

Information on processing of personal data

The purpose of this privacy notice is to explain how and for what purposes we use your personal information. Please read the contents of this privacy notice carefully.

1. Which legal entity will use your personal data?

The Controller of your personal data is **EUROP ASSISTANCE S.A.**, a French law company operating as a "société anonyme" with a share capital of €58,356,222, registered in the Paris Trade and Companies Register under number 451 366 405, with its registered office at 2 rue Pillet-Will, 75009 Paris, France, operating in accordance with the French Insurance Code and conducting insurance activities in Poland through its branch in Ireland, namely:

EUROP ASSISTANCE S.A. – Branch in Ireland, registered in the Irish Companies Register under number 907 089, with its registered office at Central Quay, Ground Floor, Block B, Riverside IV, Sir John Rogerson's Quay, Dublin 2, D02 RR77, Ireland.

2. How will we use your personal data?

Europ Assistance S.A. will use your personal data for the following purposes:

- i. performance of the insurance contract and assessment of insurance risk (Art. 6(1)(c) and Art. 9(2)(b) of the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, hereinafter "GDPR");
- ii. conclusion of the insurance contract (Art. 6(1)(b) GDPR);
- iii. handling complaints (Art. 6(1)(c) GDPR);
- iv. marketing and promotional activities (Art. 6(1)(a) GDPR);
- v. taking actions related to the prevention of crimes and violations of international sanctions, which constitutes a legitimate interest pursued by the Controller (Art. 6(1)(f) GDPR);
- vi. possible establishment, investigation or defense against claims, which is a legitimate interest pursued by the Controller (Art. 6(1)(f) and Art. 9(2)(f) GDPR).

3. What personal data will we use?

Only personal data that are necessary for the above purposes will be processed. Europ Assistance S.A. will use, in particular: name, surname, PESEL (Personal Identification Number), residential address, phone number, email address, date of birth, policy number, health information, and information about the insurance event.

4. To whom will we transfer your personal data?

We may transfer your personal data to other entities within the Europ Assistance group, insurance agents, IT service providers, as well as entities that Europ Assistance S.A. uses to provide services covered by the insurance contract, and to supervisory authorities of the insurance market such as the Financial Supervision Authority or the Financial Ombudsman.

In the case of insurance covering countries outside the European Economic Area (EEA), your personal data may be transferred outside the EEA. In such a situation, your personal data will be processed in accordance with Chapter V of the GDPR.

5. Why is it necessary to provide your personal data?

Providing your data is required for the fulfillment of the insurance contract provisions. Failure to provide the data will prevent the conclusion of the insurance contract. In the case of data collected for marketing purposes, providing it is voluntary, and failure to provide the data will not have negative consequences. Your personal data, as specified in point 3, may also have been provided to the Controller by the policyholder or the insurance broker.

6. What rights do you have regarding your personal data?

Regarding your personal data, you have the right to:

- i. access your personal data;
- ii. rectify (correct) your personal data;
- iii. delete your personal data;
- iv. restrict processing;
- v. portability of personal data;
- vi. object to processing;
- vii. withdraw consent to processing at any time, which does not affect the lawfulness of processing based on consent before its withdrawal;
- viii. lodge a complaint to the supervisory authority, i.e., the President of the Personal Data Protection Office.

7. How long will we keep your personal data?

We will store your data until the expiration of your claims or the claims of the Controller related to the performance of the insurance contract, and thereafter for the period required by applicable law. In the case of data collected based on consent, they will be kept until the consent is withdrawn.

8. Automated decision-making, including profiling

Your personal data will not be subject to automated decision-making, including profiling.

9. Our Data Protection Officer

If you have any questions, please contact the Data Protection Officer via email at iod@europ-assistance.pl.