

## Notificare privind prelucrarea datelor cu caracter personal

AWP P&C SA Branch Austria, avand sediul in Viena, Pottendorfer Strasse 23-25, inregistrata la Registrul Comertului din Viena sub numarul FN 100329 v, codul de inregistrare fiscala UID-ATU 15366609 („AWP” sau „Operatorul”), in vederea prestarii serviciilor de asigurare, colecteaza si prelucreaza datele personale, in conformitate cu prevederile legale in materie de prelucrare a datelor cu caracter personal si libera circulatie a acestor date. Rolul prezentei informari este de a explica modul in care datele dumneavoastra personale sunt utilizate si scopul in care acestea sunt folosite. Va rugam sa cititi cu atentie aceasta Notificare.

### Categoriile de date personale ce pot fi prelucrate de catre AWP in activitatea de furnizare a serviciilor de asigurare:

1. **Date personale de identificare** (nume, prenume, adresa, CNP). Datele sunt necesare pentru incheierea in mod valabil a majoritatii produselor de asigurare si derularea raportului contractual cu Operatorul.
2. **Date cu caracter personal privind familia** (starea civila, detalii despre familie/sot/partener/persoane care locuiesc la acelasi loc de consum). Datele sunt colectate pentru: evaluarea riscului asigurat si solutionarea dosarelor de dauna.
3. **Detalii personale financiare** (informatii legate de contul bancar). Datele sunt necesare pentru plata despagubirilor.
4. **Date privind bunurile detinute** (date privind bunul asigurat detinut de o persoana fizica, care face obiectul asigurarii). Datele sunt necesare in cazul asigurarilor de bunuri.
5. **Informatii cu privire la locatia, imaginea si inregistrarile audio-video ale persoanelor fizice** (inregistrarile audio ale convorbirilor telefonice din Call-Center). Datele sunt necesare in vederea imbunatatirii serviciilor oferite, solutionarii reclamatilor si a oricaror solicitari venite din partea clientilor.

### Scopul in care datele personale sunt utilizate

AWP colecteaza si prelucreaza datele dumneavoastra personale in urmatoarele scopuri:

- prestarea serviciilor de asigurare (ofertarea si emiterea politelor de asigurare, gestionarea contractelor de asigurare/ politelor, solutionarea daunelor) si de reasigurare;
- raportari interne sau catre alte entitati ale grupului Allianz din care AWP face parte;

## Notice on personal data processing

AWP P&C SA Branch Austria, having the registered office in Wien, Pottendorfer Strasse 23-25, registered with the Trade Register of Wien under number FN 100329 v, tax registration code UID-ATU 15366609 (“AWP” or “Controller”), in view of supplying the insurance services, collects and processes personal data, in accordance with the legal provisions with regard to personal data processing and the free movement of this data. The purpose of this notice is to explain the manner in which your personal data is used and the purpose for which they are used. Please read this Notice carefully.

### Categories of personal data that may be processed by AWP in the activity of supply of insurance services:

1. **Personal identification data** (surname, name, address, personal number). The data is necessary for the valid conclusion of the majority of insurance products and the performance of the contractual relation with the Controller.
2. **Personal data with regard to family** (civil status, details of the family/spouse/partner/persons living at the same place of consumption). The data is collected for: the assessment of the insured risk and the settlement of the damage files.
3. **Financial personal details** (bank account details). The data is necessary in order to pay the damages.
4. **Data regarding the goods owned** (data regarding the insured good owned by a natural person, which is subject to the insurance). The data is necessary for goods insurance.
5. **Information on the location, the image and the audio-video recordings of natural persons** (audio recordings of the telephone talks from the Call-Centre). The data is necessary in order to improve the services offered, to settle the complaints and any requests coming from the clients.

