



INFORMATION NOTE REGARDING THE PROCESSING OF PERSONAL DATA

Dear Lady/Dear Sir,

Thank you for the interest in our company. The purpose of this information is to describe the way in which Transilvania Broker de Asigurare S.A. treats your personal data.

We are fully conscious that your personal information belongs to you, that is why we take all the necessary precautions to store it securely and to process it carefully.

1. Who are we, the operator that processes personal data?

The company Transilvania Broker de Asigurare S.A. (TBK), company registered in the Personal Data Processing Evidence Registry managed by the National Supervision Authority of Personal Data Processing, on the basis of the Notification number 23791, is responsible for processing your personal data. Our company has always followed to fulfil the highest ethical standard in the activities it carries out in conformity with the legal provisions in the field of personal data processing. In order for your data to be processed securely, we have carried out all efforts to implement reasonable measures to protect your information.

2. Who are you?

According to the law, YOU, individual person, in any form of relationship with us, are a **“concerned person”**, meaning an identified or identifiable person. In order to be completely transparent in regards to data processing and in order to allow you to exercise your rights with ease and at any moment, we have implemented measures to facilitate the communication between us, the operator and you, the concerned person.

The personal data which is processed by Transilvania Broker de Asigurare S.A. (TBK) belong to the following categories of concerned persons, in a collaboration relationship with our company, on the basis of a mandate/provision of services contract: partner/collaborator -authorised individual person, partner/collaborator - individual entrepreneur holder of an individual enterprise, partner/collaborator – individual person carrying out independent activity, within the conditions of the law, a regulated profession, legal or conventional representatives of the legal person partner/collaborator, empowered persons of the partner/collaborator, employees, shareholders, associates and/or other individual person categories relevant in the contractual relationship between partner/collaborator and TBK, whose data is divulged to TBK by the partner/collaborator or which can be processed in the context of the relationship between TBK and them, if it is the case (named **“concerned persons”**). This personal data is transmitted to TBK when initiating the contractual relations or are disclosed by TBK during their course. TBK can process personal data belonging to the concerned persons even after the contractual relationships have ended with the collaborating entity, in order to comply with legal obligations.

In the situation in which the partner/collaborator divulges the personal data of the contact person named by themselves, of the legal representatives, guarantors, real beneficiaries, empowered persons, employees, associates, shareholders and/or of any other individual persons to TBK or their data is processed by TBK in relation to the present contract / other specific contracts, they (partner/collaborator) have the obligation to priorly inform these persons regarding the processing of the personal data by TBK.

3. Our engagement to you

The protection of your personal information is very important for us. That is why we have committed to respect the following principles:

- ❖ **Legality, equity and transparency** – we process your data legally and correctly and we are always transparent in regards to the information that we use, and you are informed accordingly.
- ❖ **You are in control** – in the limits of the law, we offer the possibility of examining, modifying and erasing your personal data and exercise the other rights.



- ❖ **Data integrity and limiting the purpose** – we use your data only with the purposes described at the moment of collecting it or with new purposes compatible with the initial ones. In all the cases, our purposes are compatible with the legislation. We are taking reasonable measures to ensure that the personal data is correct, complete and up-to-date.
- ❖ **Security** – we have implemented reasonable security and encryption measures, in order to protect the information as well as possible. However, keep in mind that no web page, app or internet connection is 100% secure.

4. What data do we collect?

Our personal data protection policy governs the usage and storage of your personal data. You can access our personal data protection policy using the link <https://www.transilvianibroker.ro/en/the-protection-and-processing-of-personal-data/>.

TBK can process, but not limited to these, the following personal information: data retrieved from documents that attest identity (first and second name, residence, personal numerical code, number and series of the ID, issuing date/expiration date), date and place of birth, citizenship, fiscal residence, professional contact data (e-mail address, phone number, place of carrying professional activity, occupation), information included in criminal records (where it is necessary, according to law), percentage of ownership in the structure of the partner/collaborator PJ (if that is the case), data from the civil status documents (if that is the case), first and second name of family members, signature, information regarding studies and vocational training, etc.

5. Why do we need your data?

We need your personal data in order to issue and execute the contract between the partner/collaborator and TBK, undertaking and managing the contractual relationship between the partner/collaborator and TBK, ensuring the technical support and maintenance activities necessary for the undertaking and management of the contractual relationship (where that is the case), to fulfil legal obligations and request by the state authorities, to fulfil the legitimate interests of TBK.

