GUIDE TO USING THE GLOBALEAKS PLATFORM

Whistleblowers

Whistleblowing Solutions[1] (WBS) is a non-profit social enterprise that supports the fight against corruption through the research, development and provision of specific digital technology and operational support to anti-corruption organisations. These organisations, in turn, support whistleblowers in reporting malpractice worldwide.
The goal of WBS is to support the development of the GlobaLeaks free software and to foster a large community of those who support whistleblowers.

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Guide to using the GlobaLeaks platform. Whistleblowers

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[1] Social Enterprise - Whistleblowing Solutions (https://www.whistleblowingsolutions.it/)

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I. IMPORTANT NOTES TO ORGANISATIONS ADOPTING GLOBALEAKS

This guidance has been developed to accompany the roll-out of the GlobaLeaks platform to interested organisations. It is a step-by-step guide created to explain how a person can use the GlobaLeaks platform to securely report corruption to your organisation.

The guide is an internal document aimed to serve as an example of a simple guidance note to your organisation's' whistleblowers. We strongly recommend that you publish guidance on how to submit a report on your website, and parts of this guide can be customized to be published for this purpose —however, please keep in mind that you will need to:

- Have your organisation logo on the front
- Translate the text
- Replace the screenshots with screenshots of your own reporting platform
- Replace the parts highlighted as [***insert text***] with the name of your organisation, the name or link of your platform, etc. accordingly.
- In case your organisation will not be accepting anonymous reports, you should clarify whether you do or not (and explain why if you do not); there is a relevant note on page 6.

II. INTRODUCTION[2]

Standing up to corruption can be difficult. It can be hard to find out what to do, and powerful forces can block the way. But despite seemingly overwhelming obstacles, individual people can tackle corruption – with the right support and advice.

By helping people safely find a way to speak up, [***insert name of the organisation***] makes a long-term difference in the way societies work, building intolerance for corrupt acts and making it easier for others to come forward.

The [***insert name of platform***] is our secure reporting channel for victims and witnesses of corruption, including whistleblowers, who want to report wrongdoing, or who are seeking advice.

[2] Source: *Speaking up locally, driving change globally: True stories of tackling corruption to build a sustainable future*.

III. BEFORE YOU SEND A REPORT, PLEASE NOTE:

You can contact [***insert name of the organisation***] by sending a report using [***insert name of platform***] either *confidentially* or *anonymously*:

- a confidential report is one in which you have shared your identity with the recipient organisation and your name or other identifying details will not be shared with anyone else without your permission
- an anonymous report is one in which you have not shared your name or any details that could be used to easily identify you

NOTE TO THE ORGANISATION:

In case your organisation will not be accepting anonymous reports, here would be a good place to ***clarify whether you do or do not*** *(and explain why if you do not)*

We will keep the information you provide us in the strictest confidence and in accordance with data protection legislation.

While guaranteeing maximum confidentiality, we cannot guarantee that you will not be identified due to actions taken to follow-up on your report, even if made anonymously. Our platform, if used correctly, guarantees technological anonymity but does not protect the whistleblower from possible identification made, for example, by the person or organisation involved in the reported wrongdoing. In any case, we will not proceed without first having received your consent.

USE A SECURE BROWSER ON A PERSONAL DEVICE

> To protect your anonymity online, you are advised to visit the platform using the **Tor Browser**. However, please **do not send a report from your workplace, even using the Tor Browser**[3].

It is strongly advised to use a device which is different from your work computer/device, and your work network – many employers reserve the right to monitor employees' internet use, and this may identify you inadvertently. While Tor protects your anonymity and hides your activity, it leaves traces of its own installation on the computer/phone/tablet. Moreover, if your work network traffic is being monitored it will show that you are using Tor Browser. Also consider the possibility that, in your place of work, there may be surveillance cameras installed for security purposes.

- Make sure that the computer you use to use the platform is free of malware and spyware (update and upgrade your antivirus protection software)
- Avoid using public computers to use the platform, as they could be infected by dangerous malware or spyware
- Don't use unsecured public Wi-Fi when attempting to contact us, as this may be compromised
- Don't make a copy of your correspondence with us on your home or work computer (just save and store in safe place the code that will be provided after you submit your report and you will be able to access it anytime using that code)

REPORTING STRUCTURE / TIMELINE

Before sending your report, consider structuring your story using timelines and make sure to stick to the facts and highlight the most important pieces of information you are sharing. If you have any evidence, you can attach it to your report.

