

Wolt AllVoices Privacy Policy

Wolt is committed to protecting the privacy of all users of AllVoices platform and investigation of whistleblowing reports.

Where this privacy policy refers to “**Wolt**”, “**we**”, “**us**” or “**our**”, this means one or more the Wolt group companies (each a “**Group Company**”) that processes your personal information for its respective independent purposes. In most cases, but not all, each Group Company is a joint controller, together with Wolt Oy, of the information it holds about you. A full list of Wolt Group Companies and their contact details is available [here](#).

Wolt is part of the DoorDash, Inc. group of companies. This means that from time to time and where necessary to provide our services to you, DoorDash, Inc. is also a controller relating to your personal information and the processing described in this policy.

Please read this privacy policy that explains how we use and protect your personal information, which is any information about you or that can be used to identify you.

1. CONTACT DETAILS

If you have any queries or requests about this privacy policy or how we handle your information more generally, you can get in touch by emailing us at privacy@wolt.com.

2. INFORMATION WE COLLECT

We process personal data only to the extent necessary and appropriate for the specific processing purpose. The data subjects whose personal data is collected and further processed can be divided into two general categories: whistleblowers and other data subjects.

Whistleblower's personal data

The provision of personal data is neither a statutory nor contractual requirement; you are not obliged to provide your personal data. The AllVoices tool can be used without providing your personal data as part of the report, using the anonymous report option. You may, however, voluntarily disclose personal data as part of the reporting process, in particular:

- First and last name;
- Country;
- Telephone number;
- Email address;
- Your credentials to the AllVoices tool;
- Other personal data provided by you in the report or during the investigation.

Other data subjects' personal data

When a whistleblower files a report and during an investigation Wolt may receive personal data concerning other data subjects involved in reported breach. The data subject may include for example individual(s) suspected of the breach, witnesses, investigators, and external advisors. The personal data may include but not limited to the following data:

- First and last name;
- Country;
- Telephone number;
- Email address;
- Other personal data provided in the report or during the investigation;
- Transcripts of interviews and any written evidence concerning the investigation.

Personal data is collected via the AllVoices tool when a whistleblower files a report and during the further investigation process.

During the investigation, the individuals may be contacted, and further details may be asked from the individual and the personal data may be collected also from other sources in accordance with applicable laws.

3. THE PURPOSES AND GROUNDS FOR THE PROCESSING

We process personal data only to the extent necessary and appropriate for the specific processing purposes. Please note that one or more of the following purposes and legal grounds may apply simultaneously.

Firstly, personal data is processed for the purposes of reporting, handling reports and investigating suspected breaches and, where necessary, for the establishment, exercise or defence of legal claims and/or for participation in other administrative and legal proceedings or providing information to competent authorities. In certain jurisdictions Wolt is required to maintain whistleblowing channels and in addition Wolt may have legal obligations to handle and investigate whistleblowing reports under applicable law.

The legal basis for the processing personal data is either compliance with legal obligations under applicable laws or legitimate interests of the controller or a third party to ensure i) compliance with applicable laws and/or applicable code of conducts and/or company policies, and/or ii) Wolt's aim to promote openness and transparency at Wolt; and/or iii) process the personal data within the Wolt group of companies and between Wolt and DoorDash Inc. in accordance with this Privacy Policy. When the processing of personal data is based on legitimate interests, we weigh our own interests against your right to privacy. You have the right to object processing of your data on the basis of legitimate interest.

However, Wolt can refuse such an objection in accordance with applicable legislation. For further information, please contact our data protection officer (privacy@wolt.com).

4. TRANSFER TO COUNTRIES OUTSIDE EUROPE

Wolt stores your personal data primarily within the European Economic Area. However, we have service providers, operations and group companies in several geographical locations. As such, we and our service providers may transfer your personal data to, or process it in, jurisdictions outside the European Economic Area.

We will take steps to ensure that the personal data receives an adequate level of protection in the jurisdictions in which they are processed. We provide appropriate and adequate protection for the transfers of personal data to countries outside of the European Economic Area through a series of agreements with our service providers based on the [Standard Contractual Clauses](#) or through other appropriate safeguards.

