

**PRIVACY
STATEMENT****FULL INFORMATION
ABOUT PERSONAL
DATA PROTECTION**

We care about the processing of your personal data. AWP P&C SA Sucursal en España, is the permanent establishment in Spain of the French insurance company AWP P&C S.A., registered in the Administrative Register of Insurance and Reinsurance Entities of the General Directorate of Insurance and Pension Funds, under code E0202. The protection of your privacy is our top priority. This statement explains how and what type of personal data will be collected, why they are collected and with whom they are shared. Please read this notice carefully.

1. Who is responsible for the processing?

A data controller is the individual or legal person who controls and is responsible for maintaining and processing the personal data.

Identity: AWP P&C SA, SUCURSAL EN ESPAÑA. (NIF) Tax Identification Number: W0034957A

Registered office: C/ Ramírez de Arellano 35, 28043 Madrid.

Phone: 91 325 54 40

E-mail: comercial.es@allianz.com

Contact with the data protection delegate: azpes.privacy@allianz.com

2. Why do we process your data?

AWP P&C SUCURSAL EN ESPAÑA will process your personal data for the following purposes:

- The contracting, management, maintenance and development of the insurance contract.
- To process your claims and complaints, and conduct any investigations and appraisals necessary to establish the existence of the occurrence in question, to determine the corresponding coverage and the amount of compensation and/or refunds to be paid by the insurance company, including within the scope of the provisions of Article 32 of Law 50/1980 on Insurance Contracts (multiple insurance).
- In the case of policies with a Medical Assistance and Expenses guarantees, we will process your health data to determine the coverage and scope of any care required, the amount of the covered services, and to manage the payment or refund, as appropriate, of the health services provided.
- To fulfil the obligations under the insurance contract, the provisions of Insurance Contract Law 50/1980 and other applicable regulations governing the same.
- To prevent, investigate and/or discover fraud in risk selection and claims management.
- To undertake statistical and quality control studies, as well as occurrence analysis.
- To fulfil legal obligations, such as, but not limited to, those applicable to administrative, accounting and fiscal control.
- To exercise the rights and fulfil the obligations contracted by AWP P&C S.A. Sucursal en España with other insurers or reinsurers with which reinsurance or coinsurance contracts may have been established for the coverage of the particular risk, and to whom your personal data will be provided for this purpose, in accordance with the provisions of Insurance Contract Law 50/1980.

- Advertising purposes and commercial prospection relative to the company's own products and services or to those of duly-legitimized third parties.
- Automated decision-making (including profiling).
- Communication of data to the competent public administrations, to Courts and Tribunals or to the State Security Forces.
- We will process your data when so required under European Union Law or a law which may determine the general processing conditions and the types of data which are the object of the same, as well as the granting of the same derived from the fulfilment of the legal obligation.
- Special processing conditions, such as the adoption of additional security measures and others of a similar nature, in accordance with the provisions of the European Data Protection Regulation.
- We will record your voice and conserve the telephone conversation in order to maintain the quality of the services provided, and may use such recordings as evidence in judicial or extrajudicial claims procedures, as well as deliver such recordings when so required by the competent authorities.

3. How will we obtain your personal data?

We will normally collect the personal data provided directly by the interested party and by various means; forms for requesting data, telephone conversations, postal or electronic mail and fax.

The policy holder must facilitate the information contained in this privacy statement to the rest of the insured persons included in the policy or third parties whose data they provide, both for the formalization of the insurance contract and for the processing of the accident and/or claims, assuming responsibility for obtaining the explicit consent of such persons for the processing of the data for the purposes exposed.

Similarly, for the purposes indicated above, we may collect your personal data by means other sources, such as access through public sources (newspapers and official bulletins, public records, social networks and Internet) or through third parties (family and companions for the processing of files and claims, insurance intermediaries and other insurance companies for the formalization of insurance and reinsurance contracts, experts, lawyers and other technical personnel for the management of incidents and claims).