Please note that you will need to fill and send your report in one go.

[3] https://www.torproject.org/

ATTACHING EVIDENCE

When attaching evidence, please be mindful that your file could possibly be containing metadata:

> **metadata** is data hidden in data to characterize it. All digital files contain metadata about the who, what, when, where, why, and how about every aspect of the file and can expose information traceable to the source of the file

Instead of attaching original documents, consider replicating documents by taking screenshots or copying text into a new document, printing and re-scanning it into your computer – or, if you are comfortable using more advanced software tools, please find information about managing metadata here.[4] Upload original documents only in case you consider that they represent significative evidence.

LOG-IN CODE

After submitting your report, you will be given a **16-digit code**. You will need to **keep this code** to log into the platform to view messages from [***insert name of the organisation***] and/or update your report. The format of the randomly generated 16 digits code resembles a standard phone number or the number of a credit card, making it easier to conceal your receipt.

DATA PROTECTION

For security reasons, and to better protect your privacy, reports are kept on the system for a limited period, after which, reports and their content are fully deleted. When accessing your report, you will always be able to see the expiration date of your report. On the designated date, the report will be fully deleted.

[4] https://freedom.press/training/everything-you-wanted-know-about-media-metadata-were-afraid-ask/

STEP 1: ACCESSING THE PLATFORM

You can access the platform by directly visiting the platform homepage [*insert link*].

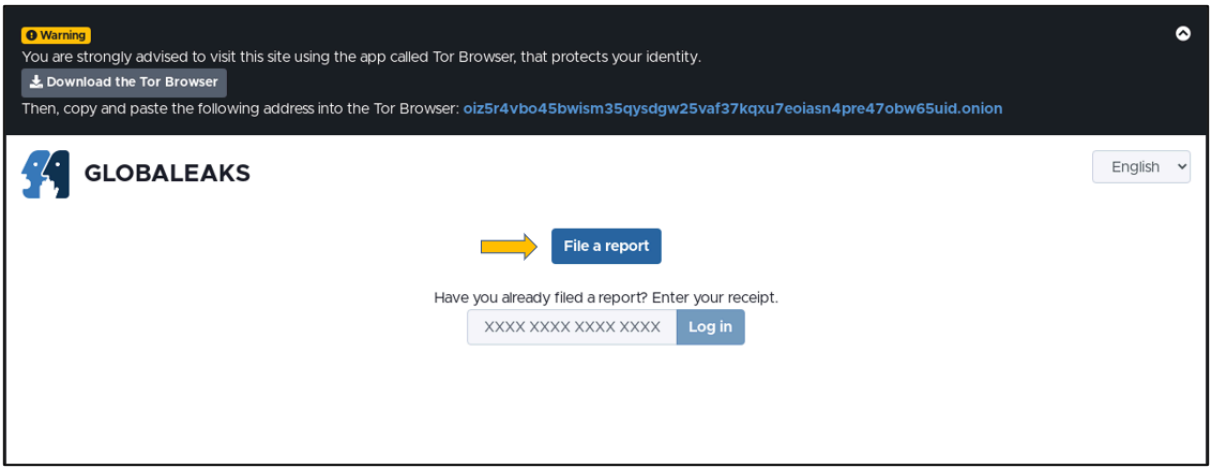
The entire platform is designed for whistleblowers and will offer you two options:

- you can file a new report
- you can access a report you have already filed to update it, or to see [*insert name of the organisation*] feedback.

To ensure security, the platform does not require any registration by the reporting person. You can access your report at any time after submission by using your **16-digit code** (see Step 3).

