whistlelink

Q&A

ABOUT WHISTLELINK

Why use Whistlelink ?

It's quick to set-up, easy to implement, simple to manage and totally secure whistleblower service. All-in-one-system. And it doesn't end there, you'll also be compliant with the EU Whistleblowing Directive and GDPR.

What is Whistlelink?

A secure online whistleblowing system. For any organisation to implement so its employees, suppliers, partners etc can report wrongdoing safely. It´s also a case management tool and is compliant with the EU Whistleblowing Directive.

Who is Whistlelink for?

Any public or private organisation in the EU. Can also be used outside EU, but some notifications are customized for the EU Directive.

What kind of companies does Whistlelink work with?

Whistlelink is specifically developed to meet the requirements of the EU Whistleblowing Directive 2019/1937 and offers a comprehensive whistleblowing solution to companies, organisations and business of all sizes. The report form is available in 35 different languages and may be customized to meet any specific requirements.

PRODUCT

How do we install Whistlelink?
Whistlelink doesn't require any installation. Simply create an account and you'll get instant access to your whistleblowing website.

Is Whistlelink compliant with the EU Directive?
When a organisation implements Whistlelink, the part with report channel for written reports is reached. Then the organization also needs to follow deadlines, rules for communication with the whistleblower etc, but the Whistlelink platform makes all of this very easy, as you will receive notifications before deadline and more.

Can Whistlelink be customized to our needs?
Yes, if you are on a Flex or Premium plan, your whistleblower site can be customised, with your own visual identity, questionnaires and texts.

Why do we need an anonymous solution? Is e-mail or hotline enough?
In the EU Directive, the protection of the whistleblower is of highest priority. Anonymous reporting is a part of this. The Directive claims that the report solutions need to be encrypted, which is not the case with e-mail. E-mail is not considered to be compliant with GDPR when it comes to sensitive information. Neither hotline can be considered to be a fully anonymous solution.

How should we distribute the link about our whistleblowing site?
It´s important do distribute the link in a proper way, and not limit it to for example an intranet, while it then can be traceable. Neither you can have it behind login. While also suppliers, partners etc. shall be able to submit whistleblower reports due to the directive, it should be on your webpage. On the webpage, you have different alternatives. Some examples:
   a. On the Contact page
   b. On page About us
   c. On page for Ethics & Sustainability
   d. Etc.
      Some are afraid that it will flood in reports when you have the link on your website. All experience is, that will not happen. We rather recommend to present it in a way which show you are proud to offer the report channel. It will not lead to unrealistic volumes of reports.

Will Whistlelink be compliant with the national laws?
Absolutely. Whistlelink will be compliant with all the national laws. Nothing so far tells us that the national laws will require additional features in Whistlelink. For the national laws decided so far, it´s fully compliant. If any requirements would require additional features, we will make sure Whistlelink quickly will be adapted.

Is anonymity guaranteed? How?
Whistlelink guarantees anonymity while we don´t require any personal details when a whistleblower submit a report. The organization can choose to make it possible for the whistleblower to add these details in some countries, but it´s not mandatory from Whistlelinks side. There are no connections to mobile number and email addresses etc. Whistlelink also delete metadata in attached documents in the reports. Though, in the cleaning of metadata, there may be types of metadata which can´t be fully cleaned. So, when the whistleblowers are to attach the documents, they are recommended to make sure all metadata is removed before uploading.

I'm afraid to be flooded with fake reports. Is it common?
It´s quite usual that organizations are afraid it will flood in reports when you have the link on your website. That will not happen, due to more than ten years of experience.

How many reports an organization with over 250 employees can expect on the annual basis?
Of course a very difficult question. It will depend on size, kind of business, and more. But let´s say "a standard company" with 1 000 employees, between 0 and 10 reports per year.

Should I wait with the national law before implementing the whistleblowing site?
Of course you can wait, but there is really no reason. The cost is very low per month, the time is short to the deadlines. Implementing it "now" will make it possible to make it your way, communicating it in a smooth way, without it looks like you do it almost only because you need it due to the law. To implement our solution is very smooth, and during this period we will also have better opportunities to give some extra support when needed.

How should I prepare my organization during implementation of the whistleblowing site?
You need to establish a Whistleblowing policy and also communicate the policy and the report solution to all employees. We are happy to support more around this, to make your effort to a minimum.

What departments are usually involved in managing the cases?
It depends on size of the company, but the most usual is HR. Depending on type av case, and risk level, Legal can be added, as Compliance/Investigations etc. Many companies use external experts when it comes to investigations of serious cases.

What will happen if I don't implement the whistleblowing system or policy for my organization?
This differs in the different countries, for the national laws so far. In many countries, it will lead to fines. In the drafts in few countries, imprisonment is on the penalty scale. But this need to be followed for each specific country.

Is the platform available in other languages?
The platform is available in ten languages for the admin module, and 35+ languages for the whistleblowing site and report form.

Does Whistlelink have any certification?
The company behind Whistlelink (Whistleblowing Solutions AB) is certified for Information Security, ISO 27001.

How long is the case data kept in the platform?
The default setting is one month after the case has been closed. Though, the organization can easily customize this between one month and ten years. If the organization find it necessary in specific case, they can delete it after nine days after it was closed.

Do we receive any notification when we receive a new case?
Yes, you will receive notification per e-mail or sms when you receive a new case. You will receive notification per e-mail when the whistleblower sends additional messages as long as the case is open.

Is it possible to download any reports/statistics?
Yes, you can download reports/statistics for chosen period, as month, year or a customized period.

Are there different user roles?

Yes, the following user roles are available:

Owner
- Can do everything
- Need to have at least one for each account

Administrator
- Can do everything but Settings menu option

Case handler
- Can only see and administrate cases they have been assigned to. Case handler can´t assign case to anyone else.

Viewer
- Can only see redacted cases that they have been assigned it. Viewer can´t assign case to anyone else.

PRICING

What is the difference between the plans?
All plans offer the same level of security and the basics for a compliant whistleblower system. The more advanced plans offer customization, multi-language and more users.

What payment methods does Whistlelink offer?
Pay by invoice on an annual basis. You'll receive the invoice once the subscription begins.

Can we buy one whistleblowing site for the group company?
This depends on size of your different entities. If all have max 249 employees, you can go with one site. For separate entities with 250 and more employees, you need a separate whistleblowing site. Though, we can provide with very easy set ups for this.

SECURITY & PRIVACY

How do you protect our data?
Whistlelink ensure the highest levels of security are met by taking multiple organizational and technical measures to keep your information and the whistleblower's identity safe.

Where does Whistlelink host the service?
Whistlelink is running on servers hosted in EU. No personal data is processed or hosted outside of EU.

Can you guarantee the anonymity of the whistleblower?
When submitting a whistleblower report, no personal data is asked for. That said, the national laws in some countries will make it possible for the organisations to ask for it, but the platform makes both alternatives possible. When the whistleblower has submitted a report, she/he will receive a code connected to the case, that can be used for accessing it again. There are no connections to the whistleblowers e-mail or phone.

Is the software encrypted?
Yes, the software is encrypted.