

Information Sheet on Data Processing Outside of Insurance Contracts (Updated in January 2022)

General

With this information sheet, we aim to inform you about Europäische Reiseversicherung AG processing your provided personal data and the rights to which you are entitled under data protection law. "Personal data" is defined as any information that relates to natural persons, either directly or indirectly (such as names, addresses, etc.).

Below, you will find detailed information regarding the way in which we process your personal data for other uses (no insurance relationship or not requiring insurance relationship).

You can find more information concerning our data processing, particularly with regard to insurance contracts, in our information sheet on data processing at <https://www.europaeische.at/datenschutz/>.

Data Controller

Europäische Reiseversicherung AG
Kratowjlestrasse 4
A-1220 Vienna
Company register number: FN 55418y
Company Register Court: Commercial Court of Vienna
T +43 1 317 25 00
info@europaeische.at

You can contact our data protection officer by email at datenschutz@europaeische.at or by mail at the abovementioned address, directing it to "Data Protection Officer".

Types of Personal Data

The following types of personal data are covered by this information sheet:

Supplier Data

Data that you disclose to us as a contracting partner in the course of procurement processes and contract execution, such as the title, name, address, telephone number, email address, company affiliation of the supplier contact person, payment information of the supplier.

Other Contact Information such as title, name, address, telephone number, email address, position, associated business/authority, department.

Processing Purposes and Legal Basis

The following processing purposes are covered in this information sheet:

- Initiation and management of a business relationship (e.g. procurement)
- Billing of your / our services
- For the provision of important information concerning your or our provision of services
- Replying to or editing notifications, complaints and other inquiries that you submit to us
- Invitation to events, such as press events, trade fairs or public events
- Organisation of these events
- Participating in raffles
- Conducting voluntary surveys

The legal basis for collecting and processing personal data depends on the context in which we collect it.

Whenever you contact us or negotiate with us, you disclose both your own personal data as well as personal data from individuals who are linked to the processing of your inquiries, or the initiation, conclusion and fulfilment of a contract. We use your data and the data from your designated third party in our legitimate interest as the controller processing your data and to the extent necessary to properly establish and process our contractual relationship with you or process an inquiry. We use the data in your existing contracts for the analysis of the entire business relationship.

Your personal data is processed for pre-contractual and contractual purposes on the basis of Art. 6(1)(b) of the General Data Protection Regulation (GDPR).

If necessary, we process your data on the basis of any separate declarations of consent you may have given us (e.g. in the context of raffles). You can revoke your consent at any time. The revocation does not affect the legality of the data processing that has been performed on the basis of the consent prior to the revocation.

We process the data that you provide on the basis of your consent pursuant to Art. 6(1)(a) of the GDPR.

In addition, we process your personal data in order to fulfil legal obligations (i.e. regulatory requirements, trade and tax retention obligations or our consulting obligation). In this case, the legal basis for processing data are the relevant legal regulations in connection with Art. 6(1)(c) of the GDPR.

If required, we also process your data pursuant to Art. 6(1)(f) of the GDPR in order to protect our legitimate interests or those of third parties. In particular, this may be the case for preventing and investigating criminal offences.

Scope of Use of Health-Related Data

In the scope of data processing for other purposes of Europäische Reiseversicherung AG, health-related data will neither be collected nor processed, unless it should become necessary based on the nature of your service or inquiry. In this case, we will process the collected health-related data solely on the basis of your consent.

Disclosure of Data to Service Providers

The complexity of the procedures regarding today's data processing sometimes obliges us to use service providers and commission them to process your data. Some of these service providers may be outside the territory of the European Union. However, in all cases where we use service providers, we always ensure that the European data protection level and European data security standards are maintained. Within the scope of processing business transactions, it may also be required that we transfer or jointly process your data within our insurance company or within our corporation. The European data security standards are also maintained in these cases. If you would like to know more about how and to what extent we process your data in your specific business transaction or how we pass it on to service providers and which protective measures we have taken, please contact us using the above-mentioned contact options.

Due Diligence Obligations for the Prevention of Financing Terrorism

Due to legal provisions and the company's own regulations, we are obliged to comply with various due diligence obligations to prevent the financing of terrorism. Therefore, customer data is periodically compared with current sanctions lists (EU, UN, OFAC).

Use of Cloud Services

As an innovative and future-oriented company, we also use cloud solutions.

For our internal cooperation, we use cloud services as part of our internal and external electronic communication as well as for video conferencing, calendaring, and shared document.

Data Transfer to Supervisory Authorities, Courts and Other Third Parties

As an insurance company, we are subject to high regulatory requirements and continuous regulatory supervision. This can result in our having to disclose our contractual partners' personal data to authorities, courts, auditors, etc. at their request within the framework of their statutory duties. However, in all these cases, we always ensure that the legal basis is adhered to and that the protection of your data is maintained.

Your Rights

You may request information regarding the origin, categories, duration of storage, recipients, the purpose of the data processed regarding you personally as well as your business transaction, and the nature of such processing.

Assuming we process data about you that is incorrect or incomplete, you may request its correction or completion. You may also request the deletion of unlawfully processed data. However, please note that this only applies to incorrect, incomplete, or unlawfully processed data. If it is unclear whether any processed data concerning you is incorrect, incomplete or unlawfully processed, you may request that the processing of your data be restricted until such time as the matter has been resolved. Please note that these rights are complementary, so you can only ask for either the correction or completion of your data or its deletion.

Even if we have processed your personal data accurately and completely in compliance with the law, you may object to such data being processed in specific individual cases that you have justified. You may also object if you receive direct mail from us and would wish to no longer receive these in the future.

You may receive the personal data we have processed in machine-readable format designated by us, provided that we have received it from you personally, or you may instruct us to transfer that data directly to a third party chosen by you, provided that the recipient enables us to do so from a technical point of view and the transfer of data causes neither an unreasonable expense nor conflicts with legal or other confidentiality obligations or concerns to us or third parties.

If you have any concerns, we kindly ask that you contact us using the contact details listed above, always providing proof of your identity, for example, by submitting a copy of your ID.

Although we seek to protect the integrity of your data, differences in opinion concerning the nature of how we use your data cannot be excluded. If you are of the opinion that we are using your data without your permission, you have the right to appeal to the Austrian Data Protection Authority, Barichgasse 40-42, 1030 Vienna, telephone: +43 1 52 152-0, email: dsb@dsb.gv.at,

Our Data Storage Procedure

We process your personal data, insofar as this is necessary, for the duration of the entire business relationship (from the initiation to the termination of a contract) as well as in accordance with the statutory storage and documentation obligations, which may include the Austrian Commercial Code (UGB) and the Federal Fiscal Code (BAO).

In addition, statutory limitation periods, which, according to the Austrian General Civil Code (ABGB) may be up to 30 years in certain cases, must be considered for the duration of storage.

If we have collected and processed your data after obtaining your consent, **you may revoke this consent at any time with the consequence that we will no longer process your data for the purposes stated in the consent, starting from when we receive the revocation of the consent. The revocation does not affect the legality of the data processing that took place up to the revocation.**