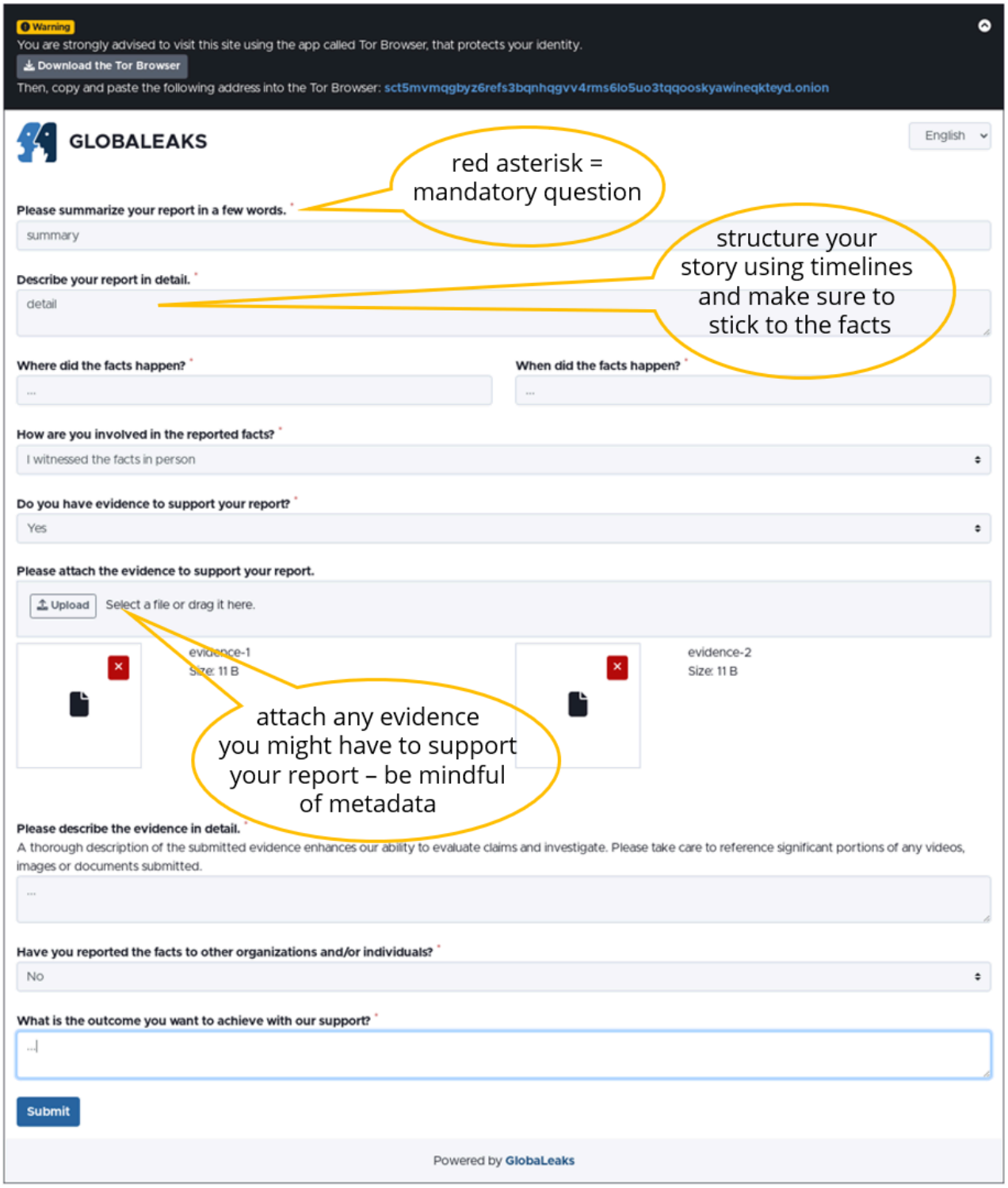
STEP 2: SUBMITTING A REPORT

Once you have accessed the platform, you can submit a new report by accessing the homepage of the platform, and clicking the [*insert name*] button.

