WHISPLI

WHISPLI · SPEAKING UP WITH CONFIDENCE

Whistleblower Guide

Report a concern, follow up on your report and protect your anonymity, at your own pace.

AUDIENCE

Employees and third parties

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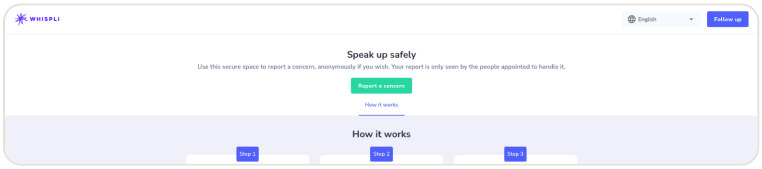
CHAPTER 01

Welcome

Your organisation provides Whispli, a secure space where you can report a situation that concerns you and communicate with the people handling it, either under your name or anonymously.

What you can report

You can report anything within the scope your organisation has defined, from a simple question to highly sensitive information. That scope and the conditions that apply are usually set out in the policy and in any links on your organisation's page.



Your organisation's reporting page: the button opens the form, and "Follow up" takes you back to a report you have already sent.

Whispli is independent software: your report goes only to the people your organisation has approved. Whispli itself has no access to it.

This guide walks you through each step, from choosing how to report to closure: read it from start to finish or go straight to the chapter you need. Three kinds of boxes guide you:

- **GOOD TO KNOW**
  A useful detail to report with peace of mind.
- **DEPENDING ON YOUR ORGANISATION**
  An option your organisation may or may not offer.
- **YOUR PROTECTION**
  What protects your identity and your information.

CHAPTER 02

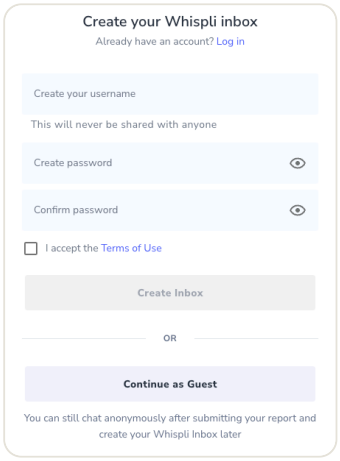
Before you start: choosing how to report

Once you have chosen the form on your organisation's page, you may be offered two ways to continue. Both let you remain anonymous.

	With a secure inbox	As a guest, without an inbox
What you need	A username and password you choose	Nothing: you go straight to the form
To return to your report	You sign in, including from another device	You enter the access code given after you submit
Being notified of a reply	Yes, by email if you add one, or with the mobile app	No: you simply come back to your report with your code

A secure inbox is the recommended option: you can find your reports by signing in, from any device, and you can be notified of updates, by email if you add one or with the mobile app. Your username is never shared with your organisation.

Guest access is only available if your organisation has chosen to offer it: the **Continue as Guest** button then appears below the inbox creation form. Otherwise, creating an inbox is the intended route. If you start as a guest, you can create your inbox later, from the link shown on screen or from Settings, under Account.



Create an inbox, or continue as a guest

YOUR GUEST ACCESS CODE

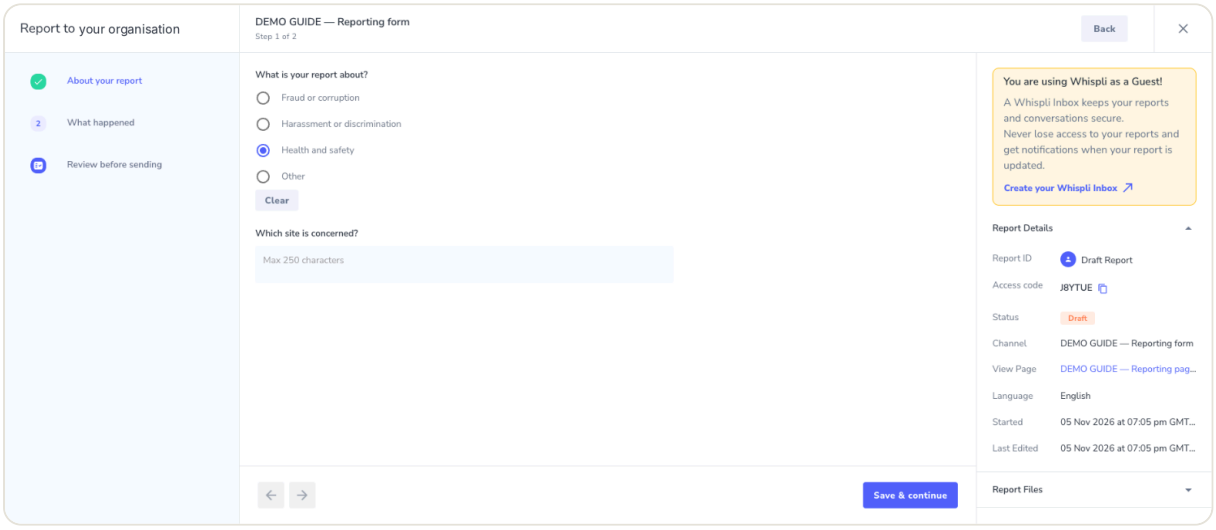
It is shown when you submit your report, with a button to copy it. The screen invites you to note it down and keep it somewhere safe: it is what lets you return to your report, and it cannot be recovered.

