



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:

Syggrou Ave. & 40 Lagoumitzi St.
11745 Athens
Telephone: +30 2108096100
e-mail: info@generali.gr

If you have any question 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 risk and determine the premium;
2. to enroll you as a member of, as well as to manage the group insurance policy;
3. to provide the insurance coverage under the group insurance policy, including the assessment, review and settlement of any insurance compensation upon occurrence of the insurance risk;
4. to inform you about group policy-related issues and to request information on your level of satisfaction from Generali services;
5. for Generali to comply with obligations imposed by the applicable legal and regulatory framework, including complaints handling, prevention and suppression of money laundering and terrorist financing;
6. to combat insurance fraud;
7. to promote Generali insurance products.

In the above 1), 2) and 3) cases, legal basis for the processing of your Personal Data is the performance of the necessary pre-contractual actions and the fulfillment of the group insurance policy terms (article 6 § 1 (b) of the General Data Protection Regulation). In the above 4) and 6) cases, the processing is necessary for the purposes of the legitimate interests pursued by Generali (art. 6 par. 1 (f) of the GDPR). In the above 5) case, legal basis for the processing of your Personal Data is the compliance of Generali with the obligations imposed by the applicable legal and regulatory framework (article 6 § 1 (c) of the GDPR) and, lastly, in case 7), the legal basis is your consent (article 6 § 1 (a) of the GDPR).

The processing of special categories of Personal Data relating to your health, as well as to your dependents' health, is carried out only upon your explicit consent on the basis of the provision of article 9 § 2 (a) of the GDPR.

3. Which Personal Data we 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 no., TIN, Social Security Number etc.).
2. Your contact details (address, telephone number, email etc.).
3. Your bank account (IBAN) details.
4. Information about your position in the company you work for, your monthly earnings and total income (tax return form, etc.) if required
5. In case of an underwriting process, your medical history based on your answers in the questionnaire you have filled in with your application or even any medical or diagnostic tests and the results thereof which you may adduce to Generali.
6. Any other data from previous transactions kept by Generali.

We have acquired access to your Personal Data either directly from you or through the insurance intermediary of the group insurance policy or through the HR Department of the company you work for.

Upon occurrence of an insurance risk, Generali may request additional data and supporting documentation relating to the incident and the medical procedures or/and tests performed.

4. With whom we share your Personal Data

We may share your Personal Data with external organizations, such as the insurance intermediary of the group insurance policy, cooperating medical experts, our external partner who coordinate the pre-insurance medical check-up (if necessary). In addition, we will disclose your Personal Data and coverage and/or exclusion information to our partners providing call center services for the provision of the services and coverage provided for in the group insurance policy, as well as to any private hospitals and other healthcare providers, in case you need to use such services. Additionally, the Human Resources Department of your company will have access to your record which includes details relating to the use of the group insurance policy coverages. However, they will not have access to your medical record. We may also share your Personal Data with the parent company of the Generali Group, other companies of the Generali Group, as well as with cooperating reinsurance companies. Generali has taken all necessary measures to ensure the transmission of strictly essential data only and the lawfulness of the processing. For additional information on our external partners and providers with whom we share your data, you may visit our website (www.generali.gr)

Generali will not disclose your Personal Data in any way to any third party that is unrelated to the group insurance policy and the provision of the coverages and services provided for therein, unless this is required by law or a legal request or a public authority order. Generali will not transmit any of your Personal Data to third parties, to be used in commercial promotional activities, without your prior explicit consent.

5. Why is the collection of your Personal Data required

The collection of your data is necessary for your enrollment in the group insurance policy. If you do not provide your Personal Data, Generali will unfortunately not be able to enroll you in the group insurance policy and/or provide the coverage and the services provided for therein.

The collection of your data is also required for the compliance of Generali with the obligations imposed by the applicable legal and regulatory framework which governs the operation of insurance companies as well as the fulfillment of the legitimate interests of Generali.

6. Your rights with respect to Personal Data

You may exercise the following rights in relation to your Personal Data: Right of Access, Right to Rectification, Right to Portability and, provided that the conditions of the law are met, Right to Erasure, Right to Restriction and Right to Object.

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 coverage provided for in the group insurance policy (withdrawal of consent). Withdrawal of consent does not affect the legality of any previous processing activity.

For additional information regarding the conditions for exercising your rights, you may visit the Generali website (www.generali.gr). You may exercise your rights through our website or you may directly contact the Data Protection Officer at dpo@generali.gr to exercise your rights or for any other information.

7. How to file a complaint

In the event that you believe that the protection of your Personal Data is being compromised in any way, you may file a complaint with the Data Protection Authority: Kifisias 1-3, PC 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 outlined above for as long as you are a member of the group insurance policy and this remains in force, as well as for up to twenty years after your withdrawal or the expiry of the group policy due to any reason, unless the law stipulates a different retention period. In case you do not enroll in the group insurance policy, we will retain your Personal Data for up to five years.