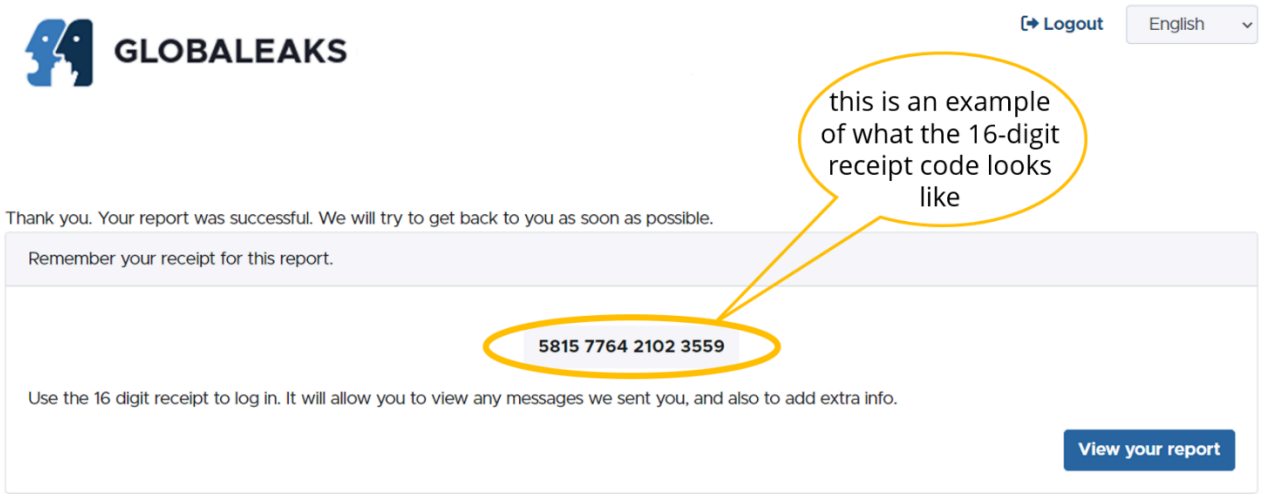


Here you will be requested to fill a set of questions.
Please note that answering questions marked with * (red asterisk symbol) is mandatory in order to complete and submit the report.

You will also be able to upload files as attachments to your report (please see our recommendations regarding metadata).



After your report is submitted, the system will provide you with a 16-digit receipt code. You will need to **keep this code** to log into the platform to view messages from [***insert name of the organisation***] and/or update your report.



IMPORTANT NOTE

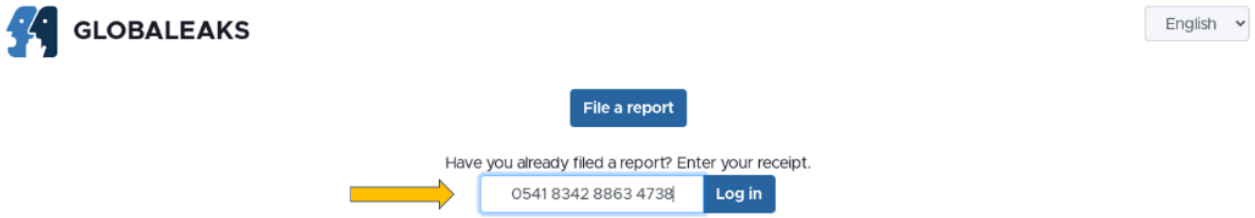
Please be mindful that the 16-digit receipt code is unique, strictly personal, and is generated by the platform **only once**, when you submit your report.

You therefore need to copy it (or write it down) the moment you receive it, as it is the only “key” to access the report you have submitted.

