

Privacy Notice

We care about your personal data

Allianz Worldwide Partner P&C S.A. – Dutch branch, trading under the name of AGA Europe (“we, “us” “our”), a part of Allianz Worldwide Partners SAS, is an **Dutch** authorised insurance company providing insurance products and services on a cross-border basis. Protecting your privacy is a top priority for us. This privacy notice explains how and what type of personal data will be collected, why it is collected and to whom it is shared or disclosed. Please read this notice carefully.

1. Who is the data controller?

A data controller is the individual or legal person who controls and is responsible to keep and use personal data in paper or electronic files. **Allianz Worldwide Partner P&C S.A. – Dutch branch** is the data controller as defined by relevant data protection laws and regulation.

2. What personal data will be collected?

We will collect and process the following personal data about you:

- Surname, first name
- Address
- Policy number
- Telephone numbers
- Email address
- Mobile phone IMEI number (to the extent we can use this to refer to other aspects of your personal data)
- Credit/debit card and bank account details will be collected for payment, but not stored in the servers

If any of the events covered by the policy occurs and you submit a claim to Us, Samsung Electronics (UK) Limited can request, collect and process additional personal information on our behalf when relevant to the claim, as well as documents supporting it, such as:

- Details of the claim (e.g. event description, etc.)
- Phone number and contact details if not provided previously

3. How will we obtain and use your personal data?

We will collect and use the personal data that you provide to us and that we receive about you (as explained below) for a number of purposes. We provide more information in the following table:

| Purpose | Do we need your express consent? |
|---|--|
| <ul style="list-style-type: none">• the administration of products (for example, sending details of cover, handling claims, providing quotes) | <ul style="list-style-type: none">• no |
| <ul style="list-style-type: none">• to administer debt recoveries | <ul style="list-style-type: none">• no |
| <ul style="list-style-type: none">• fraud prevention and detection | <ul style="list-style-type: none">• no |
| <ul style="list-style-type: none">• to meet any legal obligations (for example, tax, accounting and administrative obligations) | <ul style="list-style-type: none">• no |
| <ul style="list-style-type: none">• to redistribute risk by means of reinsurance and co-insurance | <ul style="list-style-type: none">• no |

| Purpose | Do we need your express consent? |
|--|--|
| <ul style="list-style-type: none"> to enhance, modify, personalise or otherwise improve our services/ communications for the benefit of our customers | <ul style="list-style-type: none"> no |
| <ul style="list-style-type: none"> to enhance the security of our networks and information systems | <ul style="list-style-type: none"> no |

We will process personal data We receive about You from third parties such as brokers and business partners, other insurers and fraud prevention agencies only for the same purposes listed above.

We will process Your personal data where it is necessary for Us to comply with Our contractual obligations to You, or where We need to take pre-contractual steps at Your request.

We will process Your personal data where necessary for the purposes of Our legitimate interests. “Legitimate interests” means the Our interests in conducting and managing Our business to enable Us to give You the best service/products and the best and most secure experience. For example, We may process Your information to protect You against fraud when transacting on Our website and to ensure that Our websites and systems are secure. When We process Your personal information for Our legitimate interests, We make sure that We consider and balance any potential impact on You and Your rights under data protection laws. Our legitimate business interests do not automatically override Your interests – We will not use your personal data where Our interests are overridden by the impact on You (unless We are required or permitted by law).

We will need Your personal data and use it for the purposes described above if You would like to buy our products and services. If You do not wish to provide this to Us, We may not be able to provide the products and services to You.

4. Who will have access to your personal data?

We will ensure that Your personal data is processed in a manner that is compatible with the purposes indicated above.

For the stated purposes, Your personal data may be disclosed to the following parties who operate as third party data controllers:

- other of Our group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes; and

For the stated purposes, We may also share your personal data with the following who act as data processors under Our instruction:

- other of Our group companies, technical consultants, experts, lawyers, loss adjustors and repairers, and service companies to discharge operations (claims, IT, postal, document management); and
- the manufacturer of Your insured Product.

Finally, We may share Your personal data in the following instances:

- in the event of any contemplated or actual reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of Our business, assets or stock (including in any insolvency or similar proceedings); and
- to meet any legal obligation, including to the local financial regulator if You make a complaint about Your Cover or the service We have provided to You.

5. Where will my personal data be processed?

Your personal data may be processed both inside and outside of the European Economic Area (EEA) by the parties specified in section 4 above, subject always to contractual restrictions regarding confidentiality and security in line with applicable data protection laws and regulations. We will not disclose your personal data to parties who are not authorized to process them.

