



PUBLIC

EIB Group

Whistleblowing Policy

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European Investment Bank Group Whistleblowing Policy

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Introduction

1. The European Investment Bank (“EIB”), the European Investment Fund (“EIF”) and EIB and EIF (hereafter together as the “EIB Group”, each as an “EIB Group Entity” and collectively “EIB Group Entities”) Whistleblowing Policy (the “Policy”) sets out the internal rules on whistleblowing in the EIB Group concerning misconduct affecting the EIB Group Entities.
2. Integrity represents a core value of each EIB Group Entity. In implementing this core value, the EIB Group Staff Code of Conduct and the EIB Group Anti-Fraud Policy¹ (“AFP”) provide for the duty to report. This requires that each EIB Group Entity provides a safe environment in which instances of misconduct can be reported.
3. This Policy provides the framework and guidelines for Whistleblowers (as defined below) to report any misconduct within an EIB Group Entity of which they become aware and to be protected against retaliation. Protecting Whistleblowers from retaliation also protects the EIB Group, each EIB Group Entity and the public interest by fostering integrity, transparency, accountability and ultimately legitimacy in and of the EIB Group Entities.

Article 1. Definitions

For the purpose of this Policy, the following definitions shall apply:

- 1.1. **Anonymity** means a situation in which the identity of the Whistleblower is not known to the services receiving information and handling a case.
- 1.2. **Confidentiality of Identity** means that the identity of the Whistleblower is known to the recipient of the information, but is kept strictly confidential – in particular, from the person concerned – and is used on a strict need-to-know basis.
- 1.3. **Good Faith** means that the Whistleblower acts with the intention to serve the interests of the EIB Group and reasonably and sincerely believes that the information reported and any allegation contained in it are likely to be true. Good faith is presumed unless and until proven otherwise. This is an essential safeguard to ensure that protection is not lost when the Whistleblower has made an inaccurate report in honest error. However, if the Whistleblower subsequently learns that the information disclosed is not true, s/he may continue to benefit from the protection afforded to Whistleblowers only if s/he has reported this new information in due time. At the same time, a lack of good faith implies that those who do not act with the intention to serve the interests of the EIB Group and/or deliberately and knowingly report abusive, false or malicious allegations, particularly if they are based knowingly on false or misleading information shall not be considered as Whistleblowers.



¹ EIB Group Anti-Fraud Policy – Policy on preventing and deterring prohibited conduct in European Investment Bank Group activities.

1.4. **Head of HR** means EIB Director General of Personnel or EIF Head of Human & Resource Management, as the case may be.

1.5. **Head of Compliance** means EIB Group Chief Compliance Officer or EIF Head of Compliance, as the case may be.

1.6. An **Investigation or Inquiry** means any process designed to gather and analyse information to determine whether misconduct has occurred and, if so, who is the concerned person (or persons). When reference to an investigation is made, it shall also relate to an inquiry and vice versa.

1.7. **Misconduct** means:

a) Failure to comply with the EIB Group or EIB and EIF rules (e.g. policies, Codes of Conduct, procedures, handbooks, guidelines, charters, Staff Regulations),

b) Violations of professional duties,

c) Committing any unlawful act that is or could be harmful to the mission or reputation of an EIB Group Entity,

d) Prohibited conduct, as defined in the AFP,

insofar as the acts referred to above are committed by persons within the scope of this Policy (as defined in Article 4 of this Policy) or by (*mutatis mutandis*):

a) Any project-related party (e.g. borrowers, promoters, contractors, suppliers, beneficiaries, or other relevant persons or entities), insofar as this is included in the related contractual provision, or

b) Any consultant, supplier, service provider or other persons and entities procured by any EIB Group Entity for its own account, or

c) Any counterparty and others through which an EIB Group Entity deals in its borrowing and treasury activities, or

d) Any other persons or entities that participate or seek to participate in activities financed by an EIB Group Entity.

For the sake of clarity, (i) maladministration as defined in the EIB Group Complaints Mechanism Policy or (ii) questions regarding the interpretation of the EIB's and EIF's rules, policies or guidelines, do not qualify as misconduct.

1.8. **Whistleblower** means any natural person referred to in the scope of this Policy who submits a report in an individual capacity and in good faith regarding: (i) misconduct which has occurred or might be occurring, or (ii) attempted misconduct.