6. What do we do with your data?

Transilvania Broker de Asigurare can transmit or disclose personal data, mainly and only when it is necessary to the following entity categories: partners – insurance / reinsurance companies, public authorities, commercial partners – service units, empowered persons of Transilvania Broker de Asigurare SA – the empowered persons (courier companies, call centres, IT&C service providers, etc.) which act in our name process your data in conformity with the instructions received from us and they respect the law regarding data protection and any other adequate confidentiality and security measures.

The transfer of data outside the EU and the European Economic Area, can be carried out only under the conditions provided for by the specific national and EU legislation regarding the protection of individual persons in regards to personal data processing and in regards to their free circulation.

7. For how long do we store your data?

The criterion for establishing the storage duration of your personal data is set by the legal storage/archiving period and by the conditions laid out initially regarding the carried-out data processing. After this interval, your information will be irreversibly destroyed. Any personal data owned by us for marketing and information purposes will be kept up to the moment in which you will let us know that you do not wish to receive such information.

8. What are your rights?

Beginning with 25 May 2018, you have the following rights which derive from the application of the EU Regulation regarding the protection of personal data:



- ✓ **The right to information** – The right of the concerned person to be informed in regards to the identity and contact data of the operator and of the data protection Responsible, the purposes for which the data processing is carried out, the targeted categories of personal data, the recipients or the recipient categories of the date, the existence of the rights provisioned by the law regarding the protection of personal data for the concerned person and the conditions in which they can be exercised;
- ✓ **The right to data access** – The right of the concerned person to obtain data from the operator on request and free of charge, the confirmation that their personal data is processed or not by the operator;
- ✓ **The right to correction** – The right of the concerned person to obtain on request and free of charge the correction of inexact data that concern them, as well as to complete the incomplete data;
- ✓ **The right of data erasure (“the right of being forgotten”)** – The right of the concerned person to obtain on request and free of charge, in the measure in which the conditions provisioned by the law are met, the erasure of personal data that concern that person;
- ✓ **The right of restricting the processing** – The right of the concerned person to obtain on request and free of charge, in the measure in which the conditions provisioned by the law are met, to mark the stored personal data, with the purpose of limiting their subsequent processing;
- ✓ **The right to data portability** – The right of the concerned person to receive on request and free of charge their personal data in a structured, commonly used and easy to read format, as well as the right of this data to be transmitted by Transilvania Broker de Asigurare S.A. to another data operator, in the measure in which the conditions provisioned by the law are met;
- ✓ **The right to opposition** – The right of the concerned person to oppose at any moment, from well founded and legitimate reasons related to their particular situation, their personal being processed, in the measure in which the conditions provisioned by the law are met;

The right to not be subjected to an individual decision – The right of the concerned person to request and obtain the withdrawal, cancellation or re-evaluation of any decision based exclusively on processing carried out through automatic means (including profile creation) which produce legal effects towards the concerned person or affects them in a similar way in a significant measure.

9. Please bear in mind the following aspects:

→ If you wish to exercise your rights, you can do this by transmitting a written, signed and dated request this way:

- By post to the address: Bistrița, Calea Moldovei, nr.13, jud. Bistrița-Năsăud, cod 420096
- Personal – at our headquarters in Bistrița, Calea Moldovei, nr.13, jud. Bistrița-Năsăud, cod 420096
- By email: dataprotection@transilvianibroker.ro

→ The rights listed above **are not absolute**. There exist exceptions, that is why each request will be analysed in order to decide which is founded or not. If the request is founded, we will facilitate the exercise of your rights. If the request is unfounded, we will reject it, however we will inform you about the reasons of the rejection and on the rights of filing a complaint with the Supervision Authority and to address the justice.

→ We will try to respond to your request within 30 days. However, the term can be extended based on different aspects, such as the complexity of your request, a high number of requests or the impossibility to identify you in a reasonable time.

→ If, even though we take all the necessary efforts, we do not manage to identify you, and you provide us with additional information in order to manage identifying you, we are not obligated to honour the request.

If you, however, believe that your personal data have not been treated appropriately to the law, you can contact the National Data Processing Supervision Authority and to file a complaint with them.



Transilvania Broker®
BROKER DE ASIGURARE

TRANSILVANIA BROKER DE ASIGURARE S.A.

Calea Moldovei, Nr.13 , Bistrița, Jud. Bistrița-Năsăud, Romania, 420096

Registrul Comerțului: J06/674/2006 | Cod fiscal: 19044296

Capital social : 500.000 lei

For any additional details or clarifications, you can contact:

- *By post to the address: Bistrița, Calea Moldovei, nr.13, jud. Bistrița-Năsăud, cod 420096*
- *Personal – at our headquarters in Bistrița, Calea Moldovei, nr.13, jud. Bistrița-Năsăud, cod 420096*
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