

ERGO Versicherung AG UK Branch Data Privacy Notice

This data privacy notice is designed to help you understand how ERGO Versicherung AG UK Branch (ERGO) processes your personal data.

This notice specifically covers what personal information we collect about you if you are a witness to an event that is subject to a claim against an insurance policy we underwrite.

Data Subject Access Rights

You have a number of rights in relation to the information we hold about you. These rights include but are not limited to:

- Data Portability: the transfer of your personal data to another Data Controller.
- Erasure: to have your personal data removed or deleted.
- Rectification: to have your personal data corrected if it is inaccurate.
- Restrict Processing: to restrict processing where your personal data is inaccurate or the processing is unlawful.
- Subject Access Request: to access your personal data and information around its processing.
- To object to direct marketing.

Please note that there are times when we will not be able to delete your information. This may be as a result of a requirement to fulfil our legal and regulatory obligations or where there is a minimum statutory period of time for which we have to keep your information. If we are unable to fulfil a request we will always let you know our reasons.

Please contact the Compliance Manager if you have questions concerning this Data Privacy Notice or your Data Subject Access Rights. You can contact the Compliance Manager at: MUNICH RE Group Offices, Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ or by emailing: Compliance@ergo-commercial.co.uk or by telephoning: 0203 003 7000

If you are unhappy with any response given or have a complaint, you can raise this with:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

What information do we collect about you, and what we use it for?

In the course of our relationship with you, we may process your personal data for a range of different reasons. For each reason we must have a lawful basis for processing and we will rely on the following as our lawful bases:

- We have a legal or regulatory obligation to use your personal data.
- We have a legitimate business need to use your personal data for operational and business administration purposes. When using your personal data for these purposes, we have assessed the basis our processing and ensured that our legitimate business need does not result in any detriment to you.

Personal Data

Categories of data	Type of information processed	Where the data comes from	Purpose of Processing	Lawful basis of Processing	Who we disclose data to
Individual Information	Name, Address, Contact details , Date of birth, Gender, Occupation,	You Our Policyholder	To assess or assist in claims made either by or against our policyholders	We have a legitimate business need	Group companies and firms providing administration services. Reinsurers.
Claim Information	Details about the incident in question	Third parties involved in the claims process including Claims Handlers, Claims Adjusters and Assessors, Relevant Claims Experts Third Parties involved in the claim such as other witnesses and claimants	Managing our business operations such as maintaining business and policy records. Managing records of the firms we do business with. Analysing and improving the services we offer.	We have a legitimate business need	Our agents and other intermediaries or market participants. Credit reference agencies. Anti-fraud databases. Government and Civil Agencies
Statutory and anti-fraud information	Information from sanctions and anti-fraud databases concerning you.	Anti-fraud databases. Publically Available Sources	Legal or Regulatory Purposes Prevention and Detection of Fraud	We have a legal or regulatory obligation We have a legitimate business need	Regulatory Bodies

We will only collect special categories of personal data when it directly relevant to the incident in question. When we process special categories of personal data, we must have one of the following additional lawful bases for processing listed below:

- You have provided your explicit consent
- It is necessary for an insurance purpose and it is in the substantial public interest. This will apply where we are assisting with any claims under a policy, and undertaking fraud detection and prevention activities.
- Where the use of your special categories of personal data is necessary to establish, exercise or defend our legal rights.

Special Categories of Personal Data

Categories of data	Type of information processed	Where the data comes from	Purpose of Processing	Lawful basis of Processing	Who we disclose data to
Individual Information	Health information and medical reports.	You	To assess or assist in claims made either by or against our policyholders	It is necessary for an insurance Purpose. We have your explicit consent and where we have notified you, we will need this consent before we can assist with any claims you have	Group companies and firms providing administration services. Reinsurers. Our agents and other intermediaries or market participants.
Claim Information	Details relevant to the incident in question	Third parties involved in the claims process including Claims Handlers, Claims Adjusters and Assessors, Relevant Claims Experts,			Credit reference agencies. Anti-fraud databases.
Statutory and anti-fraud information	Information from sanctions and anti-fraud databases concerning you.	Government and Civil Agencies	Legal or Regulatory Purposes	It is necessary to establish, exercise or defend our legal rights It is necessary for an insurance purpose	Government and Civil Agencies
		Anti-fraud databases. Publically Available Sources	Prevention and Detection of Fraud	The prevention and detection of fraud is in the substantial public interest. It is necessary for an insurance purpose It is necessary to establish, exercise or defend our legal rights	Regulatory Bodies

Personal information about others

In the course of the claims process, it may be necessary to collect data about other individuals, such as your family, employees or members of your household. If you give us information about another person, it is your responsibility to ensure and confirm that you have told that person why and how ERGO uses personal data and that you have that person's permission to provide that data (including any sensitive personal data) to us and for us to process it.

How we protect your information

Your privacy is important to us and we follow strict technical, physical and organisational procedures in the processing, storage, disclosure and destruction of your data. This is to protect against any unauthorised access or damage to, or disclosure or loss of, your data.

Use of Consent

In certain circumstances, we may need to process special categories of personal data, such as information about criminal convictions. To do this we may require your consent. You may withdraw your consent to processing at any time by contacting the Compliance Manager. We will always attempt to explain clearly when and why we need this information and the purposes for which we will use it and will obtain your explicit consent to use sensitive personal data.

Call monitoring and recording

For quality control purposes and to audit the way in which claims are handled, we may review recordings of telephone calls made to our claims handlers.

Data retention

Your personal data will only be kept for as long as it is necessary for the purpose for which it was collected.

Category of data	How long we retain your data
Claims Records (Files)	5 Years following full and final settlement

Transfer of data

Personal details may be transferred to countries outside the EEA. They will at all times be held securely and handled with the utmost care in accordance with all applicable principles of English law. Personal details will not be transferred outside the EEA unless it is to a country which is considered to have equivalent standards with regard to data protection, or we have taken reasonable steps to ensure that suitable data protection standards are in place. Your personal data may be disclosed to companies within the Group outside the EEA or to other entities outside the EEA that provide business services, subject to the above mentioned data protection measures.

Changes to this information notice

We may amend this Privacy Policy from time to time for example, to keep it up to date or to comply with legal requirements. Should any significant changes be made to the ways in which ERGO processes data from those described at the time of collection, we will post a notice on our website.