so.
4. The tasks of the Ethics Committee include:
 - a. conducting an investigation and verifying the validity of the notification,
 - b. preparation of a report on the notification, together with recommendations for decisions arising from the investigation.
5. The Compliance Officer takes the decisions resulting from the verification of the legitimacy of the notification. The Compliance Officer may delegate certain decisions to other relevant employees of Endego, in particular to the supervisor of the person concerned by the report, to the supervisor of the person who retaliates, to the internal auditor, to the head of the relevant department.
6. Members of the Ethics Committee before taking action:
 - a. receive written authorisation; and
 - b. sign a confidentiality statement, valid even after their employment with Endego has ended.

Authorisations and confidentiality statements are forwarded to the relevant person for signature and then kept by the Compliance Officer.
7. Persons involved in follow-up actions perform the assigned activities in an impartial manner. If circumstances arise that give rise to reasonable doubts as to impartiality, a person involved in follow-up actions is required to refrain from the activity and to notify the Chairperson of the Ethics Committee of



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the reasons. The Chairperson of the Ethics Committee may, on his/her own initiative, remove a person from follow-up actions if he/she is suspected of having a conflict of interest.

8. The deadline for feedback to the Whistleblower is 3 months from the date of acknowledgement of acceptance of the internal notification or, if the acknowledgement referred to in VI.11 is not provided, 3 months from the expiry of 7 days from the date of the internal notification, unless the Whistleblower has not provided a Contact Address to which feedback should be provided.

IX. Whistleblower protection

1. Endego protects persons making internal or external notifications from Retaliatory Actions. The provisions on protection against Retaliation apply mutatis mutandis to the person assisting in making the notification and to a person related to the whistleblower (e.g. a person who is a relative of the whistleblower) if they also have a professional relationship with Endego.
2. Retaliatory Actions, particularly those involving the violation of employees' rights and the use of bullying and discrimination, are strictly prohibited at Endego and are subject to disciplinary sanctions.
3. Attempts or threats of Retaliatory Actions are also prohibited.
4. Retaliatory Actions against the Whistleblower by superiors or colleagues or subordinates constitutes an action prejudicial to the interests of Endego.
5. The person reporting the suggestion or violation shall be protected, provided that he or she had reasonable grounds to believe that the information contained in the Notification is true at the time of the Notification and that such information constitutes information about a violation of law, internal regulations or ethical standards.
6. Protection is provided to all Whistleblowers.
7. Endego prohibits obstructing or attempting to obstruct Notifications, in particular by means of violence, threat or deception.
8. Disclosure of the Whistleblower's identity without his/her express consent is prohibited.
9. Protection does not apply to persons who knowingly report or manipulate false information.
10. Notwithstanding the protection against retaliatory action, the Whistleblower may be held liable to the appropriate extent, in particular employee liability, if the Whistleblower himself has participated in the breach.

X. Rights of the persons concerned by the Notification

1. The data of the person concerned by the notification constitutes confidential information.
2. Until the investigation is completed and the merits of the allegation of a breach of the law or ethical standards are resolved, the person concerned by the notification is entitled to the presumption of innocence.
3. The person concerned by the notification is entitled to a fair hearing, in particular:



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- a. the right to have the matter resolved within a reasonable time before the Ethics Committee, with a composition that guarantees impartiality;
- b. the right to be informed of the opening of an investigation, with the Ethics Committee informing the person concerned by the notification in a timely manner, taking into account the need for the unimpeded gathering of evidence, preventing the destruction or concealment of evidence, and taking into account the interests of the Whistleblower, the affected person and witnesses;
- c. the right to be informed of the outcome of the investigation, although the Ethics Committee may refrain from informing the person concerned by the notification of the outcome of the investigation if the content of the notification proves to be manifestly unfounded or is not corroborated;
- d. the right of defence, including the right to know the reasons for the Ethics Committee's decision and to comment on the Committee's findings of fact and conclusions;
- c. the right to adduce evidence to show that an allegation of a breach of the law or of ethical standards is unfounded.

XI. Education and communication

Compliance Officer oversees the organization of:

- a. regular training and communication for employees on the implementation of whistleblowing channels and this Procedure;
- b. training for new employees,
- c. periodic communication on the functioning of the whistleblowing channels.

XII. Register of internal notifications

1. Compliance Officer keeps the register of internal notifications.
2. The controller of the data collected in the register is Endego.
3. The following information shall be entered in the register:
 - a. number of the Notification;
 - b. subject of the breach;
 - c. date of the Notification;
 - d. personal data of the Whistleblower and the person concerned (if provided);
 - e. contact address of the Whistleblower (if provided);
 - f. follow-up actions undertaken;
 - g. date of closing the case.
4. The information contained in the register of notifications is confidential and subject to the obligation of confidentiality. Access to the register of notifications is granted to persons with written authorisation.
5. A form of the notification register is attached as Attachment no. 1 to this Procedure.
6. The information in the register of internal notifications is retained for a period of 3 years after the end of the calendar year in which the follow-up actions have been completed or the proceedings initiated by those actions have been terminated.



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7. Personal data that is not relevant to the processing of the case is not collected in the register and, if accidentally collected, is deleted, no later than 14 days after it has been established that its retention is unnecessary.

