



## **Confidentiality notice**

Herewith “DioDea Risk Management Services LLC” as its tax agent and special representative in Greece (also referred to as DioDea M.E.P.E.) on behalf of DallBogg: Life and Health insurance Company Inc., an insurance company, established in Bulgaria, which underwrites Motor Third Party Liability (MTPL) and related motor insurance policies in Greece, under the Freedom to provide services, a Company incorporated in Republic of Bulgaria, provides information about how your personal data could be processed regarding the establishment of contacts and obligation part of those insurance contract.

### **Processed personal data**

DioDea M.E.P.E. processes your personal data and that mainly includes:

- 1) Full names
- 2) Personal identity number
- 3) Sex
- 4) Registration number of vehicle
- 5) E-mail, address, telephone
- 6) Current address
- 7) Bank information – number of bank account
- 8) Information regarding the insurance contract – data about length of services, professional experience, property and others.
- 9) Health data - diagnosis, epicrisis, outpatient card, sick note. Examination results and other medical records, used for the purpose of offering personalized programmes, insurance-related accidents, damage claims.

### **Personal data processing claims**

Your personal data processing is necessary for conducting and implementation of insurance contract that you have signed.

DioDea M.E.P.E. restricts your personal health data processing only in accordance with the applicable law, including for the establishing of insurance claim as well as for exercise and protection of such claim.

DioDea M.E.P.E. processes your personal data in order to prepare for you individual contract such as health insurance and accident claim based on your personal content.

When necessary we can exchange your personal data with service providers (experts and subcontractors) based on the legitimate interest of DioDea M.E.P.E. to complete its obligations to their clients and to improve its services.

DioDea M.E.P.E. is allowed to present your personal data when there are legal verifications of state and municipality organs (Financial Supervision Commission, National Revenue Agency, National Social Security Institute, Ministry of Interior, Commission for personal data protection, Guarantee fund, The National Bureau of Bulgarian motor insurers, State fund agriculture and etc.).

### **Personal data usage purposes**

Personal data presented by you will only be used for administrative purposes such as the following:

- 1) establishing account
- 2) policy validation
- 3) reissuing of documents
- 4) termination and cancellation of contracts
- 5) negotiating additional contract information
- 6) claims processing in cases of accidents and payment of insurance compensation
- 7) insurance frauds prevention
- 8) risk assessment

### **Specialization (profiling)**

When preparing your offer for certain insurance policy it is possible to specialize your personal data via computer system.

In accordance with a certain type of insurance DioDea M.E.P.E. might use information systems in order to calculate the chance of any insurance events as risk assessment. Such information systems work based on in-advance predetermined criteria set by actuaries. Your personal data is specialized based on legitimate interest of DioDea M.E.P.E. to assess the risk and take measures. You can object against your personal data specialization.

You can get more information on terms and conditions when you can object on our website (<https://diodea.eu/>), as well as in our offices.

### **Personal data sharing**

DioDea M.E.P.E. protects your personal data very carefully. When adhering to the laws of this sphere you can give your personal data to the following:

Service providers – consultants, experts, assessment services, car services, lawyers.

When we use services related to the insurance contracts and payment of compensation, as well as information systems services, the insurer is allowed to share your personal information.

Sharing personal information is only allowed when there are reasons for that and is also based on written records that provide adequate level of protection.

By fulfilling certain compensations DioDea M.E.P.E. might reveal personal data to subcontractors that provide services through DioDea M.E.P.E..

DioDea M.E.P.E. provides your personal information upon legal request from State and municipal authorities (Financial Supervision Commission, National Revenue Agency, National Social Security Institute, Ministry of Interior, Commission for personal data protection, Guarantee fund, The National Bureau of Bulgarian motor insurers, State fund agriculture and etc.)

Other organizations that DioDea M.E.P.E. shares a common company group with. Sharing personal data in this case is completed by adhering to the European legislation.

Reinsurers – by implementing the legal obligation in order to cover its portfolio DioDea M.E.P.E., on behalf of DallBogg: Life and Health insurance Company Inc. might transfer your personal data to reinsurers, reinsurer brokers and their representatives.

### **Personal data storage validity**

DioDea M.E.P.E. stores certain documents used for the purposes of insurance implementations and compensation payments as follows:

- Insurance contracts and documents that are part of insurer's work for the period of 5 years as of the expiration date in accordance with the type of insurance.
- Documents part of insurance claim –for the period of 5 (five) years starting of the date of issuing the claim and once again depending on the type of insurance.

For more detailed information about documents storage you can contact DioDea M.E.P.E.

### **Your personal data rights**

In accordance with Greek legislation you have the following rights regarding your personal data:

- You have the right to access your personal data and get copy of the same
- In case of inaccuracies of the data, processed by DioDea M.E.P.E., same data will be corrected
- Right to erasure (right to be forgotten) – when there are prerequisites. Such cases include when the data collected is manageable or when you have cancelled your data process in certain cases defined by law, you may request your personal data process to be restricted
- In cases when your data is processed in a legitimate way (as mentioned above) you can make objections of that process
- To exercise your right to transfer data and to be given in automated ,common and machine-related format
- To withdraw your consent DioDea M.E.P.E. to process your personal data.

You can get more detailed information about the way in which you can use our services on our website (<https://diodea.eu/>) as well as in our offices.

You can contact us via e-mail: [gdpr.gr@diodea.eu](mailto:gdpr.gr@diodea.eu) or in our office: 38, Emmanuel Benaki Str., 10678 Athens, Greece; via phone: +30 210 523 3211, +30 210 524 4252;

You also have the right to issue a complaint to The Commission for personal data protection.