

GDPR Privacy Notice

The Catalina European Group of companies (listed below) are committed to protecting personal data which is collected, held/stored and processed for various Insurance Purposes explained below.

Personal Data – what do we mean by that?

The processing of Personal Data is governed by the EU's General Data Protection Regulation 2016/679 ("GDPR"). 'Personal Data' means data which relates to a living person who may be identified directly or indirectly from that data.

What categories of Personal Data are processed?

The Catalina European Group will typically process the following categories of Personal Data that you supply to us (see list below) or which we collect:

- information which identifies you, in particular by reference to a name, an identification number, location data, or a combination of such information including your address, email/telephone details, gender, date of birth, marital status, next-of-kin, passport number, driving licence number, bank account details or other financial information, employment details, prior claims history, financial crime checks; and
- sensitive or "special categories" of personal data which reveal information about your health status, including your physical or mental health and the provision of health care services.

The legal basis and for processing your Personal Data for Insurance Purposes

Processing is necessary for the purposes of pursuing our legitimate business interests so that we may comply with our contractual and regulatory insurance obligations. Such Insurance Purposes includes:-

- administering an insurance contract;
- administering insurance claims under an insurance contract;
- making decisions over insurance claims which we could not otherwise reach;
- to prevent insurance fraud;
- exercising a right, or complying with an obligation, arising in connection with an insurance contract, including a legal right or obligation;
- to communicate with you for the above purposes; and
- statistical analysis in the ordinary course of our regulated insurance business administration.

We retain your Personal Data

We will keep your Personal Data only for so long as is necessary and for the purposes for which it was originally collected. In particular, for so long as there is any possibility that either you or we may wish to bring a legal claim under the insurance policy or where we are required to keep your personal data due to legal or regulatory reasons.

Sources of Personal Data

We receive Personal Data from you and your representatives. We or our specialist external claims managers, solicitors, loss adjusters may also collect Personal Data relevant to your claim from the following public and non-public sources for Insurance Purposes:

- Medical experts that we retain and who you submit to for medical tests;
- Other insurers' including national Insurance fraud databases;
- The Press;
- Private investigators (where appropriate and in strict compliance with the law); and
- Financial Sanctions lists.

Sharing of your Personal Data

All your Personal Data will be treated as strictly confidential but we may share the Personal Data you send us and that which we collect about you with:

- one of our firms of specialist external claims handlers;
- a firm of solicitors;
- financial crime agencies;
- our reinsurers (who, in effect, we buy insurance from) in the normal operation of our insurance business administration; and
- amongst other members of the Catalina Group of Companies (see below "Transfers outside the EEA"),

who will process your Personal Data on our behalf and keep it safe as if it remained with us.

Transfers outside the European Economic Area ("EEA")

The vast majority of your Personal Data is stored securely and backed-up within the European Economic Area ("EEA"). In some instances however, your data may be transferred to a destination outside the EEA for short term processing, or longer term back-up in the ordinary course of our EEA business continuity / disaster planning, and always under our strict control and subject to high standards of data security.

Enquiries/ Requests

If you have any questions in relation to our use of your Personal Data, these should be directed to the Compliance Officer. Under certain conditions, you may have the right to require us to:

- Provide you with further details on the use we make of your personal data/special category of data;
- Provide you with a copy of the Personal Data that you have provided to us;
- Update any inaccuracies in the Personal Data we hold;
- Delete any special category of data/ Personal Data that we no longer have a lawful ground to use;
- Object to any processing based on legitimate interests grounds unless our reasons for undertaking that processing outweigh any prejudice to your data protection rights; and
- Restrict how we use your personal data whilst a complaint is being investigated.

United Kingdom

Compliance Officer
Catalina Services UK Limited,
1 Alie Street, 1st Floor,
London, E1 8DE
United Kingdom

Ireland

Compliance Officer
Catalina Insurance Ireland DAC
Unit 44, Block 5, Northwood Court,
Northwood Crescent, Northwood, Santry,
Dublin 9,
Ireland

GDPR@catalinare.com

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In certain circumstances, we may need to restrict the above rights in order to safeguard the public interest (e.g. the prevention or detection of financial crime) and our interests (e.g. the maintenance of legal professional privilege).

If you are not satisfied with how your query or complaint has been resolved, you have the right to raise the matter with the Office of the UK Information Commissioner's Office or the Irish Data Protection Commission as appropriate.

The Catalina European Group of companies comprises of:-

- Catalina Services UK Limited, registered in England and Wales, registered number 398628; Registered office: 1 Alie Street, London E1 8DE;
- Catalina London Limited, registered in England and Wales, registered number 1531718 (authorised by the PRA to conduct insurance business, FRN 202653);
- AGF Insurance Company Limited, registered in England and Wales, registered number 00661294 (authorised by the PRA to conduct insurance business, FRN 202733);
- Catalina Worthing Insurance Limited, registered in England and Wales, registered number 05965916 (authorised by the PRA to conduct insurance business, FRN 468832);
- Catalina Holdings UK Limited, registered in England and Wales, registered number 3726869; and
- Catalina Insurance Ireland dac. Catalina Insurance Ireland dac is registered in the Republic of Ireland (registered number 225221) and is regulated by the Central Bank of Ireland.