

DATA PROTECTION & PRIVACY NOTICE

The data privacy regulations of some countries require that a person making a report containing personal data must be notified of certain collection and retention practices regarding the information submitted by that person through this service.

1. General

The Swift Speak Up is a web and phone-based intake system provided by S.W.I.F.T. sc, Avenue Adèle 1 – 1310 La Hulpe, Belgium (“CUSTOMER”) to its employees, vendors, suppliers and business partners and those of its subsidiaries (“Reporters”) for reporting suspected violations of laws or regulations, or for certain matters specifically specified in an applicable whistleblowing law.

CUSTOMER is the controller of the processing, and NAVEX is a processor acting on behalf of CUSTOMER.

You may contact CUSTOMER with any questions relating to this Notice or this service as follows:

- By mail to **Swift Data Protection Officer**, S.W.I.F.T. sc, Avenue Adèle 1, 1310 La Hulpe, Belgium; or
- By email to **privacy.officer@swift.com**

In certain countries, such as the United States, the Swift Speak Up may also be used to report suspected violations of other matters. It and the database in which the personal data and information that you may report is stored in the European Union, with service and support operated in the United Kingdom by NAVEX.

2. Use of the HOTLINE SHORT NAME

Use of the Swift Speak Up is entirely voluntary. You are encouraged to report possible violations directly to your manager, or to a representative of the Human Resources, Legal or Corporate Compliance Departments, depending on the nature of the possible violation. If you feel that you are unable to do so, you may use the Swift Speak Up to make your report.

The Swift Speak Up is a confidential online reporting system that allows you to report suspected violations of law or company policies, as well as other concerns you may have, to CUSTOMER.

3. What personal data and information is collected and processed?



The Swift Speak Up captures the following personal data and information that you provide when you make a report: (i) your name and contact details (unless you report anonymously) and whether you are employed by CUSTOMER; (ii) the name and other personal data of the persons you name in your report if you provide such information (i.e.: description of functions and contact details); and (iii) a description of the alleged misconduct as well as a description of the circumstances of the incident. Note that depending upon the laws of the country in which you are residing, the report may not be made anonymously; however, your personal information will be treated confidentially and will only be disclosed as set out below.

4. How will the personal data and information be processed after your report and who may access personal data and information?

The purpose for which your personal data, and your report, will be used will be to investigate the issues raised in your report and to take appropriate follow-up action, in accordance with applicable law.

The personal data and information you provide will be stored in a database which is located on servers hosted in the European Union, with service and support operated in the United Kingdom by NAVEX. NAVEX has entered into contractual commitments with CUSTOMER to secure the information you provide in accordance with applicable law. NAVEX is committed to maintaining stringent privacy and security practices including those related to notice, choice, onward transfer, security, data integrity, access, and enforcement.

In addition, the personal data provided in this context will be processed for other purposes such as producing statistics and reports, improving processes and taking risk-based business decisions, and reporting to authorities as applicable.

You may contact CUSTOMER with any requests relating to the use, transfer, correction, or deletion of any of your personal data stored by this service at: privacy.officer@swift.com.

For the purpose of processing and investigating your report and subject to the provisions of local law, the personal data and information you provide may be accessed, processed and used by the relevant personnel of CUSTOMER, including but not limited to Human Resources, Finance, Internal Audit, Legal, Corporate Compliance, management, as well as external advisors (e.g. intake services, legal advisors, corporate investigators, etc.), or, in limited circumstances, by technical staff at NAVEX. Those individuals may be located in the United States, the United Kingdom or elsewhere.

Personal data and information you provide may also be disclosed to the police and/or other enforcement or regulatory authorities. The relevant bodies that receive and process personal data can be located in the US or in another country that may not provide the level of data protection available in the EU.

5. Accessing information concerning the report

CUSTOMER will promptly notify any person who is the subject of a report to the Swift Speak Up except where notice needs to be delayed to ensure the integrity of the investigation and preservation of relevant information.