Reporting as part of the regular function or duty of a specific service does not qualify as whistleblowing. Reports that are submitted in bad faith, particularly if they are based knowingly on false or misleading information shall not be deemed to be admissible; such reports constitute misconduct that entails disciplinary proceedings. In any case, all reports shall be deemed to be admissible until assessed otherwise. Information which is already fully available in the public domain or unsubstantiated rumours and hearsay are not admissible in the context of this Policy.

- 1.9. **Personal data** means any information of a nature that identifies or makes identifiable any natural person.
- 1.10. **Persons who have supported a Whistleblower** means the persons who have lent assistance to the Whistleblower in his/her reporting, for example by way of encouraging, providing evidence, feedback and/or testifying in the subsequent assessment and/or investigation of the whistleblowing report. For the purposes of this Policy, persons who have supported a Whistleblower only include those who are also persons within the scope of this Policy, as defined under Article 4.
- 1.11. **Persons associated with the Whistleblowers:** relatives, the partner or the spouse who work in an EIB Group Entity. For the purposes of this Policy, persons who are associated with a Whistleblower only include those who are also persons within the scope of this Policy, as defined under Article 4.
- 1.12. **Retaliation** means any detrimental act or omission, direct or indirect, recommended, threatened, attempted or taken by another individual or other individuals against a Whistleblower, persons who have supported a Whistleblower or persons associated to the Whistleblower² and is prompted by internal or external reporting or by public disclosure.
- 1.12.1. Retaliation may include, but is not limited to, unlawful termination of the employment contract, harassment, improper assignment of work outside of the corresponding position description, non-substantiated adverse evaluation of performance or determination of merit pay, the withholding of any entitlement, unfounded adverse personal action against others because of their association with a Whistleblower and adverse non-substantiated decisions regarding the continuity of employment, including the non-renewal of a fixed-term or other temporary contract.
- 1.12.2. Retaliation may also include, but is not limited to, retribution in recruitment and procurement, in the award of contracts, in the administration of contracts, in evaluations of performance, and in the execution or negotiation of dealings with an EIB Group Entity, as applicable.
- 1.12.3. Retaliation does not include any EIB Group Entity's actions that are based on the appropriate application of EIB Group staff rules, policies, regulations and contract terms.

Article 2. Subject matter

- 2.1. This Policy provides the operational procedures on whistleblowing, including the protection afforded to Whistleblowers, persons who have supported a Whistleblower and persons associated to the Whistleblower. It clarifies the rights and responsibilities of persons within its scope with respect to reporting misconduct.
- 2.2. This Policy ensures that Whistleblowers and persons who have supported a Whistleblower are treated with the utmost confidentiality and afforded the most effective protection possible against any retaliation or reprisals, whether actual, attempted or threatened, because of their whistleblowing or support thereof.

² By preventing or punishing them for reporting, supporting or cooperating in an EIB Group investigation.

Article 3. Basic principles

- 3.1. No approvals or authorisations shall be needed to report alleged misconduct. It is not necessary for Whistleblowers to present evidence of an alleged misconduct. However, the level of completeness of the whistleblowing report may affect the ability of the competent services to assess the case properly and in a timely manner.
- 3.2. Actions of retaliation are forbidden and considered to amount to misconduct³. It is prohibited to use one's position to prevent, dissuade or discourage persons within the scope of this Policy from, or to cause detriment to them for, exercising their duty to report or lend assistance to a Whistleblower. This Policy provides for a set of measures that may be employed on a proportionality basis to protect Whistleblowers when the risk of retaliation arises.
- 3.3. Whistleblowers have the assurance that their reporting will be assessed in the appropriate manner and that it may lead to an investigation. If the allegations are confirmed, the relevant EIB Group Entity shall take all necessary steps to identify appropriate remedies and actions. Whistleblowers are encouraged to disclose their identity when reporting information about possible misconduct to enable the relevant EIB Group Entity to protect the Whistleblower and facilitate the investigation. Nonetheless, the relevant EIB Group Entity shall also assess all reports that are submitted anonymously.
- 3.4. The identities of Whistleblowers and persons who have supported a Whistleblower shall be kept strictly confidential and may be disclosed only on a strict need-to-know basis in accordance with the terms of Article 7.2. below. This shall also apply to any other information from which the identity of the Whistleblower or the person who has supported a Whistleblower may be directly or indirectly deduced. Reporting channels shall be operated in a manner that ensures the confidentiality of their identities.
- 3.5. The fundamental rights of any person concerned by the reported information shall be respected in line with investigation procedures, e.g. they shall enjoy the presumption of innocence, the right of defence and the right to appropriate remedies.
- 3.6. While the Policy provides for several reporting possibilities that can be employed in accordance with the terms and conditions indicated in Article 5, internal reporting is strongly encouraged. Direct reporting to the channels designated in Article 5.1. enables each EIB Group Entity to take action whenever required, including the effective protection of Whistleblowers.
- 3.7. Without prejudice to the use of the single portal⁴ for reporting misconduct (see Article 5.1. below), where the internal service which has received a report does not have the competence to address the alleged misconduct reported, it should pass it on to the competent service within a reasonable time, in a secure manner, and inform (where the reporting is not anonymous) the Whistleblower, without delay, of such transmission. The appropriate reporting channels are identified in Article 5.