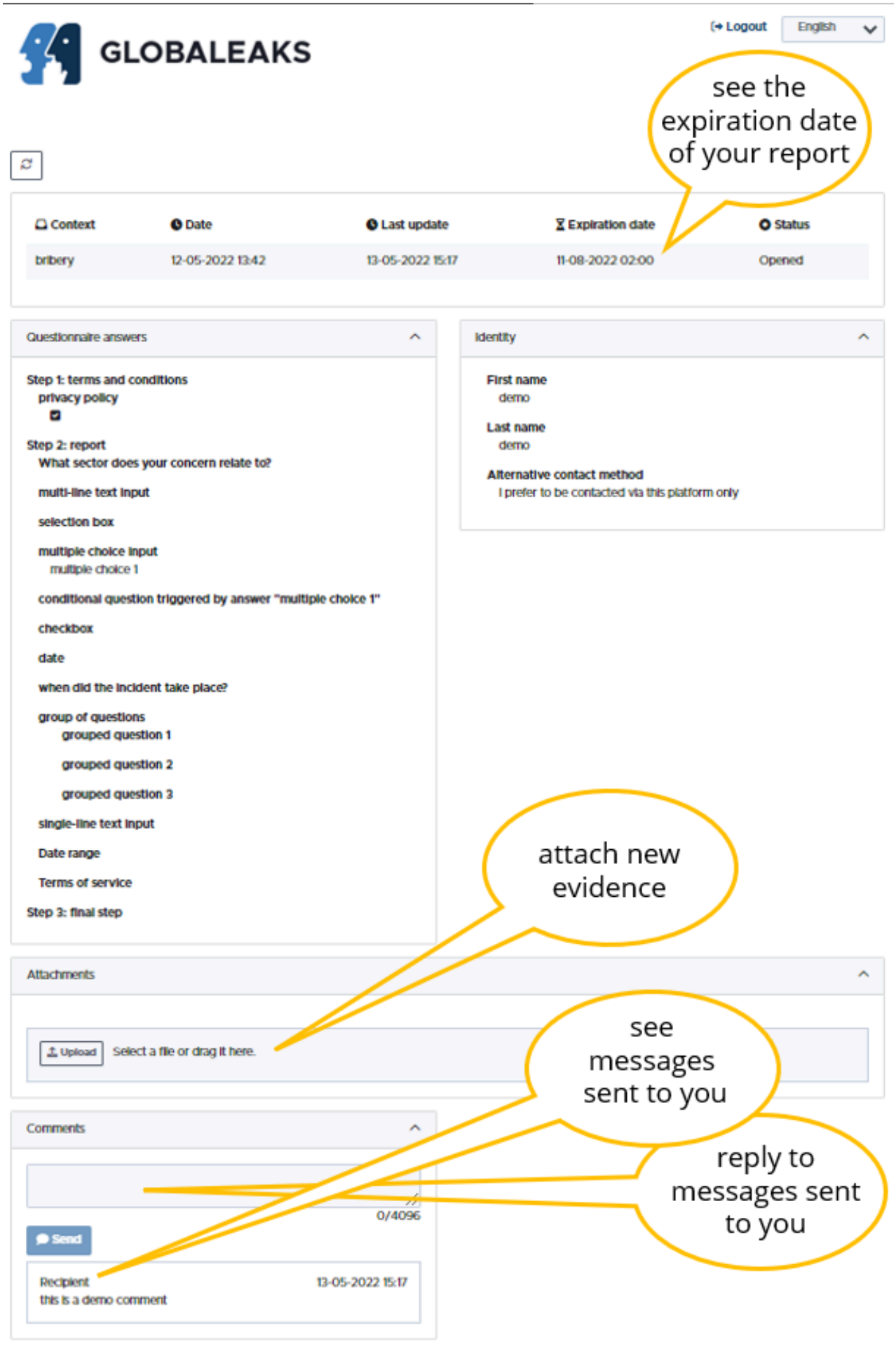
[***insert name of the organisation***] does not have access to your code and will not be able to provide it anew in case you lose them.

STEP 3: ACCESSING A PREVIOUSLY SUBMITTED REPORT

To access your report, you will need to log into the platform by entering the 16-digit receipt. You will not be able to log in without the code.



You can update the report by providing supporting documentation, view, and reply to messages posted by [*insert name of the organisation*] (see image below).
For security reasons, and to better protect your privacy, reports are kept on the system for a limited period, after which, reports and their content are fully deleted. Please don't omit to read the Terms and Conditions provided in the platform to inform yourself about our data retention policy.


GLOBALEAKS
Logout
English
see the expiration date of your report
Context
Date
Last update
Expiration date
Status
bribery
12-05-2022 13:42
13-05-2022 15:17
11-08-2022 02:00
Opened
Questionnaire answers
Step 1: terms and conditions
privacy policy
Step 2: report
What sector does your concern relate to?
multi-line text input
selection box
multiple choice input
multiple choice 1
conditional question triggered by answer "multiple choice 1"
checkbox
date
when did the incident take place?
group of questions
grouped question 1
grouped question 2
grouped question 3
single-line text input
Date range
Terms of service
Step 3: final step
Identity
First name
demo
Last name
demo
Alternative contact method
I prefer to be contacted via this platform only
attach new evidence
Attachments
Upload
Select a file or drag it here.
see messages sent to you
reply to messages sent to you
Comments
0/4096
Send
Recipient
13-05-2022 15:17
this is a demo comment