### Purpose for which the personal data is used

AWP collects and processes your personal data for the following purposes:

- to supply the insurance and reinsurance services (the offering and the issuance of the insurance policies, the handling of the insurance contracts/ policies, the settlement of the damages);

- efectuarea de analize statistice/actuariale;
- solutionarea potentialelor litigii, deferite instantelor (de drept comun sau arbitrale, din tara sau strainatate);
- solutionarea reclamatilor si a solicitarilor din partea clientilor;
- identificarea clientilor, efectuarea de verificari de integritate si detectarea si prevenirea potentialelor fraude (de exemplu prevenirea platilor nejustificate ale dosarelor de dauna);
- comunicari sau raportari catre autoritatile, institutiile sau agentiile de stat sau guvernamentale abilitate;

**Colectarea si prelucrarea datelor dumneavoastra pentru scopurile mentionate mai sus, are ca temei:**

- includerea ca beneficiar in polita de asigurare;
- o obligatie legala a Operatorului;
- consimtamantul dumneavoastra;
- interesul legitim al Operatorului, pentru activitati precum efectuarea de analize statistice/actuariale si raportari interne sau catre alte entitati ale grupului Allianz din care AWP face parte, verificarea integritatii si conformitatii persoanelor vizate, prevenirea fraudelor si a platilor nejustificate ale dosarelor de dauna etc.

**Categoriile de destinatari catre care se pot divulga datele personale colectate:**

- autoritatile statului (inclusiv autoritati fiscale, autoritati de protectie a consumatorilor precum si cele din domeniul asigurarilor, organele statului competente in materie penala), ca urmare a unei obligatii legale a Operatorului;
- furnizorii implicati in mod direct/indirect in procesul de asigurare (ex. reasuratori, dezvoltatori de servicii IT, prestatori de servicii de regularizare a daunelor etc);
- institutii, agentii de stat, guvernamentale sau asociatii din domeniul asigurarilor, daca legislatia stipuleaza acest lucru;
- intermediarii implicati in administrarea contractelor dumneavoastra de asigurare (de ex. brokeri);
- alte companii din cadrul Grupului Allianz (nationale si/sau internationale);
- Instante judecatoresti sau arbitrale

- internal reporting or reporting to other entities of the Allianz group in which AWP is a part;
- the performance of statistical/ actuarial analyses;
- the settlement of potential disputes referred to the courts (of common law or arbitration, from the country or abroad);
- the settlement of the complaints and requests from the clients;
- the identification of the clients, the performance of integrity checks and the detection and prevention of potential frauds (for instance, the prevention of unjustified payments of the damages files);
- communications or reporting to the competent state or governmental authorities, institutions or agencies;

**The collection and processing of your data for the above-mentioned purposes are founded on:**

- the inclusion as beneficiary in the insurance policy;
- a legal obligation of the Controller;
- your consent;
- the legitimate interest of the Controller, for activities such as statistical/ actuarial analyses and internal reporting or reporting to other entities of the Allianz group in which AWP is a part, integrity checks and the verification of the compliance of the persons concerned, the prevention of frauds and unjustified payments of damage files etc.

**Categories of consignees to whom the collected personal data can be disclosed:**

- the state authorities (including tax authorities, consumer protection authorities, as well as those from the insurance field, the state bodies competent in criminal matter), following a legal obligation of the Controller;
- the suppliers involved directly/ indirectly in the insurance process (e.g., Reinsurers, developers of IT services, suppliers of damage settlement services, etc.);
- institutions, state agencies, governmental agencies or associations from the insurance field, if the legislation provides so;
- the middlemen involved in the administration of your insurance contracts (e.g., brokers);
- other companies of Allianz Group (national and/or international);
- courts of law or arbitration courts

### **Transferul datelor personale intr-o tara din afara Zonei Economice Europene**

AWP ar putea sa transfere datele personale catre alte companii din afara sau din cadrul Grupului Allianz, aflate in exteriorul Zonei Economice Europene. Pentru astfel de transferuri, AWP a luat o serie de masuri pentru a asigura un nivel adecvat de protectie a persoanelor fizice, similar cu cel oferit de legislatia europeana.

### **Stocarea datelor personale**

Datele personale vor fi prelucrate cel putin pe durata de valabilitate a contractului de asigurare, precum si ulterior, pe durata necesara executarii obligatiilor contractuale de catre oricare dintre parti.