XIII. Publication and access to the Procedure

1. This Procedure has been consulted and communicated to employees in the usual way at Endego, and that is in electronic communication through a notice on 24 September 2024.
2. The content of this Procedure is available::
 - a. on a network drive in the following location: V:\02_COMPANY ORGANIZATION\02_DOKUMENTY\PROCEDURY FIRMOWE;
 - b. on the website: endego.com/eng/sygnalisci/.
3. Information on the Procedure shall be communicated each time to persons or legal entities applying for employment, assignment or contract at Endego before the relevant contract is signed.

XIV. Final provisions

1. This Procedure shall enter into force 7 days after it has been made known to the employees, in accordance with clause XIII. 1.
2. This Procedure is subject to consultation with employee representatives.
3. This Procedure is subject to review not less frequently than once every three years.
4. In all matters not regulated by this Procedure relevant provisions of the Whistleblower Protection Act of 14 June 2024 and the Labour Code shall be applicable.

XV. Attachments

Attachment no. 1 – Form of the notification register;

Attachment no. 2 - Form of follow-up action authorisation and confidentiality statement;

Attachment no. 3 – Information about the processing of the personal data of the Whistleblower in Endego Sp. z o.o.

XVI. Related documents

IP-027-01 Anti-Fraud and Corruption Policy;

IP-030-01 Security Policy;

IP-036-01 Human Rights Policy;

IP-037-01 Policy regarding conflict of interest for Members of the Company's Management Board;
Endego's Code of Ethics.



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Attachment no. 3**Information about the processing of the personal data of the Whistleblower in Endego Sp. z o.o. with its registered address in Kraków**

In connection with the processing of the personal data of the Whistleblowers, based on the provisions of Article 13(1) and (2) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and the repeal of Directive 95/46/EC (General Data Protection Regulation), hereinafter: the "RODO", we provide below the information required by law.

Data controller

The controller of the Whistleblower's personal data (hereinafter: "PDC") is Endego spółka z ograniczoną odpowiedzialnością with its registered office in Kraków at Kołowa street no. 8, 30-134 Kraków, KRS: 0000420015. The Whistleblower may contact the PDC in the following manner:

- 1) by letter to the following address: Kolowa street no. 8, 30-134 Kraków
- 2) by e-mail: info@endego.com
- 3) by phone: + 48 12 397 21 82

Purposes of personal data processing and legal basis for processing

Personal data of the Whistleblower shall be processed in order to:

- 1) receive and process the Notification,
- 2) verify the Notification,
- 3) conduct an investigation, and
- 4) take follow-up actions as a result of the Notification.

The legal basis of the Whistleblower's personal data processing is:

- 1) consent - in the case of the Whistleblower's consent to the disclosure of his/her identity (Art. 6 item 1 letter (a) of GDPR);
- 2) necessity for the fulfilment of a legal obligation incumbent on the PDC in connection with the performance of tasks related to the Whistleblower Protection Act of 14 June 2024 (Art. 6 item 1, letter (c) of GDPR);
- 3) necessity for reasons of substantial public interest - in the case of the processing of special categories of personal data, e.g. concerning health, political, religious or philosophical beliefs, sexual orientation, trade union membership, etc. (Art. 9, item 2, letter (g) RODO), in order to implement Art. 8 item 4 of the Whistleblower Protection Act;
- 4) necessity for the purposes of the legitimate interests pursued by PDC - regarding the investigation of internal regulation violations and ethical violations in our organization (Art. 6 item 1, letter (f) of GDPR).

Data recipients (recipient categories)

The Whistleblower's personal data may be shared with external entities providing services to PDC, such as legal, audit, accounting, compliance and other advisory services requested by PDC in connection with the



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investigation and follow-up actions, as well as IT service providers, including email. PDC may only share personal data with entities with which it has a personal data processing entrustment agreement in place. The Whistleblower's personal data will not be transferred to a third country or international organisation.

Retention period of personal data

We will retain the Whistleblower's data for a period of 3 years after the end of the calendar year in which the follow-up action is completed or the proceedings initiated by that action are completed. Personal data that is not relevant to the handling of the case will not be collected in the register and, if inadvertently collected, will be deleted, no later than 14 days after it is determined that retention is unnecessary.

Consequences of not providing personal data

The provision of personal data by the Whistleblower is voluntary, although it may be necessary for the investigation. Failure to provide personal data, in particular a Contact Address, entails: i) that the Whistleblower cannot be informed of the acceptance of the Notification, ii) that the Whistleblower cannot participate in the investigation, and iii) that the Whistleblower cannot be informed of the follow-up actions taken.

Information on automated decision-making

While processing the Whistleblower's personal data we do not apply automated decision-making.

Rights related to personal data processing

The Whistleblower shall be granted the following rights related to personal data processing:

1. The right of access to personal data, the right to request rectification, erasure or restriction of the processing of personal data, unless these rights are excluded or restricted by law.
2. The right to object to the processing of personal data on the grounds of the Whistleblower's particular situation - in cases where the Whistleblower's personal data is processed on the basis of our legitimate interest.
3. With regard to data processed on the basis of consent, the right to withdraw consent to personal data processing at any time, whereby the withdrawal of consent shall not affect the lawfulness of processing carried out on the basis of consent before its withdrawal.
4. The right to data transfer, i.e. the right to receive personal data in a structured, commonly used machine-readable computer format. You may send the data to another controller or request that we send the data to another controller. However, we will only do this if such a transfer is technically possible.
5. The right to lodge a complaint with the authority - the President of the Office for Personal Data Protection.
6. Other rights deriving from generally applicable legislation.

To exercise these rights, please contact us.

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