Whenever we transfer your personal data for processing outside of the EEA by another Allianz Group company, we will do so on the basis of Allianz' approved binding corporate rules known as the Allianz Privacy Standard (Allianz' BCR) which establish adequate protection for personal data and are legally binding on all Allianz Group companies. Allianz' BCR and the list of Allianz Group companies that comply with them can be accessed here (<https://www.allianz.com/en/>) . Where Allianz' BCR do not apply, we will instead take steps to ensure that the transfer of your personal data outside of the EEA receives an adequate level of protection as it does in the EEA. You can find out what safeguards we rely upon for such transfers (for example, Standard Contractual Clauses) by contacting us as detailed in section 10 below.

6. What are your rights in respect of your personal data?

Where permitted by applicable law or regulation, you have the right to:

- Access your personal data held about you and to learn the origin of the data, the purposes and ends of the processing, the details of the data controller(s), the data processor(s) and the parties to whom the data may be disclosed;
- Withdraw your consent at any time where your personal data is processed with your consent;
- Update or correct your personal data so that it is always accurate;
- Delete your personal data from our records if it is no longer needed for the purposes indicated above;
- Restrict the processing of your personal data in certain circumstances, for example where you have contested the accuracy of your personal data, for the period enabling us to verify its accuracy;
- Obtain your personal data in an electronic format for you or for your new insurer; and
- File a complaint with us and/or the relevant data protection authority.

You may exercise these rights by contacting us as detailed in section 9 below providing your name, email address, account identification, and purpose of your request.

7. How can you object to the processing of your personal data?

Where permitted by applicable law or regulation, you have the right to object to us processing your personal data, or tell us to stop processing it (including for purposes of direct marketing). Once you have informed us of this request, we shall no longer process your personal data unless permitted by applicable laws and regulations.

You may exercise this right in the same manner as for your other rights indicated in section 6 above.

8. How long do we keep your personal data?

We will retain your personal data only as long as they are necessary for the purposes informed in this Privacy Notice, and deleted or anonymized when no longer required. Here below we inform you some of the retention periods applicable to the purposes informed in section 3 above.

However, please be aware of , sometimes additional specific requirements or events may override or modify them, such as ongoing legal holds over relevant information, or pending litigation or regulatory investigations, which may supersede or suspend these periods until the matter has been closed, and the relevant period to review or to appeal has expired. In particular, retention periods based on prescription periods for legal claims can be interrupted and start to run again:

| Personal information to obtain a quotation (when necessary) | During the validity period of the quotation provided |
|--|--|
| Policy Information (underwriting, claims handling, management of complaints, litigation cases, quality surveys, fraud prevention/detection, debt recoveries, co-insurance and re-insurance purposes,...) | <p>We will keep the personal information of your Insurance Policy during the validity period of your Insurance contract and the prescription period of the eventual litigation cases that may arise from it, i.e.:</p> <ul style="list-style-type: none"> • As general rule, for a minimum of 2 additional years <p>In case We realize of information omitted, false or inaccurate in the declaration of the risk to be covered, the above retention periods would count from the moment We are aware of it.</p> |
| Claims Information (claims handling, management of complaints, litigation cases, quality surveys, fraud prevention/detection, debt recoveries, co-insurance and re-insurance purposes) | <p>We will retain the personal information you provide to us or we collect and process according to this privacy notice for</p> <ul style="list-style-type: none"> • A minimum period of 2 years. <p>These retention periods will run</p> <ul style="list-style-type: none"> • From the date of the event covered, or from the date when the beneficiary was made aware of it. • In case We realize of information omitted, false or inaccurate in the declaration of the claim, the above retention periods would count from the moment We are aware of it |
| Debt Recoveries | <p>We will retain those of the personal that we need to claim and administer debt recoveries, and that you have provided to us, or we may have collected and processed in accordance with this Privacy Notice, for a minimum term determined by the prescription periods set up by applicable laws.</p> <p>As a reference, for civil actions, we will keep your data for a minimum of 5 years</p> |
| Supporting documents to provide evidence of compliance with legal obligations such as tax or accounting | <p>We will process in these documents the personal data you provide to us, or we collect and process according to this Privacy Notice, only to the extent they're relevant for this purpose, and during a minimum of 10 years from the first day of the relevant tax year</p> |

We will not retain your personal data for longer than necessary and we will hold it only for the purposes for which it was obtained.

9. How can you contact us?

If you have any queries about how we use your personal data, you can contact us by email or post as follows:

AWP P & C S.A. - DUTCH BRANCH, trading as ALLIANZ GLOBAL ASSISTANCE EUROPE
 Data Protection Officer
 Poeldijkstraat, 4
 1059 VM Amsterdam
 THE NETHERLANDS
 Email: AzPUKDP@allianz.com

10. How often do we update this privacy notice?

We regularly review this privacy notice. We will ensure the most recent version is available and we will tell you directly when there's an important change that may impact you. This privacy notice was last updated on **01 July 2018**.