

**Dear customer,**

**Thank you for your interest in our company, our products and services. When you begin a relationship of any kind with us, you entrust us, your information.**

**The purpose of this information is to explain you what data we process, why we process them and what we do with those data. We are fully aware that your personal data belongs to you, so we do our best to safely store and process them carefully.**

**This information is very important. We hope you read it carefully.**

### **1. Who are we, the operator who processes your personal data?**

Transilvania Broker de Asigurare S.A., a company registered in the Personal Data Processing Record Office administered by the National Supervisory Authority for Personal Data Processing under No 23791, is responsible for the processing of your personal data collected directly from you or from other sources.

Our company has always pursued the highest ethical standards in its activities in accordance with the legal provisions in the field of personal data processing. In order for your data to be processed safely, we have made all the effort to implement measures to protect your information.

### **2. Who are you?**

According to the legislation, you - the natural person in a relationship of any kind with us - are a "data subject", that is, physically identified or identifiable. To be fully transparent regarding the data processing and to allow you to easily exercise your rights at any time, we have implemented measures to facilitate communication between us, your data operator and you, the "data subject"

### **3. Our commitment to you**

Protecting your personal information is very important to us. That is why, we are committed to follow the next principles:

- ☞ **Legality, fairness and transparency** – we process your data legally and correctly. We are always transparent about the information we use and you are properly informed.
- ☞ **Control belongs to you** - within the limits of the law, we offer you the possibility to review, modify, delete your personal data, and exercise your other rights.
- ☞ **Data integrity and purpose limitation** - We use the data only for the purposes described at the time of collection or for new purposes compatible with the original ones. In all cases, our goals are compatible with the law. We take reasonable steps to ensure that personal data is accurate, complete and up-to-date.
- ☞ **Security** - we have implemented reasonable security and encryption measures to protect your information. However, we mention that no website, application or internet connection is completely secure.

### **4. What personal data we collect ?**

Our Privacy Policy governs the use and storage of your data. You can access our privacy policy at

<https://transilvianibroker.ro/en/data-protection/>.

Transilvania Broker de Asigurare S.A. is an operator for the personal data that you (the subject of the processing) provide us.

We collect the following types of personal data from you :

- ✓ General personal data - name, surname, national identification number, adress (home/residence), series and number of your ID/passport, nationality, mail adress, telephone number, signature, and so on – but, not limited to this one;
- ✓ Sensitive date (health data);
- ✓ In order to comply with the applicable legislation in the field of preventing and combating money laundering and financing acts of terrorism, we can treat your data that are sensitive from a public point of view, such as politically exposed persons.

### **5. Why do we need your personal data?**

We need your personal data to be able to provide you with the following services :

- ✓ insurance services (for sending you notifications, for bidding and issuing insurance policies, granting compensation);
- ✓ management services in claims files (risk inspections);
- ✓ marketing services (for periodic information, in order to offer you the most of insurance opportunities, in order to improve the services offered by the company);
- ✓ fulfillment of legal obligations and requirements of the state authorities.

### **6. What we do with your data ?**

Your data is processed by us and our partners, located in Romania or on the territory of the European Economic Area. Our partners have implemented technical and organizational measures to protect personal data.

Transilvania Broker de Asigurare S.A. may transmit or disclose personal data, mainly and only to the extent necessary, to the following categories of entities :

- ✓ parteners – Insurance / reinsurance companies;
- ✓ public authorities;
- ✓ commercial partners - service units;
- ✓ processors of Transilvania Broker de Asigurare S.A. - processors (such as brokerage assistant, courier companies, call centers, IT&C service providers, etc.) who act on our behalf process your data according to the instructions received from us and respects, data protection laws and any other appropriate privacy and security measures.

*Data transfers outside the EU and the European Economic Area can be made only under the conditions provided by the specific national and EU legislation regarding the protection of natural persons with regard to the processing of personal data and on their free movement.*

### **The processing of your personal data is based:**

- ✓ *Mandate contract in brokerage*
- ✓ *Your consent, according to the Agreement Form;*
- ✓ *Some legal obligations*

### **7. How long we keep your data?**

The criterion for establishing the period of storage of personal data is given by the period of legal storage / archiving and by the terms and conditions initially established regarding the processing carried out. After this time, your data will be irreversibly destroyed. Any personal data held by us for marketing and information will be kept until you inform us that you no longer wish to receive such information.

## **8. What are your rights ?**

Starting May 25, 2018, you have the following rights resulting from the EU Personal Data Protection Regulation:

- ✓ **Right to be informed**  
Right of the data subject to be informed of the identity and contact details of the operator and the Data Protection Officer, the purposes of processing the data, the categories of personal data concerned, the recipients or categories of recipients of the data, the existence of rights provided for by the legislation on the protection of personal data for the data subject and the conditions under which they may be exercised.
- ✓ **Right to access your personal data**  
The right of the data subject to obtain from the data controller on request and free of charge the confirmation that personal data relating to him/her are processed or not, by this one.
- ✓ **Right to rectification**  
The right of the data subject to obtain, on request and free of charge, the rectification of inaccurate data relating to him/her and the completion of incomplete data;
- ✓ **Right to erasure ('right to be forgotten')**  
The right of the data subject to obtain, on request and free of charge, to the extent that the conditions laid down by law are met, the deletion of personal data relating to that person;
- ✓ **Right to restriction of processing**  
The right of the data subject, to obtain, on request and free of charge, to the extent that the conditions laid down by law are met, the marking of stored personal data in order to limit their further processing
- ✓ **Right to data portability**  
The right of the data subject, to obtain, on request and free of charge, his/her personal data in a structured way, commonly used in an easy-to-read format, as well as the right to have such data transmitted by Transilvania Broker de Asigurare SA to another data controller, to the extent that the conditions provided by law are met;
- ✓ **Right to object**  
The right of the data subject, to oppose, at any time, for legitimate and legitimate reasons related to his / her particular situation, that the personal data concerning him / her are intended to be processed, provided that the conditions provided by the law are met;
- ✓ **The right not to be subject to an individual decision**  
The right of the data subject, to seek and obtain the withdrawal, cancellation or reassessment of any decision based exclusively on the processing by automatic means (including profile creation) which produces legal effects in relation to the data subject or similarly affects him to a significant measure.

## **9. Please note the following:**

- *If you have given your consent for direct marketing, you can withdraw it at any time.*
- *If you want to exercise your rights, you can do so by sending a written, signed and dated request, as follows :*
  - *By post to the follow adress : Bistrița, Calea Moldovei Street, no 13, Bistrița-Năsăud County, Zip code 420096*
  - *Personally – at our headquarters from Bistrița, Calea Moldovei Street, no 13, Bistrița-Năsăud County, Zip code 420096*
  - *By e-mail : [dataprotection@transilvaniabroker.ro](mailto:dataprotection@transilvaniabroker.ro)*
- *The rights listed above are not absolute. There are exceptions, which is why, each request received will be analyzed so that we decide whether it is well-founded or not. If the claim is well founded, we*

**Information note regarding the  
processing of personal data**

*will facilitate the exercise of your rights. If the request is unfounded, we will reject it, but we will inform you about the reasons for the refusal and the rights to file a complaint with the Supervisory Authority and to address the justice.*

- *We will try to respond to your request within 30 days. However, the deadline can be extended depending on different aspects, such as the complexity of the request, the large number of requests received or the inability to identify you in a timely manner.*
- *If, although we make every effort, and we are unable to identify you, and you do not provide us with additional information to successfully identify you, we are not obligated to comply with the request.*

*However, if you believe that your personal data has not been properly dealt with by law, you may contact the National Supervisory Authority for Personal Data Processing and submit a complain.*