



# Privacy Notice



The purpose of this Privacy Notice is to explain how and for what purposes we use 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 enroll you as a member of the group policy;
3. to provide the insurance coverage under the group policy, including the assessment, review and settlement of any insurance claims/compensation, if the risk occurs;
4. to inform you about group 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 enroll you in the group policy and for the performance of the group policy's terms, if you enroll in it. 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 No., Social Insurance Number etc.)
2. Your contact details (address, telephone, e-mail, etc.)
3. Your bank account details (IBAN)
4. Details of your job position in the company, your monthly salary and your total income, where appropriate (tax assessment, etc.)
5. In case of pre-insurance medical check, 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. Any data from your previous transactions that may be in Generali's database.

If any 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 employer's insurance broker/intermediary, associated doctors, our external associate who will co-ordinate the pre-insurance 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 group policy, as well as any private hospitals and other health

services providers, in case you need to use such services. Also, your employer's Human Resources Department will have access to your records, which contain information about the use of group policy coverage, but will not have access to your medical history. 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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The collection of your data is necessary for your enrollment in the group policy. If you do not wish to provide your Personal Data, unfortunately, Generali will not be able to enroll you in the group policy or/and pay the benefits and provide 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 benefits provided for in the group 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 you are a member of the group policy and this is in effect, as well as for up to twenty years after you leave the policy or the policy expires for any reason, unless a different retention period is provided for by law. If you do not enroll in the policy, we will retain your Personal Data for up to five years.