

# Copyright Notice, Contact & Complaints Policy

---

*PENTOPAK HOLDING LTD*

Version: 1.0 | Date: August 2025

## **Table of Contents**

1. Introduction & Purpose
2. Scope & Applicability
3. Definitions
4. Copyright Protection
5. Use of Materials
6. Contact & Responsibilities
7. Complaints Procedure
8. Confidentiality & GDPR
9. Enforcement & Sanctions
10. Review & Amendments

## **1. Introduction & Purpose**

This Copyright Notice, Contact & Complaints Policy (“Policy”) has been adopted by PENTOPAK HOLDING LTD to establish a structured system for intellectual property protection and complaints management.

Its purpose is to protect the company’s intellectual capital, ensure fair use of proprietary materials, and provide clients and stakeholders with a transparent complaints-handling procedure.

## **2. Scope & Applicability**

This Policy applies to all employees, directors, affiliates, and external contractors working with PENTOPAK HOLDING LTD.

It covers intellectual assets including investment proposals, research papers, reports, financial analyses, and any corporate documents generated within the company.

## **3. Definitions**

“Copyright Material” means any written, digital, or printed work produced by PENTOPAK HOLDING LTD.

“Complaint” means a formal expression of dissatisfaction submitted in writing regarding the company’s materials or services.

“Confidential Information” means business strategies, investment data, and sensitive client information not available publicly.

## **4. Copyright Protection**

All company materials are protected under Cyprus law and international treaties.

Unauthorized copying, reproduction, or sharing without written consent is prohibited and may result in legal action.

## **5. Use of Materials**

Internal use is permitted only within employment or contractual duties.

External use requires prior authorization from the Board of Directors or the Compliance Department.

## **6. Contact & Responsibilities**

The Compliance Department is designated to receive and manage copyright complaints.

Contact details are available in official company publications and on its registered correspondence channels.

## **7. Complaints Procedure**

Complaints must be submitted in writing with supporting evidence.

Acknowledgment will be issued within 5 business days, and a response provided within 30 days.

Escalation is possible to senior management or independent mediators.

## **8. Confidentiality & GDPR**

All complaints are handled under strict confidentiality and GDPR compliance.

Data will be retained securely and used only for the resolution of complaints.

## **9. Enforcement & Sanctions**

Violations of this Policy may lead to disciplinary measures, termination of contracts, or legal proceedings.

The company reserves the right to seek damages for losses incurred from copyright infringements.

## **10. Review & Amendments**

The Policy will be reviewed annually by the Board of Directors.

Changes will be documented and communicated to all relevant stakeholders.