³ See Article 4.7. of the EIB Group Staff Code of Conduct which prohibits retaliation.

⁴ The link to the single portal will be provided as soon as available. In the interim, please refer to the current reporting form that is already on the EIB's website: <https://www.eib.org/en/infocentre/anti-fraud-form.htm>.

- 3.8. Persons within the scope of this Policy have the duty to cooperate in any administrative inquiry or investigation on the reported information.

Article 4. Scope of the Policy

4.1. Persons within the scope of the Policy

- 4.1.1. This Policy shall apply to all EIB Group Entities' staff members, members of the EIB Management Committee and the EIF Chief Executive/Deputy Chief Executive and any other person providing an EIB Group Entity with services, irrespective of their administrative position or status, e.g. secondees, local agents, graduates, trainees and summer interns and any other persons not directly employed by the relevant EIB Group Entity but providing services to the relevant EIB Group Entity, such as temporary workers (interim staff), external consultants or employees of other service providers, to the extent that their contractual agreements with the relevant EIB Group Entity so provide (for the purpose of this Policy called "persons within the scope of the/this Policy").
- 4.1.2. Whistleblowers that are not subject to the EIB Group Staff Code of Conduct, the EIB Management Committee Code of Conduct, and the EIF Chief Executive and Deputy Chief Executive Code of Conduct shall also benefit from the confidentiality of their identity by the relevant EIB Group Entity and from the prohibition of any acts of retaliation to the extent that these are committed by persons subject to those Codes.

Article 5. Reporting channels

5.1. Internal reporting channels and handling of reports

To facilitate internal reporting, each EIB Group Entity provides to the persons within the scope of this Policy, as applicable, access to a single portal⁵ for reporting misconduct.

Without prejudice to the use of the single portal for reporting misconduct, the reporting of any information relating to misconduct may also be made directly to the competent internal services as follows:

- a) Any information relating to prohibited conduct, as defined in the AFP shall be reported to the Head of Fraud Investigations Division (IG/IN);
- b) Any information relating to harassment of any kind shall be reported to the Head of HR and will be treated in accordance with the EIB Group Dignity at Work Policy;
- c) Any information relating to any other misconduct shall be reported to the Head of Compliance.



⁵ The link to the single portal will be provided as soon as available. In the interim, please refer to the current reporting form that is already on the EIB's website: <https://www.eib.org/en/infocentre/anti-fraud-form.htm>.

5.2. Alternative internal reporting channels

- 5.2.1. If the use of the established reporting mechanisms provided for in Article 5.1 is not appropriate, in view of the circumstances or nature of the information⁶, persons within the scope of the Policy may report the matter to the EIB President or a member of the EIB Management Committee or to the EIF Chief Executive/Deputy Chief Executive, as applicable.
- 5.2.2. In the event of alleged maladministration⁷ by the relevant EIB Group Entity in the management of this Policy, e.g. when whistleblowing reports are not followed up by any actions, persons within the scope of the Policy may lodge a complaint regarding the relevant EIB Group Entity's handling of the case under the EIB Group Complaints Mechanism Policy, which also includes the right to submit a complaint to the European Ombudsman.

5.3. External reporting channels

- 5.3.1. Allegations concerning prohibited conduct can also be reported directly to the European Anti-Fraud Office (OLAF) or to the European Public Prosecutor's Office (EPPO).
- 5.3.2. Allegations concerning money laundering or financing of terrorism committed by any party external to the EIB Group Entities can be reported directly to the competent national authorities.

