

AGEAS REINSURANCE PRIVACY NOTICE

The purpose of this privacy notice is to explain how ageas SA/NV (including when acting through its Zürich branch), collects, uses and stores your personal data as an applicant, policyholder, insured party or as another data subject (e.g. injured party or beneficiary) related to an insurer for whom we act as reinsurer.

Please read this Privacy Notice carefully. It explains among others who will process your data, why and how information about you is collected, which categories of personal data are processed, how long they are retained and what your rights are regarding the processing of your personal data. Your personal data are kept as safe and secure as reasonably possible, with protections against loss and unauthorised disclosure or access in place. Your personal data will be handled in strict compliance with applicable data protection laws, in particular the General Data Protection Regulation 2016/679 of 27 April 2016 ("GDPR") and the Swiss Federal Act on Data Protection of 25 September 2020 ("FADP").

This Privacy Notice is drafted as a Q&A ('Questions & Answers') list for ease of reading and was last updated in January 2025.

1. Who will process my personal data?

The **Controller** of your personal data under this privacy notice is **ageas SA/NV**, having its registered office at avenue du Boulevard 21/14-17th floor, 1210 Brussels, Belgium, with company number: 0451.406.524 (including when acting through its Zürich branch, **ageas SA/NV, Brussels, Swiss Branch Zurich**, having its registered office at General Guisan Quai 34/36, 8002 Zürich, Switzerland with company number: CHE231.451.517).

Hereafter "**Ageas**" or "**we**".

2. What are the legal grounds, the types of personal data and the purposes for which my personal data are processed?

2.1 Possible legal grounds

ageas SA/NV, hereafter referred to as 'Ageas' will lawfully process your personal data and this mainly for one of the following (relevant) legal grounds:

- because it is necessary for the performance of the contract or in order to take steps prior to entering into the contract ('**Contract**');
- because it is necessary to comply with our legal obligations ('**Legal obligation**');
- because it is necessary to safeguard our own legitimate interests or those of a third party, insofar as your interests or fundamental rights and freedoms don't prevail. We will balance this case by case and will permanently monitor this ('**Legitimate interest**').
- your consent ('**Consent**') which we will use only if strictly necessary. You can withdraw your Consent at any time. However, this will not affect the lawfulness of any processing activities before such withdrawal.

Personal data include all information that is related to you or on which basis you can be identified.

Ageas processes your personal data, whether or not in electronic or automated form, for legitimate purposes and on the basis of one of the abovementioned legal grounds.

In order to be able to meet their obligations under insurance contracts at any time, insurers may cede part of their risks under insurance contracts to reinsurers.

Where we are the reinsurer of the insurance company with which you wish to sign or have signed an insurance contract, or in the event of claims based on the contract as insured, beneficiary or injured party, we may receive information about your proposal, contract and/or claim from that insurance company, where applicable, for justification, proper performance (including claims) or termination of the reinsurance treaty. The same applies if we act as co-reinsurer with another reinsurance company (retrocession).

The data we receive from the insurance or reinsurance company is generally anonymised. If the anonymised data is insufficient for the above-mentioned purposes, we receive data from the insurance application or contract and may receive data relating to claims (e.g. policy number, premium, type and amount of insurance cover and risk, including premium surcharges for substandard risk and factors that may affect claims) in pseudonymised form or including your name (in particular for life insurance or personal injury insurance in the case of high sums insured).

As a reinsurer, we receive your personal data only to the extent necessary. In special circumstances, this may be necessary for the following reasons:

- We may take over the risk assessment and the examination of claims in cases where the sum insured is high or in the case of a specific risk that is difficult to categorise.
- We assist your insurance company in risk and claims assessment and evaluation procedures.
- Lists of contracts covered by reinsurance are provided to us. These lists are used to determine the scope of reinsurance treaties, including controls to check whether or not we cover the same risk and, if so, to what extent (accumulation control), as well as for settlement purposes.
- We check our obligation to pay your insurer or may monitor risks and claims by carrying out spot checks with the primary insurer or on a case-by-case basis.

