

FAQ on the Internal Reporting Office

What is the reporting office intended for?

Our reporting office is intended for tips about violations, but also for attempts to conceal such violations (see scope of application). However, it is not for complaints about products, services, colleagues, etc.

What do I have to fear when making a report?

You have nothing to fear. However, the whistleblower system must not be used to make false accusations or to deliberately report false information. You can expect **no disadvantages**, as long as you have submitted your tip based on concrete evidence and you are convinced of the accuracy of the information you have provided to the best of your knowledge and belief. We follow up on tips through internal investigations.

Who is protected by whistleblower protection?

Every whistleblower who uses the reporting office as described is protected. Also protected are intermediaries, colleagues, or relatives of the whistleblower who are also in a professional connection to the whistleblower's employer, a customer of the whistleblower, or a recipient of services provided by the whistleblower.

How is my data handled?

All tips that you communicate via the reporting channel are generally processed without disclosing your name. Usually, only the external service provider knows your identity and uses it to send you follow-up questions or feedback. Your data may need to be passed on to investigating authorities or bodies. More information can be found in the information sheet according to Art. 13 & 14 GDPR, which is attached to the FAQs.

Is it also possible to report anonymously?

Yes, in principle, but we encourage you to openly share your tips with the reporting office. That's why we have chosen an external partner to protect you especially well. A non-anonymous report allows a direct dialogue with you, to ask questions, for example, and thus improves the chance of finding a quick solution. If you still wish to remain anonymous, please include as many details as possible and, if available, also documents that support your suspicion. **Please consider:** Only if sufficiently concrete investigative approaches and possibilities of evidence emerge, can your tip ultimately make a difference.

What information should I provide?

Provide as much information as possible. This reduces the need for follow-up questions and the tip can be processed as quickly as possible. Helpful are, among other things, information about the violation, how you became aware of it, and any indications/evidence, but also contact details for follow-up questions.

Will I receive feedback?

We will confirm the receipt of your report promptly. Furthermore, we will inform you about the planned/taken measures after the appropriate processing time (at the latest after 3 months). This is of course only possible if you have not submitted the report anonymously.

What happens after a report?

We follow up on the tips, provided they fall within the aforementioned scope of application and are substantiated. If information is still missing, we will contact you again. All information is treated with strict confidentiality and only reviewed by persons who have committed themselves to confidentiality or are legally obligated to secrecy. However, fairness requires that the legitimate interests of the affected (allegedly "accused") employees are also taken into account. We therefore rely on the fact that no tips are given with dishonest intent. Of course, denunciation is not desired.

Will my data be shared?

Any necessary clarifications of the facts will be carried out within the framework of the respective legal regulations to be complied with, particularly in accordance with data protection requirements. Should the disclosure of your identity be necessary and proportionate in criminal proceedings at the request of law enforcement authorities, or be ordered in an administrative procedure or a court decision, we will inform you about this before disclosure, unless the investigation or the court proceedings would thereby be jeopardized. Further information can be obtained from the information sheet according to Art. 13 & 14 GDPR.

How long will the tips be stored?

Please refer to the information sheet according to Art. 13 & 14 GDPR.

Whom can I contact if I have questions?

You can contact your supervisor or the reporting office directly: meldestelle@uimcert.de. For reports or tips, please use the contact details of the publication.