

# ALLIANZ PRIVACY STATEMENT

MAY 2020

## WHO ARE WE?

We are Allianz, a worldwide insurer aiming at protecting its customers against a variety of risks. Our postal address is P.O. Box 761, 3000 AT Rotterdam, the Netherlands.

## WE PROCESS YOUR PERSONAL DATA FOR A NUMBER OF REASONS:

- For entering into and executing your insurance agreement or financial service, and managing the contacts arising from it.
- To prevent and combat fraud, and to safeguard the security and integrity of the financial sector, our organization, employees and customers.
- To comply with legislation and regulations.
- For activities aimed at expanding the customer base and marketing activities.

We process your personal data in line with the legal bases of General Data Protection Regulation/ Algemene Verordening Gegevensbescherming ("AVG"):

- For entering into and executing the agreement.
- To comply with legislation.
- Based on a legitimate interest of us or a third party.
- Based on your approval.

We can process the following personal data:

- Name.
- Address.
- Date of birth.
- Telephone number.
- E-mail address.
- Financial information.
- Bank account number.
- License plate.

We can process the following personal data if necessary:

- Social security number (Burger Service Nummer), for example, when applying for a life insurance, mortgage or pension product.
- Health data, for example, when applying for life insurance or a pension product or for the settlement of an injury claim,
- Criminal offence data, for example, for the risk assessment when applying for a product.

You are not obliged to provide us with your personal data. If you decline to do so, there is a possibility that we will no longer be able to provide a certain product or service to you. In such a case, we will inform you as soon as possible.

## PROFILING AND AUTOMATED DECISION-MAKING

We may use automated decision-making in the processing of your personal data. We may analyse your personal data or make predictions by linking your personal data e.g. to behaviour, location and personal preferences. Based on these analyses or predictions, we may or may not make you an offer. If you have any questions about our use of automated decision-making, please feel free to contact us by clicking on the following link:  
<https://www.allianz.nl/zakelijk/contact.html>.

[> View the privacystatement in Dutch](#)



## HOW DO WE USE YOUR PERSONAL DATA?

In order to provide our services, we may make use of the services of third parties, such as other insurers, intermediaries, investors, reinsurers, the Dutch Central Information System Foundation (CIS) or third parties processing your personal data on our orders. We may provide such third parties with your personal data. We have made proper agreements with these third parties for processing your personal data, in the form of data processing agreements. If you purchase a product with us, you will find more information about data privacy in the terms and conditions of the specific product.

With regard to special category personal data, e.g. data concerning your health, we process this in the most careful manner.

We process criminal data only on the grounds stated in the General Data Protection Regulation (Algemene Verordening Gegevensbescherming). In doing so, we adhere to the Insurers & Criminality Protocol of the Dutch Association of Insurers and the Financial Institutions Incident Warning System (PIFI). We may, for example, exchange personal data regarding criminal activity, such as fraud, with other financial institutions and investigation departments, but also the Centrum Combating Insurance Crimes (CBV) of the Association of Insurers ([www.verzekeraars.nl](http://www.verzekeraars.nl)).

Our affiliated Allianz companies are entitled to share the personal data we process with each other for the purposes as described above. All rights and obligations that apply to this are set out in intra-company agreements.

Allianz also has internal rules for the international exchange of personal data between other Allianz entities outside the Netherlands. These rules are called the Binding Corporate Rules. At your request we will provide you with a copy of the Binding Corporate Rules.

We will keep your data records as long as necessary in order to fulfil the aforementioned reasons for processing and/or as long as required by law. In principle, we delete your data records after the following retention periods have passed:

- 3 till 12 months in case there is no agreement concluded.
- 7 years after the contract had been terminated.
- 7 years after the final settlement of a claim.

In specific situations it may be necessary to deviate from these retention periods.

