

Code of Conduct

How we work and treat customers, colleagues and their data. Acknowledged by every employee and contractor on joining.

Version 1.0 · Last reviewed 22 October 2026 · Owner: Security Lead, security@etropo.com · Current version at <https://trust.etropo.com/resources/code-of-conduct>

1. Who this applies to

Everyone who works for Etropo, as an employee, founder or contractor, from the first day of the engagement. It is acknowledged in writing on joining and again whenever it changes.

2. How we work

- **Honesty.** We say what is true about the product, its security and its limits, to customers, to each other and in public. The Trust Center marks controls as in place, partial or planned for this reason.
- **Respect.** We treat colleagues, customers, partners and candidates with courtesy. Harassment, discrimination and bullying, in any channel, are not tolerated.
- **Customer data is not ours.** We look at it only to do a task the customer needs, take the minimum, keep no copies, and never talk about it to anyone not entitled to it. The Acceptable Use Policy has the rules.
- **Security is everyone's job.** We follow the security policies, use individual accounts with multi-factor authentication, keep secrets in the systems that need them, and report anything that looks wrong at once, including our own mistakes.
- **Conflicts of interest.** We tell the Security Lead before taking on work, investments or relationships that could compete with Etropo or influence a decision about a vendor or customer.
- **Gifts and payments.** We do not offer or accept anything of value to win or keep business. Small courtesies are fine; anything that could look like an inducement is not.
- **Company resources.** Systems, accounts and devices provided by Etropo are for Etropo's work. Limited personal use is fine when it creates no risk.
- **The law.** We comply with the laws that apply to our work, including data protection law, and we do not help anyone break them.

3. Reporting a concern

Raise concerns about behaviour, security, legality or this code with the Security Lead, or, if the concern is about the Security Lead, with any other founder. Reports are handled discreetly. No one suffers a disadvantage for raising a concern in good faith.

4. Consequences

Breaches lead to action proportionate to the breach: a conversation, loss of access, or termination of employment or contract, and, where the law requires it, reporting to the authorities.

5. Acknowledgement

"I have read the Etropo Code of Conduct, the Acceptable Use Policy and the Information Security Policy. I understand them and agree to follow them.

Name: _____ Role: _____ Date: _____

Signature: _____"

Signed copies are kept with the person's engagement record. Version 1.0, October 2026.

This PDF is a snapshot. The page at <https://trust.etropo.com/resources/code-of-conduct> is the current version.