The data that we request from you and that we will process for the purposes indicated include the following categories: identifying data, economic data, sensitive data (when necessary for the services established in the signed contract).

4. What is the legitimate basis for the processing of your data?

LEGITIMATION RELATIVE TO THE EXECUTION OF THE CONTRACT

- Contracting, maintenance, development and control of the insurance contract.
- To process your claims and complaints, and conduct any investigations and appraisals necessary to establish the existence of the occurrence, to determine the corresponding coverage and the amount of compensation and/or refunds to be paid by the insurance company, including within the scope of the provisions of Article 32 of Law 50/1980 on Insurance Contracts (multiple insurance).

In the event that the required information is not provided, it will not be possible to process the application for the contracting of the requested insurance or service, nor may your claims be processed or the incident declared as resolved.

LEGITIMATION BY CONSENT OF THE INTERESTED PARTY

- In the case of policies with a Medical Assistance and Expenses guarantees, we will process your health data to determine the coverage and scope of care required, the amount of the covered services, and to manage the payment or refund, as appropriate, of the health services provided.
- When duly authorized by you to do so, we may undertake advertising campaigns relative to our company's products that may be of interest to you, and which may be carried out by any means (including remotely via electronic means), and of which you will be duly informed at the time of obtaining your consent.
- When duly authorized by you to do so, we may undertake advertising campaigns relative to our company's products that may be of interest to you, and which may be carried out by any means (including remotely via electronic means), and of which you will be duly informed at the time of obtaining your consent.
- When duly authorized by you to do so, we will provide your data to companies pertaining to the Allianz Group (link to Allianz SE website), in order that they may undertake advertising campaigns which may be carried out by any means (including remotely via electronic means), and of which you will be duly informed at the time of obtaining your consent.

Any failure to authorize the processing of your data for the purposes indicated will not affect the maintenance, development and control of the subscribed insurance contract.

LEGITIMATION BY VIRTUE OF LEGITIMATE INTEREST OF THE CONTROLLER OR THIRD PARTY

- To prevent, investigate and/or discover fraud in the selection of risks and in claims management.
- To undertake statistical and quality control studies, as well as occurrence analysis.
- To exercise the rights and fulfil the obligations contracted by AWP P&C S.A. Sucursal en España with other insurers or reinsurers with which reinsurance or coinsurance contracts may have been established for the coverage of the particular risk, and to whom your personal data will be provided for this purpose, in accordance with the provisions of Insurance Contract Law 50/1980.
- Undertaking of general or customized commercial actions aimed at offering you products or services provided by the insurer and which are similar to those you have already contracted. Such actions may be carried out by any means, including electronically (email, SMS, social networks, mobile applications, etc.).

LEGITIMATION BY VIRTUE OF FULFILMENT OF A LEGAL OBLIGATION

- Communication of data to the competent public administrations, to Courts and Tribunals or to the State Security Forces.
- We will process your data when so required under European Union Law or a law which may determine the general processing conditions and the types of data which are the object of the same, as well as the granting of the same derived from the fulfilment of the legal obligation.
- Special processing conditions, such as the adoption of additional security measures and others of a similar nature, in accordance with the provisions of the European Data Protection Regulation.

5. Who will have access to your personal data? Who will receive your personal data?

We will ensure that the personal data collected is processed for suitably legitimated uses and purposes, either by virtue of your authorization, in order to meet obligations or to exercise legally-recognized rights.

For the declared purposes and under the indicated conditions, your personal data may be transferred to the following recipients, who will act as data controllers in relation to the personal data that they process:

- Public authorities.
- Other companies pertaining to the Allianz group.
- Other insurers, co-insurers and reinsurers.
- Insurance intermediaries.
- Banks.