5.4. Public reporting

- 5.4.1. Whistleblowers reporting to a person or entity other than those referred to in Article 5.1, 5.2. and 5.3., may continue to benefit from the protections of this Policy where they can show that the following conditions assemble:
- a) they had a reasonable basis to believe that such external reporting was necessary in order to avoid a significant threat to the financial interests of the European Union; and
 - b) the Whistleblower had previously made (other than anonymously) a report regarding the same matter to the internal and/or external reporting channels (including cases which were closed by the competent services as the allegations had not been substantiated) and did not receive written feedback on the follow-up to the report according to the conditions and deadlines of Article 6b below; and
 - c) the Whistleblower did not accept any payment or any other benefit from any party for such report and the reporting does not cause any of the EIB Group Entities to violate its obligations to protect the confidential information of another party.

6 E.g. if there is a conflict of interest, a likelihood that evidence relating to the suspected misconduct will be concealed or destroyed, if there is a risk of retaliation, or if the service initially alerted fails to take appropriate action.

7 EIB Group Complaints Mechanism Policy.

Article 6. Information rights of the Whistleblower

A Whistleblower shall:

- a) be provided with an acknowledgement of receipt of his/her report, as rapidly as possible and, in any event, within five working days;
- b) upon request, be provided with feedback about the follow-up to the report within a reasonable timeframe starting from the closure of the case and not exceeding three months, or six months if disciplinary proceedings are opened.

Article 7. Protection, support and guidance

7.1. Guidance

Potential Whistleblowers may approach the Head of Compliance, Inspector General and/or Head of HR to seek guidance and support on:

- a) whether the potential submission would be covered by this Policy;
- b) which reporting channel may be best for communicating the relevant information;
- c) which alternative procedures are available if the information does not qualify for whistleblowing;
- d) advice and guidance on protective measures that may be applicable following the reporting, or on any other question related to this Policy.



7.2. Confidentiality of identity

- 7.2.1. Only staff members and managers who are responsible for processing the whistleblowing files and records ("authorised staff") shall have access to them. The responsible managers shall determine whether such files and records may be shared (entirely or in part) with other parties on a strict need-to-know basis.
- 7.2.2. Authorised staff who are in a conflict of interest or who have recused themselves from an investigation shall not receive any information on the case.
- 7.2.3. Without prejudice to the rights of defence, staff members (and, in general, persons within the scope of the Policy) involved in a case in any capacity are required to preserve and protect the strict confidentiality of the information, complying with the security measures in place designed to effectively prevent personal information from being accessed by non-authorised persons and to guarantee its integrity.

- 7.2.4. Whistleblowers' identities and the identity of the persons who supported a Whistleblower shall not be revealed to the person concerned by the investigation or to any other person, in the absence of strict need-to-know or legal grounds, unless:
- a) the Whistleblower authorises in writing the disclosure of his or her identity; or
 - b) this is a necessary and proportionate requirement in the context of the investigations conducted by the competent services and authorities; or
 - c) this is a requirement in any subsequent legal proceedings; or
 - d) the relevant EIB Group Entity has otherwise a legal obligation to disclose such information, including in the context of subsequent disciplinary proceedings.

- 7.2.5. Whistleblowers and persons who supported a Whistleblower shall be promptly informed of disclosures duly made pursuant to Article 7.2.4. above, unless a restriction applies under the internal rules concerning the processing of personal data in relation to the provision of information to data subjects and the restriction of their rights, as amended from time to time⁸.

7.3. Anonymity

- 7.3.1. Whistleblowers may choose to remain anonymous. Anonymous reports should include a description of the alleged misconduct with all the details available to the Whistleblower in order to allow an efficient assessment of the case and to enable remedial measures to be taken. Anonymous Whistleblowers are also encouraged to provide the above information via the single portal for reporting misconduct or anonymous email accounts created for this purpose, in order for the competent service to contact them.

- 7.3.2. Whistleblowers who choose to report anonymously should consider that since their identities are not known, it would not be possible for the relevant EIB Group Entity to provide them with the protection afforded by this Policy. Should their identity become known at a later stage, they are entitled to the protection as afforded by this Policy.

7.4. Retaliation

7.4.1. Measures against retaliation

- 7.4.1.1. If an investigation finds that a staff member of an EIB Group Entity has committed an act of retaliation, s/he shall be subject to disciplinary proceedings. The relevant EIB Group Entity shall also consider adopting any other measures necessary to remedy the retaliation.



