

ONLINE ETHICAL COMPLAINTS CHANNEL PRIVACY POLICY

The processing of your personal data on the occasion of filing a complaint will be carried out confidentially, with all the legal and security guarantees imposed by the General Data Protection Regulation (EU) 2016/679 (hereafter, GDPR) and Organic Law 3/2018, of December 5, on Personal Data Protection and guarantee of digital rights, and in accordance with the legal requirements contained in the Penal Code (article 31 bis.5 4º), the EU Directive 2019/1937 of October 23, 2019, on the protection of whistleblowers and the rest of the current Spanish legislation.

DATA CONTROLLER

The personal data collected through the Online Ethical Complaints Channel form will be processed by:

PRODUCTOS SOLUBLES S.A.

Avenida Tren Expreso S/N Polígono Industrial Manzana C

Venta de Baños

PALENCIA 34200

CIF: A34174979

Public Registry: Registered in the Commercial Registry of Palencia, volume 265, folio 103, sheet number P-2.923.

Tel. +34 979 76 11 12

Email: rgpd@prosol.coffee

INFORMATION AND CONSENT

By accepting this Privacy Policy when “sending” any information through the Online Ethical Complaints Channel form, the user is informed and gives their free, informed, specific, and unequivocal consent for the personal data provided to be processed with the sole and exclusive purpose of processing and managing the corresponding complaint.

PURPOSE OF THE PROCESSING

The Online Ethical Complaints Channel has been created to communicate relevant facts and circumstances in the field of Compliance (compliance with current legality and internal regulations). The personal data provided for the formulation of complaints will be processed for the processing and management of the received communications, allowing anonymous communications.

TYPES OF DATA PROCESSED

The type of data we will process depends on the information you provide us. Generally, we process the following data:

Identification and contact data, provided by you.

Labor or commercial relationship linking you with the organization.

Depending on your communication, any other personal data related to you or third parties.

Users are informed that the collection of personal data is not mandatory, except for those fields indicated otherwise. It is the user's obligation to provide the data truthfully and to keep them updated.

HOW LONG WILL YOUR DATA BE KEPT?

Data will be kept only for the time strictly necessary to fulfill the purpose for which they were obtained, as long as the consent given is not revoked and to determine the possible responsibilities that could arise from said purpose and the processing of the data.

EXERCISE OF RIGHTS

You can exercise your rights of access, rectification, deletion, limitation, portability, and opposition to the processing of your data by addressing rgpd@prosol.coffee

DATA RECIPIENTS

The personal data will be processed by the Data Controller, only by the internal compliance body designated, to achieve the purposes detailed above of reception, processing, and management of the complaint. Likewise, the information provided in the Online Ethical Complaints Channel form will be processed by its legitimate owner, by its authorized administrators. All people authorized to consult the information stored in the Channel's database have the express obligation to maintain the confidentiality of the data.

Personal data may be communicated, to comply with legal obligations, to competent Public Authorities or the Administration of Justice.

Furthermore, the communication may contain personal data of third parties, to which the complaint may refer. In that case, those persons will be given the opportunity to comment on the reported facts, as long as the investigation is not endangered and the anonymity and confidentiality of their identity are maintained.

SECURITY MEASURES

The personal data provided in the Online Ethical Complaints Channel form will be treated at all times in absolute confidentiality and keeping the mandatory duty of secrecy regarding them, in accordance with the provisions of the applicable regulations, adopting for this purpose the necessary technical and organizational measures that guarantee the security of your data and prevent their alteration, loss, processing, or unauthorized access, taking into account the state of the technology, the nature of the data stored and the risks to which they are exposed.