We use personal data only for the purposes indicated or for purposes that are compatible and related to the original purposes (in particular to compile insurance-specific statistics - for use in setting new rates or to comply with regulatory requirements). Other data may be used for the compilation of aggregate insurance statistics; for risk classification, we generally receive data in anonymised or (where necessary for statistical purposes) pseudonymised form. Anonymised data can under no circumstances be associated with the personal information you have provided. Pseudonymised data is provided together with your policy or claim number, but not with your name or any other information that could identify you. Normally, only the insurance company that provided us with the data will be able to link these pseudonyms (e.g. claim number) to your personal information. Below you find an overview of which type of data is processed by us, for which purpose and which primary legal ground¹ is invoked. It speaks for itself that this list can't be exhaustive. We keep more details internally in the so-called record of processing activities.

The legal basis under which we process your personal data is Article 6(1)(b) of the GDPR, where reinsurance is required for the conclusion or performance of the insurance contract with your insurer.

If the purpose of the reinsurance is to help your insurer meet its obligations under the insurance contract, the processing is necessary in order to protect legitimate interests under Article 6(1)(f) of the GDPR.

Where special categories of personal information are required (such as information on your health when taking out a life insurance contract or for the monitoring of our obligations in respect of compensation), your insurer will regularly seek your consent in accordance with Article 9(2)(a) in conjunction with Article 7 of the GDPR, also in favour of the reinsurer where the transmission and processing of the data by the reinsurer is not provided for by other applicable laws without obtaining consent.

Another legal basis for processing personal data is when we have a legitimate interest (Article 6(1)(f) GDPR). In so doing and we can demonstrate that our interests are not outweighed by your rights or interests. Where we rely on legitimate interest grounds for processing, we make sure we only process the minimum amount of data necessary and for the minimum amount of time necessary to achieve our objectives. We also make sure that our processing is not unnecessarily intrusive.

Such processing may, for example, be necessary:

- to comply with requirements emanating from public authorities;
- for the purposes of controlling accumulation within Ageas, in particular with regard to large amounts of life insurance. In accordance with these obligations, we may need to collect data relating to other groups of persons in connection with risks from sources in the public domain, such as the Internet (e.g. the names of members of a professional sportsman's team) in order to properly estimate our overall exposure in the event of individual claims;
- or to ensure IT security and IT operations.

We also process your personal data in order to comply with legal requirements - such as regulatory requirements, retention requirements under trade and tax laws, or to check your data against sanctions lists drawn up under anti-terrorism laws (e.g. EU Regulation 2580/2001). In such cases, the processing is authorised by the regulatory provision in question. Further information can be found at the following link: <https://www.ageas.com/legal/privacy-statement>.

If we wish to process your personal data for a purpose not previously indicated, we will inform you in advance in accordance with the law.

3. Where do your personal data come from?

We regularly receive your data from primary insurance companies and the intermediary in charge of primary insurance companies under the above-mentioned conditions. In exceptional cases, we will use sources in the

¹ As mentioned, we only invoke one legal basis for each purpose, but to keep this notice transparent, it is not possible to explain the purposes in detail. Therefore, multiple legal grounds can be applicable within one described summarized purpose.

public domain - in particular in the case of large claims or for the purposes of cumulation control, as mentioned above.

4. Who will have access to my personal data?

We use external service providers in order to fulfil certain legal and contractual obligations.

- **Primary insurers**
In connection with the treaty conclusion and the performance, we transfer your Personal data to the primary insurer and, if applicable, to the primary insurer's agent.
- **Other Reinsurers via the intermediary of Ageas**
In certain circumstances, for example in the event of a high financial default risk, we may transfer parts of the risks assumed to other reinsurers (retrocessionaires). In this case, it is necessary that appropriate underwriting information is provided to the other reinsurer.
The data is generally passed on to these other reinsurers as part of a general balancing of interests. If it is necessary to pass on health-related data to other reinsurers, the legal basis is usually your consent which the primary insurer has obtained from you. Consents given can generally be revoked with effect for the future.
- **Contractors and service providers**
Contractors and service providers with whom we have long-standing business relationships.
- **Public authorities and other bodies with a public service function.**
We may transfer your Personal Data to authorities or other bodies with a public legal task if we are legally or contractually entitled or obliged to do so.
Such data transfers may take place at the request of an authority. We will then verify whether the authority is entitled to receive the data in question.