⁸ According to the EIB (personal-data-processing-ig-occo-en.pdf (eib.org) and Processing of personal data by the Personnel Directorate (eib.org)) and the EIF (EUR-Lex - 32020Q0722(01) - EN - EUR-Lex (europa.eu)), decisions laying down internal rules concerning the processing of personal data in relation to the provision of information to data subjects and the restriction of certain of their rights, as amended and supplemented from time to time.

7.4.1.2. If an investigation finds that an external party to an EIB Group Entity has committed an act of retaliation, then the relevant EIB Group Entity shall review any business with such party and undertake appropriate action. Actions may include, but are not limited to, terminating business with such a party, refraining from future business with such a party, or exercising contractual remedies, if applicable, as well as pursuing available judicial remedies.

7.4.2. *Reporting retaliation*

7.4.2.1. Whistleblowers, persons who have supported a Whistleblower or persons associated with a Whistleblower who believe that they have been victims of retaliation or have valid reasons to believe that they are exposed to a risk of retaliation, should immediately report the matter to the Head of Compliance. If the alleged retaliator is the Head of Compliance, the report shall be made to the Head of HR.

7.4.2.2. A person who submits a complaint of retaliation must establish the respective facts with information or documentation in support of his/her complaint. A complaint of retaliation shall be treated as strictly confidential and will not interfere with the investigation of the primary allegation of misconduct, unless the retaliation constitutes a form of obstruction or an attempt of obstruction.

7.4.2.3. It shall be up to the individual who has allegedly committed the retaliation act to prove that there is no causal link between the whistleblowing report and the alleged retaliation act, i.e. that the act is not a retaliation against the Whistleblower.

7.4.3. *Investigation of reported retaliation*

7.4.3.1. Based on the reported retaliation, the Head of Compliance shall assess the matter without undue delay and may launch an inquiry.

7.4.3.2. Whistleblowers shall not lose protection if their reports cannot be substantiated.

7.4.4. *Protection against retaliation*

7.4.4.1. Where a Whistleblower, a person who has supported a Whistleblower or a person associated with a Whistleblower reasonably believes s/he is threatened with retaliation or retaliated against because s/he reported information, the Head of Compliance shall provide appropriate assistance to secure his/her protection. Should the retaliation or the threatened retaliation come from the Head of Compliance, the Head of HR shall provide appropriate assistance to secure the Whistleblower's protection. By exception, measures of protection against any acts of retaliation incurred in relation with the EIB Group Dignity at Work Policy shall specifically be adopted by the Head of HR.

7.4.4.2. The Head of Compliance shall assess the circumstances of the case and may recommend to the EIB President or to the EIF Chief Executive, as applicable, that temporary and/or permanent measures be adopted to protect the Whistleblower, a person who has supported a Whistleblower or a person associated with a Whistleblower and after consulting him/her/them. Such measures might include, but are not limited to:

- a) the temporary suspension of the effect of actions alleged to be retaliatory until their verification;
- b) mobility: temporary and/or permanent reassignment of the Whistleblower, of the person who has supported a Whistleblower, of the person associated with a Whistleblower or of the retaliating staff member to another position, if appropriate and to the extent possible, taking into consideration the types of posts that fit their profiles and the needs of the services;
- c) placement on paid administrative leave of the Whistleblower, of the person who has supported a Whistleblower, of the person associated with a Whistleblower or of the retaliating staff member for an initial period. The EIB President or the EIF Chief Executive may approve an extension of such leave for the period necessary to complete the investigation;
- d) transfer of the manager's responsibility for the performance management of the Whistleblower or the person who has supported a Whistleblower, or the person associated with a Whistleblower;
- e) any other actions deemed appropriate to mitigate the possibility of retaliation and consequences of retaliation.

7.4.4.3. The Whistleblower, the person who has supported a Whistleblower or the person associated with a Whistleblower shall be informed in writing of the results of the measures to be adopted.

Article 8. Protection of the person concerned

- 8.1. Notwithstanding the safeguards provided for in the applicable investigation procedures, persons concerned shall enjoy the presumption of innocence and the right of defence.
- 8.2. The identity of the persons concerned shall be disclosed only to those persons or entities authorised to receive them or otherwise, on a strict need-to-know basis.
- 8.3. Upon dismissal of the case, persons concerned shall have the right to seek an effective remedy, including their appropriate reinstatement in service.