If you have any questions about the specific mechanisms used, please contact us (to learn more, check the “Contact details” section above).

5. DATA RECIPIENTS

We only share your personal data within our organization and with our parent company DoorDash inc. if and as far as reasonably necessary for the purposes of this Privacy Policy.

Furthermore, we may provide your personal data to our group companies or to authorized service providers who perform services for us such as [AllVoices Holding Co.](#).

Personal data may be shared with external advisors and/or investigator(s) who provide, for example, with legal assistance in connection with the handling of a specific report or investigations.

When personal data is processed by third parties on behalf of Wolt, Wolt has taken the appropriate contractual and organizational measures to ensure that personal data is processed in accordance with applicable laws and subject to our instructions and appropriate obligations of confidentiality and security measures.

We may share your personal data with third parties outside Wolt if is necessary to: (i) meet any applicable law, regulation, and/or court order; (ii) detect, prevent, or otherwise address fraud, crime, security or technical issues; and/or (iii) protect the interests, properties or safety of Wolt, or third parties as far as in accordance with the law. In addition, we may share your personal data with third parties outside Wolt with your consent if required under applicable laws.

6. STORAGE PERIOD

Different countries have differing rules on how long personal data gathered from the whistleblowing reports may be processed.

Wolt does not store your personal data longer than provided for in the applicable national legislation and necessary for the purposes outlined in this Privacy Policy.

The storage period depends on the nature of the information and on the purposes of processing. The maximum period may therefore vary per use.

We assess regularly the storage period for personal data to ensure the data is stored only for the necessary time period.

7. SECURITY

We adopt robust technologies and policies to protect your information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your information to those couriers, third party providers and Wolt employees who have a business need-to-know.

For example, we protect your information when we share it, including through encryption, we test and evaluate our systems regularly and conduct security assessments of our third party providers we engage to ensure they meet our rigorous security standards.

Although we take steps to keep your information secure when it is with us, transmitting data over the internet is never fully secure, so any information you send to the AllVoices platform is done at your own risk.

8. YOUR RIGHTS

In certain circumstances, under local data protection law, you may have rights in relation to the information we hold about you. We will handle a request to exercise these rights in line with the applicable law. This may include the right to:

- **Be informed.** This is why we're providing you with the information in this privacy policy.
- **Access your information.** You may ask us for a copy of the information we hold about you and to check whether we are processing it lawfully. In sharing with you a copy of your information, we use a third party secure method of transfer.

- **Change or update your information.** You may ask us to make changes to any information we hold about you if it is incorrect or outdated, but we may need to verify the accuracy of the new information before updating it.
- **Delete your information.** In certain circumstances, you may have the right to request the deletion or removal of certain information that we hold about you where there is no good reason for us continuing to process it.
- **Restrict our use of your information.** In certain circumstances, you may ask us to suspend our handling of your information if you have a specific reason for doing so.
- **Have your information ported to a third party.** You may ask us for a copy of your information in a structured, commonly used and machine-readable format and, if we can, to send this to a third party. This right only applies to information that you have provided to us, which you initially provided consent for us to use or where we used the information to perform a contract with you.
- **Withdraw your consent.** Where we rely on consent to use your information, you may have the right to withdraw that consent at any time. Withdrawing consent will not, however, make unlawful our use of your information before you withdraw your consent. If you withdraw your consent we may not be able to provide certain services to you. object to processing. You can object to us using your information if we have no legitimate reasons to do so.

8. LODGING A COMPLAINT

To exercise any of these privacy rights, please contact our Data Protection Officer in writing at privacy@wolt.com. We may need to ask you to verify your identity before we can respond to your request.

If you are unhappy with how we have handled your information you can contact (depending on applicable data protection law) your local data protection authority. In Finland, this is the [Office of the Data Protection Ombudsman](#).

Alternatively, you may lodge a complaint with the other local and competent supervisory authority for data protection.

We would, however, really appreciate the chance to deal with your concerns before you approach your local data protection authority and so we ask that you please contact us first.

9. CHANGES TO OUR PRIVACY POLICY

We may update this policy from time to time, so remember to check back in every so often, in case anything has changed. Where appropriate, we may notify you of changes, for example by email. This policy was last published on: July 13, 2026