



# Privacy Notice



The purpose of this Privacy Notice is to explain how and for what purposes we process your Personal Data. Please, read this notice carefully.

## Who will process your Personal Data

Generali Hellas Insurance Company S.A. will process your personal data, acting as Data Controller. If you want to contact us, please use the following details:

35-37, Ilia Iliou & Pytheou str.  
117 43 Athens  
Telephone: +30 2108096100  
e-mail: [info@generali.gr](mailto:info@generali.gr)

If you have any questions regarding the processing of your Personal Data, if you wish to exercise any of your rights, or file a complaint in respect of your Personal Data, you may contact our Data Protection Officer, either by post to Generali's address to the attention of the Data Protection Officer or via e-mail at [dpo@generali.gr](mailto:dpo@generali.gr).

## How we process your Personal Data

Generali will process your Personal Data in order:

1. to assess (underwrite), reinsure and manage the insurance risks and to determine the premium;
2. to conclude, issue and manage the insurance policy;
3. to provide the insurance coverage under the policy, including the assessment, review and settlement of any insurance claims/compensation, if the risk occurs;
4. to inform you about policy-related issues and other products, and to request information regarding your level of satisfaction from Generali's services;
5. for Generali to comply with obligations imposed by the applicable legislative and regulatory framework, including complaints handling and in order to combat insurance fraud.

Generali is entitled to process your Personal Data in order to perform the necessary pre-contractual activities and in order to perform the terms of your insurance policy, if concluded. Special categories of personal data related to your health may be processed only on the basis of your explicit consent.

## Which Personal Data we collect and process

Only Personal Data strictly necessary for the above-mentioned purposes will be processed. In particular, Generali will process:

1. Your identification data (full name, ID card, Taxpayer's Identification Number, Social Insurance Number etc.)
2. Your contact details (address, telephone, e-mail, etc.)
3. Your bank account (IBAN) or credit card details.
4. Details relating to your income (tax assessment)
5. Your medical history based on your answers to the health questionnaire you completed together with your insurance application and/or any medical and diagnostic tests and their results that you may adduce to Generali
6. In case of teleunderwriting insurance application process, your medical history based on your answers to the questions asked by a professional interviewer over the telephone, and/or any medical and diagnostic tests and their results that you may adduce to Generali
7. Any data from your previous transactions that may be in Generali's database.

If such insured risk occurs, Generali may request additional data and supporting documentation relating to the incident and the medical procedures or/and tests performed.

## With whom we share your Personal Data

We may share your personal data with external organizations such as your insurance broker/ intermediary, associated doctors, our external associate who will co-ordinate the pre-insurance telephone interview (if applicable) or medical check (if necessary). We shall also disclose your personal data and cover information or/and exclusions to our partners providing

call-center services for the provision of the services and coverage provided for in the policy, as well as any private hospitals and other health services providers, in case you need to use such services. We may also share your personal data with the Generali Group's technical departments, other Generali Group companies, as well as with reinsurance companies. Generali, at each time, takes all necessary measures in order to ensure that only the strictly necessary data are transferred and that all processing activities are legitimate. For more information on our external partners and providers with whom we share your data, you may visit our website ([www.generali.gr](http://www.generali.gr)).

Generali will not disclose in any way your personal data to any third party not related to the group policy and the provision of the coverage and services provided for therein, unless required by law or upon a lawful request or order by a public authority. Generali will not disclose your personal data to third parties to be used in commercial promotional activities.

### Why the collection of your Personal Data is required

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Your data collection is necessary for the issue and performance of your insurance contract. If you do not wish to provide your Personal Data, unfortunately, Generali will not be able to issue the policy or/and provide the coverage and the services provided for therein.

### Your rights with respect to Personal Data

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You may exercise the following rights with respect to your Personal Data: Access, Rectification, Portability and, provided that the legal requirements are met Erasure, Restriction of Processing, and Objection.

You may also at any time withdraw the consent you have provided for the processing of your Personal Data. Unfortunately, in such a case, Generali will not be able to provide you with the cover provided for in your policy (withdrawal of consent). Withdrawal of consent does not affect the legality of any previous processing activity.

For more information on the conditions for the exercise of your rights, you may visit the Generali website ([www.generali.gr](http://www.generali.gr)). You may exercise your rights through our website, or alternatively, you may directly contact our Data Protection Officer at [dpo@generali.gr](mailto:dpo@generali.gr) for the exercise of your rights and for any other information. The application for the exercise of rights is free of charge, unless the request is manifestly unfounded or excessive.

### How to file a complaint

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If you believe that the protection of your personal data is being compromised in any way, you may file a complaint with the Personal Data Protection Authority: 1-3, Kifissias Ave., 115 23 Athens, [www.dpa.gr](http://www.dpa.gr).

### How long we retain your Personal Data

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We will retain and process your Personal Data for the purposes listed above for as long as your policy is in effect, as well as for up to twenty years after the expiry or termination, for any reason, of your policy, unless a different retention period is provided for by law. If the policy is not issued, we will retain your Personal Data for up to five years