

INFORMATION NOTICE PURSUANT TO ARTICLE 13 OF THE GENERAL DATA PROTECTION REGULATION FOR USERS OF INSURANCE SERVICES OF GENERALI INSURANCE AD

The purpose of this Information Notice is to explain how, for what period and for what purposes your personal data will be used. Please be aware of the following.

I. From whom will your personal data be used?

Your personal data will be used exclusively by Generali Insurance AD, registered with the Commercial Register with UIC: 030269049, having its headquarters and registered address at: 68, Knyaz Alexander Dondukov Blvd., e-mail: information.bg@generali.com, Telephone: *7222, as the Data Controller.

In case you have any questions about the use of your personal data or wish to exercise your rights as a personal data subject, please contact the Personal Data Protection Officer of the Company at:

E-mail: data.protection@generali.com;

Address: Generali Insurance AD, Sofia, 68, Knyaz Alexander Dondukov Blvd., to the attention of the Personal Data Protection Officer;

II. For what purposes will your personal data be used and on what basis will it be processed? Necessity.

A) Objectives

1. Pre-contractual and ongoing identification, and verification of the Insurer/Insured/Third party beneficiary;
2. Prevention and implementation of measures against financing terrorism and compliance with international sanctions;
3. Assessment of the insurance risk;
4. Administrative servicing of the insurance contract;
5. Fulfillment of rights and obligations under and in connection with the insurance contract;
6. Handling of damages under the insurance contract, including payment of insurance benefits and other amounts under the contract;
7. Statistics, reports and references relating to the particular insurance contract, the type of insurance and the target market;
8. Settlement of recourse receivables and litigation;
9. Prevention of insurance fraud and misuse of personal data;
10. Reinsurance services for insurance in which the risk is reinsured;
11. Co-insurance services for insurance in which the risk is co-insured;
12. Marketing and promotional purposes (*in case you have given your explicit consent*).

The company shall not use automated decision making processes, including profiling within the meaning of the Regulation.

If we use your personal data for a new purpose that is not covered by this information notice, we will provide you with a new information notice and, where necessary, we will require your prior consent for the new processing.

B) Reasons

➤ In comparison with objectives 1 to 8 and objective 11 - Article 6, paragraph 1, letter "B" of the Regulation, processing is required for the conclusion and/or performance of an insurance

contract and Article 6, paragraph 1, letter “C” of the Regulation, processing is required for compliance with a statutory obligation of the Insurer;

➤ In comparison with objective 8 - along with the above grounds and Article 6, paragraph 1, letter “E” of the Regulation, processing is required for the purposes of the Insurer's legal interests, in particular, for the collection of recourse claims of the Insurer on insurance contracts and judicial protection of the Insurer's legal interests;

➤ In comparison with objective 9 - Article 6, paragraph 1, letter “C” of the Regulation, processing is required for the compliance with a statutory obligation of Insurer and Article 6, paragraph 1, letter “E” of the Regulation, processing is required for the purposes of the Insurer's legal interests;

➤ In comparison with objective 10 - Article 6, paragraph 1, letter “B” of the Regulation, processing is required for the conclusion and/or execution of a reinsurance contract, where reinsurance is voluntary and including Article 6, paragraph 1, letter “C” of the Regulation, processing is required for the compliance with a statutory obligation of the Insurer when reinsurance is mandatory;

➤ In comparison with objective 12 - Article 6, paragraph 1, letter “A” of the Regulation, the data subject has consented to the processing of his or her personal data;

C) Necessity

The provision and use of personal data of users of insurance services within the meaning of Article 2, paragraph 2 of the Insurance Code is necessary both for the fulfillment of the legal obligations of the parties to the insurance contract and for the proper and complete fulfillment of the subject of the insurance contracts. Without this personal data, the Company could not ensure the full and lawful performance of the Company's obligations as an insurer, or protect the Company's interests and the interests of the users of insurance services.

