



## General

We attach great importance to your privacy and strictly adhere to data protection regulations when processing data.

Please also forward this information to the current and future authorised representatives and possible co-insured persons.

### Name and contact details of the responsible party

Lutz Assekuranz Versicherungsvermittlung Ges.m.b.H.  
Erdberger Lände 26A/9.1  
1030 Wien  
Telefon +43 1 8175573-10  
Fax +43 1 817557322  
E-Mail office@lutz-assekuranz.eu

### Name and contact details of the data protection officer

UIMC DR. VOSSBEIN GMBH & CO KG  
Zweigniederlassung Österreich  
Tel.: +43 1 20 51 07 3383  
E-Mail: datenschutz.lutz@uimc.at

### Purposes for the processing of personal data, as well as the legal basis for the processing

We only process your data for the purpose of fulfilling our brokering services. In particular, this includes the provision of insurance services and the associated coverage inquiries, contract conclusions, contract management and the processing of damage claims. The legal basis for the processing of data is Article 6 Paragraph 1 lit. b of the GDPR.

If we have not collected your personal data directly from you (for example, in conjunction with the processing of damage claims), then the legal basis for the data processing shall result from Article 6 Paragraph 1 lit. f of the GDPR, or from the legitimate interests of us or of third parties. Legitimate interest is in regard to efficiently supporting our customer in conjunction with a damage case and all associated matters relating to insurance law. Without the processing of this data, damage cases cannot be settled, or can only be done so with difficulty.

In the event of special categories of personal data being processed, this shall exclusively take place with your explicit consent. The legal basis for this processing results from Article 9 Paragraph 2 lit. a of the GDPR.

### Categories of personal data that are processed

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

Various categories of personal data are processed for the fulfilment of our brokering services. Examples of these include name, address, bank details, communication data, insurance contract numbers, 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 if there is a legal justification for consent. In addition, our employees are obligated to confidentiality and compliance with the provisions of data protection legislation.

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 due to an official or judicial decision.

Particularly within the framework of coverage inquiries, contract conclusions, contract management and the processing of benefit and damage cases, it may be necessary to transmit your data to other locations or receive data from these locations.

This involves

- policyholder,
- affiliated companies,
- insurance companies,
- reinsurance companies,
- insurance intermediaries,
- technical service providers,
- social insurance agencies,
- financial services institutions,
- lawyers and
- expert witnesses.

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

Data is only transferred to countries outside the European Economic Area (third countries) where this 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 organisational measures to protect your data against unauthorised access, loss, manipulation and destruction. Our security measures are constantly being updated in accordance with technological development.

## **Storage duration**

Your personal data is stored for the fulfilment of our brokering services and the associated legal obligations. Provided that your personal data is no longer necessary for this purpose, it will be automatically deleted. Our brokering services and their associated legal obligations include, in particular, the retention of documents and information within the framework of the statutory retention periods (up to ten years), as well as evidence of proper guidance and contractual performance (according to the statutory limitation periods up to 30 years).

## **Rights of the persons affected**

You have a right to access information about your stored personal data at any time. According to Articles 16 to 20 of the GDPR, you also have the right to the correction of inaccurate data, the right to the deletion of your personal data, the right to restrict the processing of your personal data, as well as the right to data portability.

## **Right to object to processing**

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 have the right 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 the revocation.

## **Right to complain**

If you are of the opinion that the processing of your personal data constitutes a violation of the GDPR, then you have the right 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 fulfil our brokering services. This is why it is necessary to disclose your personal data.

In specific cases, for example in the event of damages, this may involve voluntary information. Where this is the case, we shall make you aware accordingly. The personal data provided by you is processed solely for the purposes communicated.

## **Sources from which your personal data originates**

If we have not collected your personal data directly from you, this data originates from the following sources:

- Communication with our customers
- Insurance companies
- Reinsurance companies
- Insurance intermediaries
- Social insurance agencies
- Lawyers
- Expert witnesses

## **Questions, suggestions, complaints**

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