With some exceptions, the subject of the report may access information concerning the report (with the exception of the identity of the reporter) and request correction of personal data that is inaccurate or incomplete in accordance with applicable law. Similarly, with some exceptions, reporters may also access information about the report and request corrections of their personal data in accordance with applicable law.

6. Legal Basis for Processing

CUSTOMER will collect and process personal data as mandated and according to applicable Whistleblowing laws. In any other cases, CUSTOMER has a legitimate interest to collect and process personal data to offer reporting services globally and be able to properly meet the abovementioned purposes.

7. Retention of the Report and of Your Data

Your report and your personal data will only be retained for as long as they are needed for the investigation of your allegations and for any legitimate follow-up to the investigation; they will be fully and securely destroyed or erased when and as soon as they are no longer needed for the investigation of the report, or for the purposes of legitimate follow-up to the report (including legal action).

A report and the related personal data can therefore be retained up to 30 years after the last alleged fact mentioned in it, unless the law provides otherwise, in which case the report and related personal data will not be retained longer than the applicable statutory retention period.

However, reports and files on the investigation of reports (or parts of such reports or files) and personal data in such reports or files may be placed in an archive if there is a clear and overriding public interest or legal interest of CUSTOMER in retaining the data, subject to such restrictions on access to the data aimed at safeguarding the rights and freedoms of the data subjects as may be allowed by applicable law.

Anonymized reports or data are not subject to this section.

8. Your Rights

CUSTOMER will fully support you in exercise of any rights you may have as a data subject under applicable law, i.e., your:

- right of access to your data;
- right to rectification of incorrect data;
- right to erasure of data (“right to be forgotten”);
- right to ask for restriction (“blocking”) of contested data;
- right to have third parties who received incorrect, incomplete or contested data informed of any rectifications or blocking of your data;



- right to data portability;
- right to object to processing;
- right not to be subject to automated decision-making including profiling (in fact we will not use your data or any information in your report for such decision-making).

You may exercise your rights by sending an email to our Data Protection office at privacy.officer@swift.com, with a proof of your identity and the context of your question.

We will only restrict any of the above rights if and to the extent that that is necessary and proportionate in order to safeguard any of the major public interests recognized in applicable law such as the protection of criminal investigations or public security, or to protect the fundamental rights and freedoms of others, including any person(s) incriminated in your report, in accordance with applicable law.

In addition to the rights listed above, you also have the right to lodge a complaint about our processing of your personal data with the authority competent for supervising the processing of personal data (often referred to as the data protection authority) in the country where you live (if that is an EU/EEA Member State) or in the country CUSTOMER is based (if you live outside the EU/EEA).

For CUSTOMER, the lead authority is:

Belgian Data Protection authority

Rue de la Presse 35,

1000 Brussels

@ : contact@apd-gba.be

dataprotectionauthority.be

9. Transfers of Personal Data to Non-EU/EEA Countries

Your report and your details may be held on the secure servers of NAVEX located in the European Union; may be transferred to NAVEX sub-processors outside the EU/EEA for service and support or translation and interpretation purposes.

Your personal data may also be passed on to the servers of CUSTOMER in countries where we have offices (see list on [Get in touch with Swift | Swift](#)), subject to appropriate safeguards.

10. Special Country Regulations

Throughout much of the European Union and surrounding areas, reports may be limited in topics pursuant to applicable law. Further, some countries restrict reports such that only employees in key or management functions may be the subject of a report.

Any issues or concerns relating to topics not permitted by law to be reported via the Swift Speak Up should be reported directly to your Manager or Supervisor or a representative of the Human Resources, Legal or Corporate Compliance Departments as appropriate for the subject matter of the possible violation. In some countries, anonymous reports may not be permitted under the law except under extremely restrictive circumstances.



11. Acknowledgement

Please note that we are able to receive and process reports through the Swift Speak Up only if you confirm that you have read and taken note of this Data Protection and Privacy Notice by clicking the acknowledgement box.