CHAPTER 03

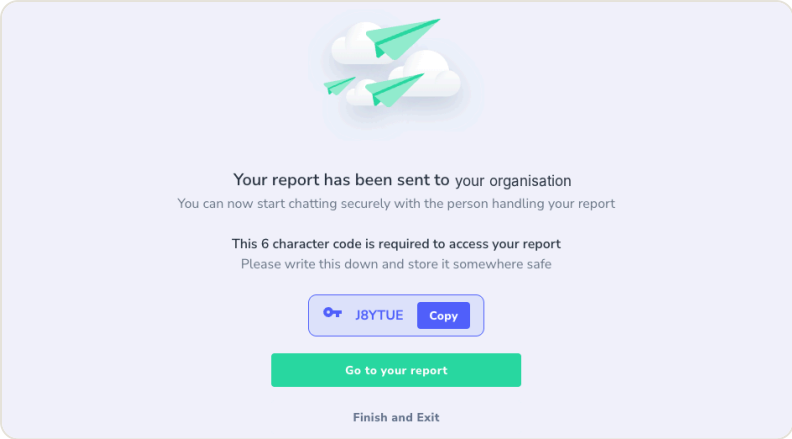
Submitting a report, step by step

The form guides you step by step. You can go at your own pace and review everything before you send it.

1. **The questions.** You answer those that apply to your situation. The form is divided into steps, listed on screen; some questions only appear if they concern you.
2. **Saving.** Until it is sent, your report stays a draft: you can save it as you go and, from your inbox, complete it later.
3. **Reviewing.** The last step summarises all your answers; you can still edit each part.
4. **Sending.** A screen confirms it has been sent to your organisation. From then on, you can communicate securely with the person handling it.



The form: the steps on the left, the questions in the middle and, on the right, the details of your report, including your access code.



The confirmation screen, with your access code and a button to copy it.

GOOD TO KNOW

A draft can be deleted as long as it has not been sent, from the report's menu. You are asked to confirm, because deletion is permanent.

Attaching files

You can attach files to your report. Files sometimes contain hidden information called metadata: a photo taken with a phone, for example, may record the author, the camera settings or where it was taken.

YOUR PROTECTION

Whispli automatically removes metadata from images (bmp, gif, jpg, jpeg, png) and documents (doc, docx, pdf, xls, xlsx, pptx). It is not removed from other file types, from password-protected files or from files inside an archive (.zip or other): it is up to you whether to attach them.

CHAPTER 04

Your anonymity and confidentiality

With Whispli, you decide what you reveal. If you wish, you can stay anonymous from start to finish.

What your organisation sees

- **A randomly generated name**, such as "Orange Owl", never your username. Whispli passes on nothing that identifies you: only what you choose to write or attach can do so.
- **The content of your report**, meaning what you choose to write and attach.
- **No other personal information**: Whispli does not collect or share personal information on your behalf. Your email address, if you add one, is never shared with your organisation.

Who reads your report

Only the people your organisation has approved and designated have access to it. Whispli has no access to your report.

Your data

YOUR PROTECTION

Your data is protected with high-grade encryption (AES-256). Whispli does not process your IP address in the reporting space, does not store it in the reporting space or in the case management tool, and never links it to a report. The security infrastructure that protects the platform against attacks processes connection data, including your IP address. Your IP address is not made available to the people handling your report and is not used to identify you.

The reporting space uses only the cookies it needs to work, for example to warn you before you are signed out for inactivity, so you do not lose what you have typed. No statistical cookies are used there.

Your email address is optional. It lets you recover your account if you forget your password and receive notifications. The interface recommends not using a work or shared email address.