5. Will my personal data be transferred outside the European Economic Area (EEA)?

Your data will primarily be processed within Belgium and Switzerland (which benefits from an Adequacy Decision from the European Commission, meaning it offers the same level of data protection as EEA), where Ageas has its offices and the other EEA countries as the large majority of our suppliers are located in EEA.

Your data may also be shared with data recipients located in countries out of EEA as part of our daily reinsurance activities, possibly worldwide and especially:

- | | | |
|----------------------|---------------|----------------|
| - Australia | - Guatemala | - Peru |
| - Bermuda | - Honduras | - Puerto Rico |
| - Bolivia | - Hong Kong | - South Africa |
| - Chile | - India | - Turkey |
| - China | - Mexico | - Uruguay |
| - Colombia | - New Zealand | - Venezuela |
| - Dominican Republic | - Panama | |
| - Ecuador | - Paraguay | |

Some of them possibly not providing the same level of data protection as Switzerland and EEA. Where personal data are transferred to such countries (usually as part of transfer to other reinsurers (retrocessionaires), legal reporting requirements, legal disputes involving foreign elements (e.g. lawyers), within the framework of IT services or to secure your claim with your insurer), Ageas will provide appropriate safeguards and ensure that the data protection legislation is duly respected. As a general rule, Ageas will implement a legally valid data transfer mechanism under the applicable laws, such as EU standard contractual clauses provided that the data importer can ensure an adequate level of protection prior to such transfer, taking into account the circumstances of the transfer and the level of protection in the third country concerned. In the absence of the aforementioned appropriate safeguards, Ageas may – to the extent permitted under and in accordance with applicable laws – rely on a derogation applicable to the specific situation at hand (e.g.; the data subjects' explicit consent, the necessity for the performance of an agreement, safeguard of an overriding public interest and necessity for the establishment, exercise or defence of legal claims).

6. Will Ageas make use of automated decision-making?

Automated decisions are defined as decisions about individuals that are based solely on the automated processing of data and that produce legal effects that significantly affect the individuals involved. As a rule, Ageas does not make use of automated decision-making as described above.

7. How long are my personal data stored?

As a rule, we will not keep your personal data longer than required for purposes listed above in this notice. In addition, your personal data may be further retained until expiration of the period during which claims can be initiated against us (statutory limitation period, lasting up to 30 years). Finally, in the event of legal proceedings, we will retain your personal data for as long as necessary for our defence.

8. What are my rights with regard to the processing of my personal data by Ageas and who can I contact?

We recognise that you may have rights with regard to our processing of your data. We have processes in place that allow us to respond in a timely manner to any valid request to:

- Access - You may have the right to find out what personal information we hold about you (this includes what category of personal data and/or specific personal data)
- Rectification - If any of your details are incorrect, inaccurate or incomplete you can ask us to correct them or to add information.
- "Port" data - In some circumstances you can ask us to send an electronic copy of the personal information you have provided to us, either to you or to another organisation.
- Object - You have the right to object to any processing done under legitimate interests. We will then re-assess the balance between our interests and yours, considering your particular circumstances. If we have a compelling reason, we may still continue to use your information.
- Restrict processing - If you are uncertain about the accuracy or our use of your information, you can ask us to stop using your information until your query is resolved. We will inform you of the outcome before we take any further action in relation to this information.
- Erase - You can ask us to delete your personal information if deleting your data is not in conflict with our legal and regulatory obligations. If we are using consent to process your information and you withdraw it, you can ask us to erase your information.

In addition, you also have the right - if you feel that Ageas did not act in line with data protection legislation - to lodge a complaint with the supervisory authority of your habitual residence, of your place of work or of the place of the alleged infringement

If you would like to receive more information on the processing of your data, your rights or explanation of this Privacy Notice, you can always contact us. Your contact at Ageas for any further information about these rights is privacy@ageas.com.

9. Changes

We may edit this Privacy Notice from time to time, within the limitation set out by the relevant privacy and data protection laws. With each update, you will be notified via the regular communication channels.