

Data Privacy Statement and Information in accordance with Articles 13 and 14 of the General Data Protection Regulation (GDPR) in case of claim

General

With the following information, we provide you with an overview of the processing of your personal data performed by us as the data controller and your rights under data protection law. The following explanations describe the categories of your personal data that are processed by us and in which way such processing is carried out.

Name and contact details of the responsible party

Ecclesia Versicherungsdienst GmbH
Ecclesiastrasse 1 – 4
D-32758 Detmold
Phone +49 5231 603-0
Fax +49 5231 603-197
Email info@ecclesia.de

Contact details of the data protection officer

Ecclesia Versicherungsdienst GmbH
Data protection officer
Ecclesiastrasse 1 – 4
D-32758 Detmold
Phone +49 5231 603-6129
Fax +49 5231 603-606129
Email dsb@ecclesia.de

Purposes for the processing of personal data and the legal basis for the processing

Where potential claims are made by our broker customers, we process personal data of co-insured persons, injured persons or persons involved in the claims only for the purpose of examining the risks covered and for the purpose of claims support in respect of the claims asserted. In doing so, the personal data is processed in compliance with the provisions of the German General Data Protection Regulation (GDPR) and other relevant legal regulations on data protection.

In order to fulfill the aforementioned purposes (for example, in connection with the handling of claims), we process your personal data that we have collected directly from you or that we have received from third parties. If no special categories of personal data according to Article 9 Paragraph 1 GDPR (e. g. health-related data) are affected by this processing, the legal basis for the data processing is based on Article 6 Paragraph 1 lit. f GDPR; the legitimate interest of us or of third parties. The legitimate interest is to efficiently accompany our client in the context of a claim and in all associated insurance-related matters. Without this data processing, claims cannot be handled or can only be handled with difficulty.

In certain cases, it is possible to have additional services rendered by external service providers in your interest as part of the claims handling process. In the case of any loss or damage to a motor vehicle as an example, this may involve the procurement of suitable workshops or a pick-up service for the damaged vehicle. In such cases, your data will only be transferred on the basis of your previously given consent in accordance with Article 6 Paragraph 1 lit. a GDPR.

Where special categories of personal data are being processed, such processing shall be carried out exclusively on the basis of your explicit consent. The legal basis for such processing is determined by Article 9 Paragraph. 2 lit. a of the GDPR.

Categories of personal data that are processed

Personal data is all information relating to an identified or identifiable natural person.

Various categories of personal data are processed for fulfilling our services as an insurance broker. Examples of these include name, address, bank details, communication data, numbers of insurance policies etc.

Special categories of personal data are in general only processed with your consent. Among other things, this involves health data. The legal basis for the processing in such case is laid down in Article 9 Paragraph 2 lit a of the GDPR. In certain cases, processing of special categories of personal data is necessary for the assertion, exercise or defense of legal claims. The relevant legal basis for this processing is provided by Article 9 Paragraph 2 lit. f GDPR.

Recipients of your personal data

Your personal data shall only be passed on to third parties with your consent or on the basis of a legal justification for consent under applicable law. In addition, our employees are obligated to confidentiality and compliance with the provisions of data protection legislation.

The transmission of your personal data to state institutions and authorities who are entitled to receive such information shall only take place within the framework of the relevant legislation, or if we are obligated to do so on the basis of an official or judicial decision.

As part of the processing of claims and benefits, it may be necessary to pass on your data to other bodies or to receive it from them. Depending on the insured risk and the type of loss or damage, this may involve the following bodies:

- Policyholder
- Affiliated companies
- Insurers
- Reinsurers
- Insurance brokers
- Technical service providers/garages
- Assistance services providers
- Social insurance carriers
- Financial services institutions
- Lawyers
- Assessors/experts

For the technical processing of our services, we have commissioned the company Ecclesia Holding GmbH to process your personal data on our behalf within the scope of an order processing contract.

Data is only transferred to countries outside the European Economic Area (third countries) where this

Data Privacy Statement and Information in accordance with Articles 13 and 14 of the General Data Protection Regulation (GDPR) in case of claim

is necessary to fulfill our activities or where you have given us your consent or where this is otherwise legally permissible. In such case, we take measures to ensure the protection of your data. We only transfer data to recipients who ensure the protection of your data in accordance with the provisions of the GDPR for transfers to third countries (Articles 44 to 49 GDPR).

Your security

We take technical and organizational measures to protect your data against unauthorized access, loss, manipulation or destruction. Our security measures are constantly being updated in line with the technological development.

Storage duration

Your personal data is stored for the purpose of fulfilling our insurance broker services and the associated legal obligations. Once your personal data is no longer required for this purpose, it will be automatically deleted.

Our insurance broker services and the associated statutory obligations include, in particular, the retention of documents and information within the scope of the statutory retention periods (up to ten years) and providing evidence of proper advice and contract performance (in accordance with the statutory limitation periods up to 30 years).

Rights of the persons affected

You are entitled to access information about your stored personal data at any time. In accordance with Articles 16 to 20 of the GDPR, you also have the right to have incorrect data corrected, the right to have your personal data deleted, the right to restriction of the processing of your personal data and the right to data portability.

Right to object to processing

Pursuant to Article 21 Paragraph 1 of the GDPR, you may object to the processing of your personal data carried out on the basis of Article 6 Paragraph 1 lit. f of the GDPR on grounds relating to your particular situation by contacting the responsible party at the above address. If you object, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing serves the assertion, exercise or defense of legal claims.

Right to revoke consent

You are entitled to revoke your given consent at any time. This revocation shall apply with immediate future effect. The lawfulness of any processing carried out until the moment of revocation on the basis of consent shall not be affected by such revocation.

Right to complain

If, in your opinion, the processing of your personal data violates the GDPR, you are entitled to lodge a complaint with a supervisory authority.

Provision of your personal data

Without processing your personal data, it is not possible for us to fulfill our insurance broker services. This is why we kindly ask you to disclose the necessary personal data so that your reported loss or damage and your asserted claim can be processed in the best possible way. However, you are under no legal or contractual obligation to provide us with your data.

The personal data provided by you is solely processed for the purposes communicated.

Sources from which your personal data originate

Unless we have collected your personal data directly from you, such data are obtained from the following sources:

- Information provided by our customers
- Insurers
- Reinsurers
- Insurance brokers
- Social insurance carriers
- Lawyers
- Assessors/experts
- Publicly accessible sources (e. g. official registers, address directories, internet)

Questions, suggestions, complaints

If you have any additional questions about the information on data protection and the processing of your personal data, you can contact us or our data protection officer directly by using the contact details indicated above.