

## Personal Data Administrator's Statement

We provide the most important information regarding the processing of your personal data and your rights<sup>1</sup>.

### Who is the administrator and data protection officer

The administrator of personal data is Sopockie Towarzystwo Ubezpieczeń ERGO Hestia S.A. You can contact the administrator by phone at 801 107 107, in writing at ul. Hestii 1, 81-731 Sopot, or via electronic delivery to the administrator's address: AE:PL-58185-26619-SWDBT-23. The administrator has appointed a data protection officer, who can be contacted regarding matters related to the processing of personal data: in writing at the administrator's registered office address or at their electronic delivery address, by email: [iod@ergohestia.pl](mailto:iod@ergohestia.pl), or via the data protection section form on the website [www.ergohestia.pl](http://www.ergohestia.pl).

### For what purpose do we process data

The administrator processes personal data to:

1. Perform the insurance contract, including handling claims and processing reported claims,
2. Ensure data accuracy and verify the quality of the claims handling process,
3. Pursue claims,
4. Reinsure risk,
5. Prevent insurance fraud – to the extent necessary to prevent abuse and criminal activity,
6. Handle complaints and appeals regarding services provided by ERGO Hestia, as well as applications and inquiries directed to ERGO Hestia,
7. Fulfill obligations imposed on the administrator in connection with sanctions introduced by regulations of the United Nations, the European Union, or the United States of America,
8. Provide electronic services,
9. Handle customer and client service via the hotline – personal data may be processed in the form of call recordings,
10. Achieve analytical and statistical purposes.

### What are the legal bases for data processing

The processing of your data by the administrator is based on legal grounds such as:

1. The processing of personal data is necessary to perform the insurance contract, handle claims, or process claims,
2. The legitimate interest of the personal data administrator, such as pursuing claims, preventing and prosecuting crimes committed against the insurance company, analytics, and statistics,
3. Fulfillment of the legal obligations of the data administrator,
4. The legitimate interest of a third party, i.e., the parent company in the MunichRe capital group (to which the Administrator belongs), as an entity directly obligated to comply with the sanctions of the United States of America and ensure their compliance by affiliated entities,
5. Consent in the case of its voluntary expression.

### Where do we obtain data from

Your data was provided to the administrator during the claims handling process. It could have been received from: the policyholder, the insured, the person reporting the claim or making a claim, the person responsible for the damage, the vehicle user, the vehicle driver, a witness, a representative of the mentioned persons, the police, the court, or the prosecutor's office.

### Categories of personal data we process

The administrator received your data during the claims handling process. The administrator processes the following categories of your personal data: identification data (first name, last name, PESEL, REGON), address data, contact data, data specifying the role in the event.

In the case of:

- Data of individuals conducting sole proprietorship – data may be obtained from the Central Statistical Office, the Central Registration and Information on Business, and the National Court Register, to the extent of: NIP, REGON, PKD, registered office address, form of business activity, and the date of its commencement;
- Vehicle insurance – data may be obtained from the Central Vehicle Register and the Central Driver Register, to the extent of: vehicle data, its owners, holders, and users.
  - For individuals: PESEL number or document number (in the case of foreigners), first name, last name, address, data on the right to drive a vehicle, data on traffic violations,

- For individuals conducting sole proprietorship: name, REGON, registered office address.

**To whom can we transfer data**

Personal data may be transferred to: reinsurance companies, other insurance companies in the case of separate consent, other entities in the case of separate consent, other administrators in the case of the legitimate interests of the data administrator. They may also be transferred to entities processing personal data on behalf of ERGO Hestia, including: IT service providers, insurance intermediaries, entities processing data for debt collection purposes, entities organizing services for entitled persons in connection with the concluded insurance contract, conducting satisfaction surveys of the service process, entities providing document archiving services, and carrying out correspondence delivery, entities conducting court proceedings regarding claims, and performing necessary actions for claims handling or processing. Your personal data may be transferred to entities located outside the European Economic Area if necessary to perform the insurance contract. The transfer will be carried out with an appropriate level of data protection. You may request further information on how to obtain copies of safeguards or where they are made available.

**What rights do you have**

In connection with the processing of personal data, you have the right to:

1. Access your personal data and request its rectification, deletion, or restriction of processing,
2. Object to the processing of personal data – to the extent that it is processed for direct marketing purposes, including profiling,
3. Data portability, i.e., to receive a copy of personal data from the administrator in a structured, commonly used, machine-readable format and the right to transfer it to another administrator,
4. Lodge a complaint with the supervisory authority dealing with data protection,
5. Withdraw consent without affecting the lawfulness of processing based on consent before its withdrawal,
6. In the case of automated decision-making, the right to challenge the decision and express your own position or request human intervention for a re-analysis of the data and obtain an individual decision.

To exercise these rights, please contact the administrator or the Data Protection Officer using the provided contact details.

**How long do we store data**

1. Personal data will be stored until the expiration of claims under the insurance contract or until the expiration of the obligation to store data resulting from legal provisions, in particular the obligation to store accounting documents related to the insurance contract.
2. In the case of separate consent, personal data will be used for the purposes specified in that consent until its withdrawal.
3. Data will be processed for analytical and statistical purposes for 12 years from the date of termination of the insurance contract.

**Why providing data is necessary**

Providing personal data in connection with the reported claim is necessary to conduct the claims handling process. Failure to provide personal data may result in the inability to conduct the claims handling process.

**What you should know**

This statement is for informational purposes and does not require you to take any further action.

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<sup>1</sup> Article 14 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC.