

→ **WHAT YOU CAN REQUEST FROM US**

According to the Regulation (UE) 2016/679, you expressly, have the following rights :

- ✓ **The right to be informed (art. 13 of GDPR and art.14 of GDPR)** – the right to be informed by Transilvania Broker de Asigurare, if do or don't process your personal data;
- ✓ **The right of access by the data subject (art. 15 of GDPR)** – the right, as Transilvania Broker de Asigurare S.A., to provide the access to your data, which it processes. For this purpose, we will provide you, for free, a copy of the data processed by us, as well as all the information guaranteed by the Regulation (UE) 2016/679;
- ✓ **The right to rectification (art. 16 of GDPR)** – the right, as Transilvania Broker de Asigurare S.A. to correct your inaccurate data and/ or fill in the missing data;
- ✓ **The right to erasure – right to be “forgotten” (art.17 of GDPR)** – the right as, Transilvania Broker de Asigurare S.A. to delete your personal data, in the following situations:
 - a. those personal data are no longer necessary for the fulfillment of the purposes for which they were collected or processed;
 - b. you withdraw your consent on the basis of which the processing takes place and there is no other legal item for the processing;
 - c. you oppose the processing of your personal data and, the data operator Transilvania Broker de Asigurare S.A. has no legitimate reason to override your rights to the processing of those data ;
 - d. you oppose the processing of your personal data for commercial/advertising purposes (direct marketing);
 - e. if your rights have been processed illegally;
- ✓ **Right to restriction of processing (art.18 of GDPR)** – in the following situations:
 - a. if you dispute the accuracy of your personal data that are in the possession of Transilvania Broker de Asigurare S.A. (the restriction will take effect for a period that will allow us to verify the accuracy of those personal data);
 - b. if the processing is illegal, but you don't want to delete the personal data only;
 - c. Transilvania Broker de Asigurare S.A. no longer needs the data for the purpose of processing it, but you ask us for the right of use in court;
 - d. if you oppose data processing, the restriction will take effect for the necessary time to check if the rights of Transilvania Insurance Broker S.A. prevail over your rights
- ✓ **Right to portability of personal data (art.20 of GDPR)** - that means, the right to receive the personal data that you have provided to us, that we process and that we keep in an electronic format; you have the right to receive those data in a structured, commonly used and automatically readable format; those data may be stored by you, may be transmitted to another operator or, at your request, we may transmit to the operator you will indicate to us, if this is technically feasible.

- ✓ **The right to object (art.21 of GDPR)** - the right to oppose at any time, for well-founded and legitimate reasons related to the particular situation, that the personal data be processed, insofar as the legal conditions are fulfilled
- ✓ **The right of withdrawal of the consent granted for processing** - you can withdraw at any time, the consent for the processing of personal data that is processed, according to your agreement, free of charge; if you withdraw your consent, your data processing prior to withdrawing your consent will remain legal
- ✓ **The right not to be subject to a decision based solely on automated processing, including profiling (art. 22 of GDPR)** – the right to request and obtain the withdrawal, the cancellation or reevaluation of any decision based exclusively on processing carried out by automatic means (including the creation of profiles) that produces legal effects or affects in a similar way, to a significant extent, the data subjects;
- ✓ **The right to address you to justice (art. of 79 GDPR)** – the right to complain to the National Supervisory Authority for the Processing of Personal Data, respectively to address the justice for the defense of any rights guaranteed by the applicable law in the field of personal data protection, which have been violated.

→ **HOW YOU CAN MAKE A REQUEST FROM US**

You can exercise your rights under the Regulation (UE) 2016/679, by submitting a written, dated and signed request, which will contain enough information, so that we can identify and locate the data covered by your request.

In order to facilitate the exercise of the rights provided by the Regulation (UE) 2016/679, in this section, we provide you some application templates. Applications addressed to Transilvania Insurance Broker S.A. will be analyzed by the Data Protection Officer, designated at the company level, in collaboration with the departments /services, which are involved in the operations of personal data processing.

The response to your request will be formulated no later than 30 days after receiving it, and it will be sent according to your option, expressed in the application template. You can specify in the application if you want the information to be communicated to a specific address, which may also be by e-mail, or by postal services to ensure that the delivery will be made to you personally, only. If the request is received by e-mail or by mail, the answer will be sent to the home address or to another address indicated in the application, through postal services to ensure that the delivery is made exclusively to the petitioner, so we can be sure, that the person who made the application is the data subject and that the answer will be in his possession.

You can also, fill in, the application directly at the headquarters of our company, when your identity will be certified, when submitting the document. In this situation, the answer can also be sent by e-mail, according to the option mentioned in the application. We would like to warn you that communication of personal data over the Internet (such as via e-mail) is not secure unless an encryption method is used for the transmission of personal

data, thus implying greater risks regarding the possibility of dissemination. unauthorized or interception. Therefore, the security of your data transmitted over the Internet cannot be guaranteed.

→ **YOUR IDENTIFICATION**

For real and effective protection of the data subject, regarding the processing of the data concerning them, Transilvania Broker de Asigurare S.A., as an operator, applies all reasonable measures to verify the identity of a data subject requesting access to the data.

In order to consider your request for access to personal data, we will have to make sure from the outset that the person making the application is the right person (the data processing person), so we will need proof of your identity.

If there are any doubts about the identity of the natural person who submits the request having as object the exercise of one of the mentioned rights, Transilvania Broker de Asigurare S.A., may request other additional information necessary to confirm the identity of the data subject.

In certain situations, we may not be able to give you access to all or some of your personal data due to legal provisions. If we refuse your request for access, we will inform you of the reason for the refusal.

In some cases, we may not be able to search for your personal data because of the identifiers you provide in your application. In such cases, if we can't identify you as a data subject, we are not in a position to comply with your request, unless you provide us, additional information to enable identification.

Transilvania Broker de Asigurare S.A., as a personal data operator, must send you the requested information within one month from the date of receipt of the request that is the subject of the Regulation no. 679/2016, with the possibility of an extension of two months when is necessary, taking into account the complexity and the number of the applications, having the obligation to inform, within one month, the data subject about the reason for the extension of the term.

For exercising of the rights provided by the Regulation (UE) 2016/679, regarding the processing of personal data by Transilvania Company Broker de Asigurare S.A., you can send us a written request, dated and signed to Bistrița, Calea Moldovei, no. 13, Bistrița-Năsăud County, postal zip 420096, at the e-mail address: dataprotection@transilvaniabroker.ro or, you can submit it personally to the Company's Secretariat, having the headquarter at the address mentioned above.

In order to defend the rights provided by the Regulation (UE) 679/2016, all data subjects whose personal data, are subject to processing carried out by Transilvania Broker de Asigurare S.A., may submit a complain to A.N.S.P.D.C.P. at its' headquarters in Bucharest, Gheorghe Magheru Boulevard no. 28-30, sector 1, postal zip 010336, e-mail: anspdcp@dataprotection.ro.