



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.

1. 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

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.

2. 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 prevention and suppression of money laundering and terrorist financing
6. to combat insurance fraud

In cases 1, 2 and 3 above, legal basis for the processing of your Personal Data is the performance of your insurance contract, if concluded, or in order to take the necessary steps at your request prior to entering into the contract (art. 6 par. 1(b) of the General Data Protection Regulation). In cases 4 and 6 above, the processing is necessary for the purposes of the legitimate interests pursued by Generali (art. 6, par. 1(f) of the GDPR). In case 5 above, legal basis for this processing is the compliance with obligations foreseen in the legal or regulatory framework to which Generali is subject (art. 6, par. 1(c) of the GDPR).

3. 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:

- Your identification data (full name, ID card, Tax Identification Number, citizenship etc.)
- Your contact details (address, telephone, e-mail, etc.)
- Your bank account (IBAN) or credit card details.
- Any data from your previous transactions that may be in Generali's database
- Health data in case of personal accident insurance policy (if the risk occurs)

Depending on the type of insurance policy you have chosen (eg civil liability of any kind, fire insurance, etc.), we may also have access to the following Personal Data concerning you: credit rating data, through the database of ICAP company as well as property data through the National Cadastre and the competent Land Registry.

If any insured risk occurs, Generali may request additional data relating to the incident and the conditions of its occurrence, details of persons involved and of beneficiaries, as well as additional supporting documents.

In addition, in the event of a claim for damages for a reported incident or accident, Generali will collect and process third parties' personal data that may be disclosed to it, due to the accident in which these persons are involved, including any health data in case of bodily injury. The processing of this data by Generali is necessary for the purpose of assessing and verifying the claim.

4. With whom we share your Personal Data

We may share your personal data with external organizations, such as your insurance intermediary and an authorized expert, in cases of pre-insurance inspection or where the insured risk occurs. We may also share your personal data with the parent company of the Generali Group companies, other Generali Group companies, as well as with reinsurance companies. In case of a harmful event or accident, we may transfer your personal data either to any other insurance company involved, or to a third -natural or legal- person who may be liable for the specific damage, for the purpose of its settlement. 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 (<https://www.generali.gr/en/personal-data-privacy/>)

Generali will not disclose in any way your personal data to any third party not related to the 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, without your prior explicit consent.

5. Why the collection and processing of your Personal Data is required

The collection and processing of your data is necessary for the issue and operation of the insurance policy. If you do not wish to provide your Personal Data, unfortunately, Generali will not be able to issue the policy and/or provide the services and covers provided for therein. It is also required in order to comply with obligations imposed by the applicable legislative and regulatory framework regulating the operations of insurance companies.

6. Your rights with respect to Personal Data

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.

For more information on the conditions for the exercise of your rights, you may visit the Generali website (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 for the exercise of your rights and for any other information.

7. How to file a complaint

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.

8. For how long we retain your Personal Data

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.