

Data protection declaration – concerning the A1 credit card insurance

of Integral Insurance Broker GmbH - version 05/2018

Protecting your personal data is of utmost importance to Integral Insurance Broker GmbH ("Integral"). This data protection declaration regulates the management of personal data and lays out how we record, store, process, disclose and transmit your personal data in case you are interested in and use the services provided by us. We process your personal data solely in compliance with the relevant legal regulations.

Your personal data, which fall under the following **data categories**, are processed in connection with the A1 credit card insurance:

- **Customer information** (customer name, type of contract, telephone number, contractual status, customer number, device type, IMEI number; contract term, deductible; reason for termination; promotion code, dealer); amendments to the contract;
- **Customer data** (surname, given name, date of birth, academic degree, form of address, company name; address, street, house number, postal code, city, [mobile] phone number, fax, e-mail, marketing permitted);
- **Claims data** (contract number, customer, telephone number, type of contract, mobile device, IMEI number; deductible, claims information, claims number, date of claim, event of claim, status, device defect, description of defect, repair options, reasons for rejection; repair and exchange costs, claims documents and correspondence; bank details and e-mail address);
- **Complaint data** (date, status, customer, contract and type of contract, reasons and triggering event, details, attachments, reaction times, type of reply, process and outcome, lawyer activity, escalation, completion date, notices, documents and correspondence);

The dissemination of the aforementioned data takes place solely in fulfilment of the A1 credit card insurance contract and is needed for the processing and settlement of claims.

Storage period for personal data: Atlas does not store personal data for an infinite period of time, but rather differentiates according to data categories and objective criteria: For the fulfilment of the ongoing contractual relationship, for compliance with statutory storage periods, for dispute settlement and contract enforcement. We do store personal data for longer time periods than are mandatory by law, if this is in our legal business interest and not prohibited. In case of legal disputes or arbitration procedures we are obligated to store your personal data, which is needed for the administrative or procedural handling, as long as the case is not concluded with legal effect. Your master data, payment details and other personal data will generally be deleted upon termination of the contract or 7 years after settlement of any and all claims arising from the contract respectively, or after the statutory storage period at the latest.

Your claims data might be forwarded to the following **recipients**, if necessary in order check the claims obligation in the event of damage:

- **Allianz Elementar Versicherungs-AG, Hietzinger Kai 101-105, 1130 Wien, FN34004q, (Data protection declaration available at www.allianz.at/datenschutz/);**
- **Paybox Bank AG, Lassallestraße 9, 1020 Wien, FN 218809d;**
- **The insurance company disclosed by you in case of multiple insurance.**

Advertisement: If, in addition to that, you have agreed that personal data be used for advertising purposes (e. g. the sending of offers, leaflets and newsletters on paper or in digital form, as well as for the purpose of pointing out the current or former business relationship with the customer), you can withdraw your consent at any time by contacting:

Integral Insurance Broker GmbH
Postfach 56, 4020 Linz, Austria
Tel.: 0800 664488 (free of charge within Austria) E-Mail
kundenservice@a1hg.at

Your data is not sent to third countries outside the EU or the EEA respectively; no data profiling with the aim of automated decision-making is performed.

Rights of persons affected

You can claim the following rights with regard to the processing of your personal data:

Right to access

You shall have the right to obtain confirmation as to whether or not your personal data are being processed and if so, to what extent.

Right to rectification

In case we process incomplete or inaccurate personal data about you, you shall have the right to claim rectification of complementation of said personal data. If you have created a user account, you can easily access your personal data and perform the rectification or complementation yourself. Moreover, you can close your user account at any time.

Right to erasure ("right to be forgotten")

You shall have the right that your data be erased if the reason why they were collected no longer exists, if they have been unlawfully processed, if the data processing has a disproportionate effect on your justified interests or if the data processing is based on your consent which you have later withdrawn. It should be borne in mind, however, that there might be other reason which are in conflict with the erasure of your personal data, e.g. statutory storage periods, pending proceedings, enforcement, the exercise of or defence against legal claims, etc.

Right to restriction of processing

- You shall have the right to obtain a restriction of the processing of your data if
- you claim they are incorrect – such restriction may last for a period which allows us to prove the correctness of the data; if the processing of your data is unlawful and you claim a restriction of processing instead of erasure,
 - we do not need the data any more for the purpose they were collected but you need the data for the establishment, exercise or defence of legal claims,
- or
- you have objected to the processing of the data.

Right to data portability

You shall have the right to claim that the personal data which you provided to us be ported in a structured, common and machine-processable format, given we have processed the data using automated methods, based on your consent or in fulfilment of our contract.

Right to object

If we process your data in exercise of tasks which are in the public interest, in exercise of public authority or if we refer to the necessary protection of our lawful interest, you can object to the data processing, given that there is an overriding interest concerning your data. You can object to the sending of advertisement at any time without giving any reason.

Right to file a complaint

If, according to your opinion, the processing of your data is not performed in compliance with Austrian or European data protection laws and, as a consequence, your rights are violated, please contact us so we can answer any questions you may have. Of course you also have the right to file a complaint with the Austrian data protection authority or a European authority respectively.

Right of withdrawal

Any and all consents can independently be withdrawn at any time. As a consequence of the withdrawal, we are not allowed to process your data according to the purposes stated in the consent and therefore, the respective rights and advantages etc. cannot be used after the withdrawal.

All aforementioned rights can be claimed directly vis-à-vis Integral Insurance Broker GmbH by sending an e-mail to visakarte@a1handyversicherung.at. In case of doubt, we may request additional information for the purpose of proving your identity. This is to protect your rights and privacy.

Legal remedies

You shall have the right to access, rectification, erasure, portability and object. In this regard please contact the data controller:

A1 VISA Karten Versicherungsservice, Integral Insurance Broker GmbH
Postfach 56, 4020 Linz, Austria
Tel.: 0810 660 488
E-Mail: visakarte@a1handyversicherung.at

If you believe that the processing is not performed in compliance with data protection regulations, or that your data protection rights are violated in any other form, you can file a complaint with the competent regulating authority.

Competent regulatory authority:

Austria:	Austrian Data Protection Authority Wickenburggasse 8-10 1080 Wien Tel: +43 1 52 152 - 2569 E-mail: dsb@dsb.gv.at
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