Datele personale vor fi stocate atat timp cat este necesar pentru scopurile mentionate mai sus sau pe perioada de timp prevazuta de dispozitiile legale generale precum si cele aplicabile in materie de asigurari:

### **Drepturile pe care le aveti in ceea ce priveste datele dumneavoastra personale**

In legatura cu prelucrarea datelor cu caracter personal in baza conditiilor specificate in Regulamentul privind protectia datelor la nivel european 679/2016 va puteti exercita oricare dintre urmatoarele drepturi:

#### **(1) Dreptul de acces la datele cu caracter personal**

Va permite sa obtineti din partea noastra o confirmare a faptului ca AWP prelucreaza sau nu date personale care va privesc si ce astfel de date sunt prelucrate. In cazul in care datele cu caracter personal care va privesc, nu sunt colectate de la dumneavoastra, orice informatii disponibile privind sursa acestora, in cazurile in care nu avem o interdictie legala privind divulgarea sursei.

#### **(2) Dreptul la rectificare**

Presupune dreptul de a solicita rectificarea sau actualizarea datelor cu caracter personal inexacte sau incomplete care va privesc sau completarea acestora, atunci cand acestea sunt incomplete.

#### **(3) Dreptul la stergerea datelor sau „dreptul de a fi uitat”**

Presupune dreptul de a solicita stergerea datelor cu caracter personal care va privesc, in anumite circumstante, precum (i) datele personale nu mai sunt necesare pentru indeplinirea scopurilor pentru care au fost colectate sau prelucrate, (ii) datele dumneavoastra au fost prelucrate ilegal, (iii) prelucrarea datelor a avut loc pe baza consimtamantului dumneavoastra, iar acesta a fost retras.

#### **(4) Dreptul de a va retrage consimtamantul**

Consimtamantul poate fi retras in orice moment, atunci cand prelucrarea datelor cu caracter personal care va privesc a fost efectuata pe baza consimtamantului dumneavoastra.

#### **(5) Dreptul la restrictionarea prelucrării**

### **Transfer of personal data to a country outside of the European Economic Area**

AWP might transfer personal data to other companies outside or within Allianz Group, located outside of the European Economic Area. For such transfers, AWP has taken a series of measures to ensure an adequate level of protection for natural persons, similar to the one provided for by the European legislation.

### **Storage of personal data**

The personal data shall be processed at least in the validity period of the insurance contract, as well as afterwards, for the duration necessary for the fulfilment of the contractual obligations by any of the parties.

The personal data shall be stored as long as it is necessary for the purposes mentioned above or for the period of time provided for by the general legal provisions, as well those applicable in terms of insurance:

### **Your rights in relation with your personal data**

In relation with the processing of the personal data based on the conditions set out in the Regulation regarding data protection at European level 679/2016 you may exercise any of the following rights:

#### **(1) The right to access the personal data**

It allows you to obtain from us a confirmation of the fact that AWP processes or not personal data related to you and what such data is processed. If your personal data is not collected from you, any available information regarding their source, in case we do not have a legal interdiction regarding the disclosure of the source.

#### **(2) The right to correct**

It assumes the right to solicit the correction or the update of your inaccurate or incomplete personal data, or their completion, when they are incomplete.

#### **(3) The right to delete the data or “the right to be forgotten”**

It assumes the right to solicit the deletion of your personal data in certain circumstances, for instance when (i) your personal data is no longer necessary in order to fulfil the purposes for which it has been collected or processed, (ii) your data has been processed illegally, (iii) the data has been processed based on your consent and your consent has been withdrawn.

#### **(4) The right to withdraw your consent**

The consent may be withdrawn anytime, when the processing of your personal data has been made based on your consent.

#### **(5) The right to restrict the processing**

Presupune dreptul de a solicita si de a obtine restrictionarea prelucrării datelor cu caracter personal care va privesc, in anumite circumstante, precum (i) dumneavoastra contestati exactitatea datelor, pe perioada ce ne-ar permite verificarea exactitatii acelor date, (ii) datele dumneavoastra au fost prelucrate ilegal, iar dumneavoastra va opuneti stergerii acestora, solicitand restrictionarea utilizării lor.

#### **(6) Dreptul la portabilitatea datelor**

Presupune dreptul de a primi datele cu caracter personal care va privesc si pe care ni le-ati furnizat, cu dreptul de a le transmite unui alt operator, in cazul in care (i) prelucrarea datelor s-a efectuat fie in baza consimtamantului dumneavoastra sau a contractului incheiat cu noi, iar prelucrarea datelor cu caracter personal s-a efectuat prin mijloace automate. Acest drept poate fi exercitat, numai in masura in care prelucrarea datelor furnizate a fost efectuata exclusiv prin mijloace automate si doar acolo unde extragerea acestor date este fezabila din punct de vedere al capacitatilor tehnice folosite de Operator.