CHAPTER 05

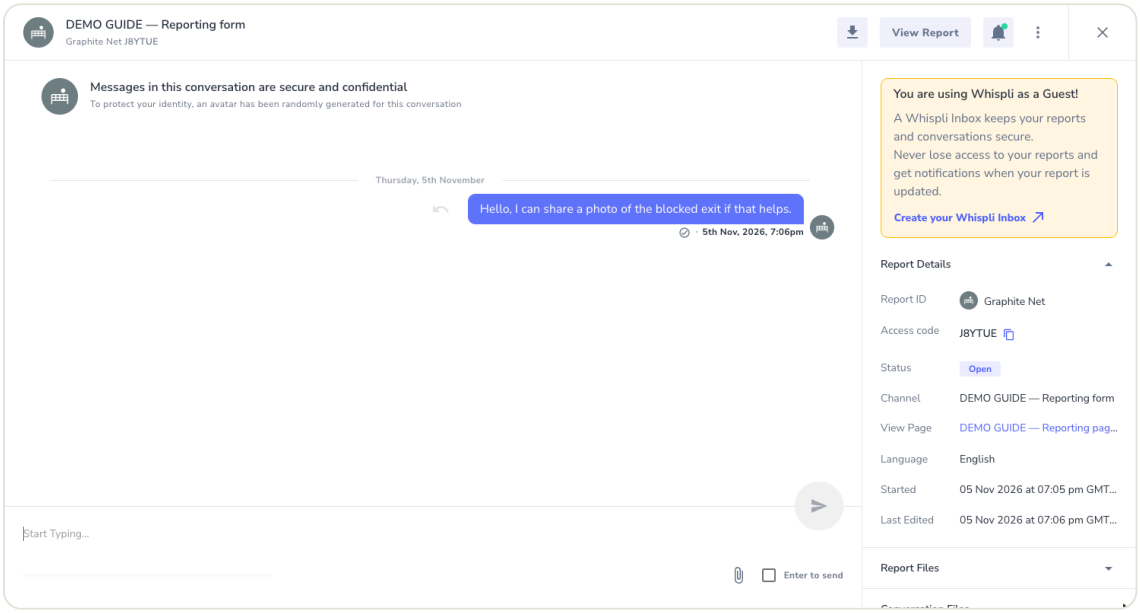
Following up and communicating

After you submit, the conversation stays open: the team handling your report can ask you questions, and you can reply or send further information at any time while it is being handled.

Messages

You find your report in your inbox, or with your access code if you sent it as a guest. The conversation is secure and confidential; to protect your identity, an avatar represents you.

This is where you receive messages from the team handling your report, whether written by a person or sent automatically, and where you can reply.



The secure conversation: your messages on the right, with your avatar.

Being notified

With an inbox, you can be notified of updates:

- **by email**, if you have added an address: new messages and changes to your report, such as a new version or its archiving;
- **through the Whispli mobile app**, which sends notifications to your phone. You can sign in to it by scanning a QR code from your inbox settings.

Your email address can be added or changed from your inbox **settings**, under **Account**; you are asked for your password to confirm.

GOOD TO KNOW

With guest access, no notifications are sent: you simply come back to your report with your code. The notification options become available as soon as you create an inbox and add your email address.

What you are informed of

- **A new message** from the team handling your report.
- **The closure** of your report.
- **Its archiving**: you can still view it and download it as a PDF.
- **A new version** of your report, if the team creates one. You then see both versions and can switch between them; a pop-up explains why this version was created, and a new chat area opens.
- **The removal of some information** from your report, often to make it anonymous, with the permanent deletion date shown in the notification.

CHAPTER 06

Revealing your identity, if you wish

You stay in control of your identity at all times. Revealing it is your choice, and you can do so later if you wish.

Whispli never shares anything without your consent. If you feel comfortable doing so, you can say who you are, for example in a new report sent from your inbox, even if your previous reports were anonymous.

YOUR PROTECTION

Each report is given its own system-generated name. Your organisation cannot tell that several reports come from the same person or the same inbox: your anonymous reports cannot be linked to each other.

CHAPTER 07

After your report is closed

When your organisation has finished handling your report, you are informed in your space.

- **Closure.** You receive a notification when your report is closed; in your space, it then shows the "Closed" status.
- **Archiving.** You are notified when your report is archived. You can still view it and download it as a PDF.
- **Deletion.** Your organisation keeps the information only for as long as needed, under its retention policy, then, out of respect for your privacy, permanently removes it from the platform. You may see a message announcing this deletion.

GOOD TO KNOW

As soon as this message appears, a download button is shown to its right, so you can keep a copy of your report.

CHAPTER 08

Practical tips and help

A few simple precautions to report with peace of mind.

Your sign-in details, to keep somewhere safe

- **Your username and password.** Whispli cannot recover a lost username. Without a saved email address, your account cannot be recovered if you forget your password.
- **Your guest access code**, if you reported without an inbox. It cannot be recovered either.

Browsing discreetly

If you would rather your visit was not kept in your browser history, the Whispli Help Center suggests private browsing; for more discretion, a VPN or the Tor browser.

Your attachments

A file can contain invisible information, such as where a photo was taken. Metadata is removed automatically from certain image and document formats; the list is in chapter 3.

Need help?

- **About the procedure and what you can report**: your organisation's speak-up policy and the links on its reporting page.
- **About how Whispli works**: the online Help Center, help.whispli.com, in the section for informants.

WHISPLI

Whistleblower Guide

help.whispli.com/en/articles/informant