III. Which personal data of yours will we collect and use?

Only the personal data required for the objectives listed in item II, letter “A” above shall be used by the Company, mainly as follows:

A) General Personal Data Category:

- First name, middle name, last name;
- National Identification No., Foreigner Identification Number or other official and universal identifier;
- Nationality;
- Permanent and current address;
- E-mail;
- Telephone number;
- Registration data for Road vehicle, vessels or aircrafts, and specialized agricultural, forestry or construction equipment;

B) Special Personal Data Category:

Health status data.

IV. To whom we may need to provide your personal data?

In certain cases, in order to achieve the objectives set out in item II, letter “A” above, we may need to provide your personal information to:

- Reinsurers, co-insurers, reinsurance and insurance brokers and agents involved in the servicing and/or implementing the rights and obligations under your insurance contract and/or related reinsurance or co-insurance contracts;
- Assisting companies, external expert witness and experts involved in the servicing and/or implementing the rights and obligations under your insurance contract and/or related reinsurance or co-insurance contracts;
- Companies from the Generali Group;
- State regulatory and other authorities - Financial Supervision Commission, Commission for Personal Data Protection, National Revenue Agency, Ministry of Interior, Court, Prosecutor's Office, etc.
- Document archiving companies

All third parties which may obtain your data in certain cases shall be specifically obliged to keep and process the data in accordance with the requirements of the Regulation and, where applicable, of the Personal Data Protection Act.

The company does not intend to provide your personal data to third parties outside the European Union. In the event of a need for such provision, this provision shall be done in accordance with the requirements of the Regulation, subject to all safety measures and procedures approved in the Company.

V. Your rights as a subject of personal data

In connection with the processing of your personal data you shall have the following rights:

- To understand what personal data of yours do we process and to request a copy of the same personal data;
- To request your personal data in a form convenient to transfer to another data controller or request from us to do so when technically possible;
- To request from us to correct your inaccurate personal data as well as data that is not up to date;
- To ask your personal data to be deleted if one of the following reasons exists:
 - Personal data is no longer required for the purposes for which it was collected and there is no legal obligation or a legitimate interest for the Company, on the basis of which the Company to continue to lawfully save the personal data;
 - When you have withdrawn your consent and there is no other legally regulated basis for the processing of personal data;
 - When you have objected to the automated decision-making or direct marketing processing (*data shall be deleted only in automated decision-making systems and in the direct marketing database*);
 - When processing is unlawful;
 - Where personal data shall be deleted in order to comply with a legal obligation under EU law or the law of a Member State that applies to us as a data controller;
 - When personal data has been collected in connection with the provision of information society services.
- To request from us to restrict the processing of your personal data in case:

- You challenge the accuracy of personal data for a period that allows us to verify the accuracy of the personal data;
- The processing is illegal, but you do not want your personal data to be deleted and you require instead to limit the personal data use;
- The Company no longer needs your personal data for the purposes for which the personal data was collected but you require the personal data to be saved for the establishment, exercise or protection of your legal claims;
- You have objected against the processing of data based on the existence of a legal interest for the Company as long as the verification of whether the legal interests of the Company have an advantage over your legal interests is in progress.

➤ To withdraw your consent to the processing of your personal data at any time with a specific request to that effect addressed to the Company (*only in cases where the processing of personal data is based on consent granted*);

➤ To object to certain types of processing, such as direct marketing (*unsolicited advertising*), and when the processing is based only on a legal interest for the Company;

➤ To object to the automated processing of your personal data, including profiling, and not be the subject of a decision based only on automated processing including profiling;

➤ To a complaint to the supervisory authority, which is the Commission for Personal Data Protection in the Republic of Bulgaria, with address for correspondence at: Sofia 1592, 2, Prof. Tzvetan Lazarov Blvd., website - www.cdpd.bg;

VI. How long will we process and store your personal data?

Your personal data shall be processed and stored until there is a legitimate reason for doing so. You may read more about how we will use and store your personal information on our website - <https://www.generali.bg/>, where you will find the Company's Privacy Policy, which describes the processes and conditions for the use and storage of personal data, as well as the Information Notice under Article 13 and Article 14 of the Regulation.