Article 9. Confidentiality and involvement of the Whistleblower

- 9.1. In the interest of a possible or ongoing investigation, a Whistleblower is duty-bound not to disclose information on the reporting, the existence or the progress of an investigation.
- 9.2. If a Whistleblower is involved in misconduct and decides to come forward and report it, s/he shall be afforded the protection prescribed in this Policy. However, this disclosure shall not exonerate him/her from any disciplinary sanction. Such reporting might constitute a mitigating factor in any ensuing disciplinary proceedings.



Article 10. Recognition for whistleblowing

- 10.1. Lodging good faith whistleblowing reports is considered to be acting with integrity.
- 10.2. Subject to their express consent, and in appropriate circumstances, Whistleblowers may be shown public recognition of their contributions to the relevant EIB Group Entity by the President of the EIB or the EIF Chief Executive, as applicable.

Article 11. Responsibility of managers and services

- 11.1. The duty of managers and the relevant EIB Group Entity's services to notify to the responsible services the information received on the basis of this Policy does not discharge them from their own responsibilities. Managers and the relevant EIB Group Entity's services will have to reflect on whether the information provided by the Whistleblower reveals organisational shortcomings that could be redressed or which require other measures. In particular if, following an inquiry into such information, it occurs that a procedural or organisational change could prevent the risk of misconduct in the future, such measures should be considered and, where appropriate, taken as soon as possible.

Article 12. Administration of the Policy

- 12.1. The Head of Compliance is responsible for the administration of this Policy.
- 12.2. The Head of Compliance shall be consulted in advance when adopting or amending any internal EIB Group rules relating to provisions under this Policy.
- 12.3. The Head of Compliance, following consultation with the services concerned, shall propose any necessary amendments and supplements to these provisions.
- 12.4. The Head of Compliance, following consultation with the services concerned, shall establish appropriate key performance indicators (KPIs) to assess and monitor the implementation and the effectiveness of this Policy.



Article 13. Disciplinary proceedings

- 13.1. Any infringement of any of the provisions of this Policy may constitute misconduct and lead to disciplinary proceedings.
- 13.2. Abusive, false or malicious allegations, particularly if they are based knowingly on false or misleading information⁹ may also lead to disciplinary and criminal proceedings, as applicable. The burden of proof in this context is on the relevant EIB Group Entity.

Article 14. Data protection provisions

- 14.1. The processing of personal data within the framework of this Policy shall be done in accordance with the principles and rules provided for in the regulations applicable to the relevant EIB Group Entity, in particular Regulation (EU) 2018/1725 as amended, supplemented or replaced from time to time, and the relevant opinions issued by the European Data Protection Supervisor (EDPS).
- 14.2. Whistleblowers shall be informed of the processing of their personal data by the service receiving the relevant EIB Group Entity in the context of the acknowledgement of receipt of the Whistleblower's report and in accordance with the respective applicable procedures¹⁰ and shall be provided with the relevant data protection statement. Whistleblowers are entitled to access, rectify and (in certain circumstances) block their data by contacting the service of the relevant EIB Group Entity in charge of investigating their report. Restrictions to those rights may apply only in accordance with the relevant internal rules based on Article 25 of Regulation (EU) 2018/1725. They may also contact the EIB Data Protection Officer (DPO) or the EIF DPO, as applicable, and/or the EDPS at any time.
- 14.3. Personal data which are manifestly not relevant for the handling of a specific report shall not be collected or, if accidentally collected, shall be deleted without undue delay¹¹.

Article 15. Final provisions

- 15.1. This Policy is adopted by the EIB Management Committee and the EIF Chief Executive respectively and enters into force on the day following its publication on the intranet sites ("enactment date").
- 15.2. On the enactment date, this Policy shall replace the EIB Group Whistleblowing Policy of 9 December 2019.

9 "Abusive allegations" refers to e.g. repeated disclosures of alleged facts aimed merely at paralysing a service. "False or malicious allegations" refers to allegations that an impartial and reasonable observer placed in the same circumstances would have good reason to regard as false or deceitful or that are knowingly or deliberately inaccurate or misleading, with the purpose of gaining some competitive advantage or causing harm to a person or to the EIB Group.

10 The applicable procedures also specify the retention period of personal information.

11 In particular, sensitive information, such as racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, and data concerning health or sex life.



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