#### **(7) Dreptul la opozitie**

Presupune ca, in orice moment, aveti dreptul de a va opune, din motive legate de situatia particulara in care va aflati, prelucrării datelor cu caracter personal in anumite circumstante, precum (i) prelucrarea a fost efectuata in interesul nostru legitim sau (ii) prelucrarea are drept scop marketingul direct, inclusiv crearea de profiluri pe baza respectivelor dispozitii.

#### **(8) Dreptul de nu face obiectul unei decizii bazate exclusiv pe prelucrarea automata a datelor dumneavoastra, inclusiv crearea de profiluri care produc efecte juridice sau care va afecteaza semnificativ.**

Presupune ca aveti dreptul de a solicita interventie umana din partea Operatorului, de a va exprima punctul de vedere si de a contesta decizia.

#### **(9) Dreptul de a depune o plangere la noi si/sau la autoritatea competenta privind protectia datelor**

#### **(10) Dreptul de a va adresa justitiei**

Pentru exercitarea acestor drepturi, precum si pentru intrebari suplimentare cu privire la aceasta Notificare sau in legatura cu utilizarea de catre AWP a datelor personale, va rugam sa ne contactati alegand oricare din modalitatile de comunicare descrise mai jos, precizand numele dumneavoastra, adresa postala sau de e-mail (in functie de modalitatea prin care doriti sa comunicam), numarul de telefon si scopul cererii.

Ne puteti contacta:

- prin e-mail - la adresa: [protectiadatelor.azpro@allianz.com](mailto:protectiadatelor.azpro@allianz.com);
- personal – la adresa de mai jos;

It assumes the right to solicit and to obtain the restriction of your personal data processing, in certain circumstances, for instance when (i) you contest the accuracy of the data, in the period that would allow us to verify the accuracy of that data, (ii) your data has been processed unlawfully, and you oppose against their deletion, soliciting the restriction of their use.

#### **(6) The right to data portability**

It assumes the right to receive your personal data that you have supplied to us, with the right to send them to another controller, in case (i) the processing of the data has been made either based on your consent or the contract concluded with us, and the processing of the personal data has been made by automatic means. This right may be exercised only in so far as the processing of the supplied data has been made exclusively by automatic means and only where the extraction of this data is feasible in terms of technical capacities used by the Controller.

#### **(7) The right to oppose**

It assumes that you have the time anytime to oppose, for reasons related to the particular situation in which you are, against the processing of the personal data in certain circumstances, such as (i) when the processing has been made in our legitimate interest or (ii) the purpose of the processing is the direct marketing, including the creation of profiles based on the said provisions.

#### **(8) The right to not be subject to a decision based exclusively on the automatic processing of your personal data, including the creation of profiles producing legal effects or affecting you significantly.**

It assumes that you have the right to solicit human intervention from the Controller, to express your opinion and to contest the decision.

#### **(9) The right to file a complaint with us and/ or with the competent authority regarding data protection**

#### **(10) The right to address to justice**

To exercise these rights, as well as for additional questions with regard to this Notice or in relation with the use of the personal data by AWP, please contact us by any of the following means of communication, indicating your name, postal address or email address (depending on the means you wish to communicate), the telephone number and the purpose of the application.

You may contact us:

- by email at the address: [protectiadatelor.azpro@allianz.com](mailto:protectiadatelor.azpro@allianz.com);
- personally - at the following address:

- printr-o cerere transmisa prin posta AWP P&C Saint Ouen Sucursala Bucuresti, str Ing. George Constantinescu nr 2-4 Globalworth Campus Cladirea C et 11 sector 2 Bucuresti ☒

**Actualizarea prezentei Notificari privind prelucrarea datelor cu caracter personal**

Prezenta **Notificare privind prelucrarea datelor cu caracter personal** se supune unor revizuri periodice.

- through an application sent by post at AWP P&C Saint Ouen, Bucharest Branch, str Ing. George Constantinescu nr 2-4 Globalworth Campus Cladirea C et 11 sector 2 Bucuresti ☒

**The update of this Notice on personal data processing**

This **Notice on personal data processing** is subject to regular reviews.