We may also share your data, for the declared purposes and under the indicated conditions, with the following recipients, who will hold responsibility for the processing of personal data in accordance with our instructions:

- Other companies pertaining to the Allianz group, including when they are located in countries outside the European Economic Area. In relation to any processing of personal data which they may carry out, such companies are bound by the Allianz Privacy Standards (Allianz' BCR), which establish adequate protection for personal data and are legally-binding for all Allianz Group companies. Allianz' BCR document and the list of Allianz Group companies that comply with them can be accessed via the ALLIANZ websites. Similarly, they are also bound by a signed contract that includes Standard Contractual Clauses approved by the European Commission.
- Technical consultants.
- Professionals, lawyers, experts and companies/entities providing services.
- Advertising and marketing companies, for the sending of commercial information, in accordance with the Information Society and Electronic Commerce Services Act 34/2002, and in accordance with the consent granted by yourself.
- Service providers.

We will not share your personal data with third-parties with whom there exists no relationship for the sending of advertising communications without your consent.

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).
- To meet any possible legal obligations. This includes the relevant ombudsman, in the event that you file a complaint about the product or service we have provided to you.

6. Where will your personal data be processed?

Your personal data may be processed in countries located both inside and outside the European Economic Area (EEA) by the aforementioned recipients, who are bound by the applicable confidentiality and security conditions in accordance with current data protection 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 for all Allianz Group companies. Allianz' BCR document and the list of Allianz Group companies that comply with them can be accessed via the ALLIANZ websites. When Allianz' BCR are not applicable, we will instead take steps to ensure that the transfer of your personal data outside of the EEA receives an adequate level of

protection, comparable to that it receives within the Area. You may request information about the measures adopted in relation to these transfers by contacting us via the channels indicated in this statement.

7. What are your rights and how can you exercise them?

In accordance with the applicable legal provisions, you have the right to:

- Access your personal data and ascertain the origin of the same, the purposes and objectives of the processing, the categories of the personal data processed, the identifying details of the data controller(s), of the recipients and the categories of the recipients to whom your data may be transferred.
- Update or correct your Personal Data in order to maintain their accuracy.
- 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 necessary for the verification of their accuracy.
- Obtain a copy of your personal data subject to processing in electronic format and transfer the same to the data controller of your choice.
- Withdraw your consent at any time in such cases in which your personal data is processed in accordance with the consent granted.
- Where permitted by the applicable law or regulation, you have the right to oppose the processing of your personal data or to request the termination of the processing of your personal data for any of the indicated purposes. Following the reception of your request, we will cease to process your personal data, except in legally-permitted cases and circumstances.

You can request the exercise of your rights by writing to AWP P&C S.A. Sucursal en España (indicating "SUBJECT DATA PROTECTION"), Cl Ramírez de Arellano 35, 28043 de Madrid, via the e-mail azpes.privacy@allianz-assistance.es

You may submit a complaint or claim at any time regarding your rights and interests in relation to data protection by contacting the Spanish Data Protection Agency (<https://www.agpd.es>), C/ Jorge Juan, 6 (28001) Madrid. Tel.: 902 007 214 – 91 837 22 95.

8. How long do we store your personal data?

We will keep your personal data for the purposes indicated while the subscribed insurance contract is effective and, once the effective period has expired:

- During the period of 6 years as of the last entry registered in order to comply with the accounting obligations under article 30 of the Commercial Code.
- During the limitation periods of the claim actions based on the insurance contract included in article 23 of the Insurance Contract Law 50/1980.

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

9. How can you contact us?

If you have any questions about how we use your personal information, you can contact us through the means indicated in point 1 of this statement.

10. How often do we update this privacy notice?

We regularly review this privacy notice. We will make sure that the most recent version is available on this website and we will directly notify you of any important changes that may affect you.

Date of last update 04/05/2018.

**AWP P&C SA ,
Sucursal en España**

C/ Ramírez de Arellano, 35
28043 – Madrid
Tel.: 902 102 998
Fax: +34 913 255 443
www.allianz-assistance.es



R.M. de Madrid, Tomo 26138, Folio 140, Sección 8, hoja M-471120. C.I.F. W0034957A