The Personal Data Processing Code of Conduct of the Dutch Association of Insurers applies to the processing of personal data. The full text of the Code of Conduct can be consulted on the website of the Dutch Association of Insurers ([www.verzekeraars.nl](http://www.verzekeraars.nl)). You can also ask for a copy at the Dutch Association of Insurers (Postbus 93450, 2509 AL Den Haag, the Netherlands; telephone number +31 (0)70 333 85 00).

With a view to a responsible underwriting, risk and fraud-prevention policy, we record your data in the Central Information System (CIS) of insurance companies operating in the Netherlands. The CIS Foundation (Bordewijklaan 2, 2591 XR, Den Haag, the Netherlands) manages these data. To us as an insurer, the purpose of personal data processing in the CIS consists of risk assessment and management, and combating insurance crime. The data we record in the CIS are used to safeguard the security and integrity of the financial sector. Data are also used in an anonymised way for statistical analyses. In addition, we record your customer details centrally to be able to find persons, companies, objects and the addresses of the premises to which any specific insurance applies in case of an emergency, an incident such as insurance fraud, or an investigation by the police and the judicial authorities. Furthermore, we register claim notifications. These claim notifications are neutral: we do not record information about blame or liability. For more information, visit [www.stichtingcis.nl](http://www.stichtingcis.nl). You will also find the CIS Privacy Statement there.

We have taken appropriate measures to secure your visit to our website and the use of it, and to prevent the abuse of our website.

All our employees have signed a non-disclosure agreement and only authorized personnel can process your personal data.

When you visit our website, we may collect and store visitor data. We do this, for example, for the purpose of enhancing the user-friendliness of our website. Small text files may also be sent to your computer in order to facilitate our mutual communication (cookies). Consult our cookie policy for more information.

## WHAT RIGHTS DO YOU HAVE?

- You have the right to access your personal data, and to have the data corrected or erased where appropriate;
- You have the right to ask us to limit or discontinue processing of your personal data, if the personal data we are processing are incorrect;
- You have the right to withdraw your consent to your personal data being processed at any given time. In that case, we may no longer be able to offer you a product or service.
- You have the right to file a complaint with the Dutch Data Protection Authority;
- You have the right to retrieve your personal data in order to forward them to another party. You may also ask us to forward your personal data to another party;
- You have the right to raise an objection the processing of your personal data, also to the external recording in the Central Information System mentioned above.

If you wish to exercise these rights or if you have other questions about the way we process personal data, please contact our Data Protection Officer at: Postbus 761, 3000 AT Rotterdam, the Netherlands or send an e-mail to [privacy@allianz.nl](mailto:privacy@allianz.nl).

## UNSUBSCRIBE FROM MAILINGS

If you no longer wish to receive commercial information on our products, let us know through our customer service page on [www.allianz.nl](http://www.allianz.nl).

## ABOUT THIS PRIVACY STATEMENT

We will change this Privacy Statement unilaterally from time to time. You will find the most recent version of this Privacy Statement on this website of Allianz. We recommend that you read the Privacy Statement on this page with some regularity.

The English translation of our Privacy Statement is for information purposes only. The original version in Dutch is legally binding exclusively.

This Privacy Statement applies to all our affiliated companies. These are:

- The Dutch branch office of Allianz Benelux N.V. (traded under the name Allianz Nederland Schadeverzekering, Allianz Nederland Levensverzekering, Allianz Inkomensverzekeringen, Allianz Direct, Allianz Nederland Verkeer- en Privéverzekeringen, Allianz Nederland Corporate, Allianz Claims Services). Chamber of Commerce number: 59395435. Dutch Authority for the Financial Markets (AFM) number: 12042158.
- Allianz Vermogen B.V. Chamber of Commerce number: 30144446. Dutch Authority for the Financial Markets (AFM) number: 12043289.

We are committed to ensuring that this information is correct. However, it is possible that the information is incomplete and / or incorrect. We accept no liability for any form of damage that may arise from the use of the information. In addition, we accept no liability for websites that are not maintained by us, referenced or containing references to this information. We reserve the right to change the content of this information without notice.