



INFORMATION ON DATA PROCESSING

- /// EUROHERC insurance Plc., Zagreb, Ulica grada Vukovara 282, VAT ID: 22694857747 (hereinafter referred to as: The Company) is collecting and processing personal data of its clients. The Company is responsible for ensuring appropriate safeguard of processing of personal data whereby all legal regulations on processing, protection and confidentiality of clients' personal data as well as handling and safekeeping of clients' personal data are being complied with. The legal framework for processing of personal data is laid out in the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (hereinafter referred to as: The Regulation).
- /// Your personal data is being collected and processed lawfully, fairly and in a transparent manner, with the aim of providing you with our products and services i.e. entering an insurance contract, calculation of insurance premium, resolution of your claims towards the Company, collection of due insurance premium as well as answering all of your inquiries. Processing of your personal data is necessary for the fulfilment of The Company's contractual obligations as well as all of the other legal obligations. With the respect to the scope of your personal data being collected, it depends on the type of insurance contract you intend to enter or already have entered, as well as exercise of your contractual rights. Personal data necessary for the evaluation of your risk profile prior to entering the insurance contract are being collected in accordance with the rules of the insurance profession in general as well as particular line of insurance business of the Company. By entering an insurance contract, you give your explicit consent to the Company to acquire your personal data from the third parties to whom, also in the legally permitted, fair and transparent manner, you have potentially disclosed any of your personal data in order for the Company to be able to fulfil its contractual and legal obligations.
- /// Processing of your personal data necessary for the purposes of the Company's direct marketing (e.g. notice of the expiration of the insurance contract, offering of new insurance products, modification of existing insurance products and services) as well as for the purposes of market research, is a legitimate right of the Company. If your personal rights and freedoms would be in any way compromised by processing of your personal data with regard to the aforementioned marketing activities of the Company, it is self-evident that your personal rights and freedoms should have precedence over the business interests of the Company.
- /// Personal data necessary for the conclusion of the insurance contract and fulfilment of the Company's contractual obligations include:
 - name and surname, address, usual residence or abode, address for delivery of the mail, your personal identification numbers, date of birth, contact information and, if necessary, personal identification document. Your personal data will be collected by your spoken statement or insight into your personal identification documents by means of taking a copy of your personal identification documents, when it is prescribed by law or the Company's internal procedures.
- /// Personal data regarding your membership in various associations (e.g. union memberships) or data regarding personal disability, which you have disclosed to the Company, will be processed and collected only for the purposes of providing you with possible contractual benefits when entering an insurance contract with the Company.
- /// The Company can disclose your personal data to any of the third parties as follows: insurance and reinsurance intermediaries, insurance and reinsurance companies, healthcare institutions, court and other experts (lawyers, private detectives, appraisers, medical experts) and companies that provide road assistance services (if so stipulated by the insurance contract). All of the abovementioned third parties should provide technical and protection measures regarding your personal data in order to maintain and safeguard your personal rights and freedoms.
- /// The Company may also submit your personal data to the Croatian Insurance Bureau, the Ministry of the Interior, the Centre for Vehicles of Croatia, the Croatian Financial Services Supervisory Agency or any other appropriate authority for the purpose of submitting reports required by law or fulfilling other legal obligations.
- /// The Company will collect, process and keep your personal data as stipulated by the Regulation as long as it is necessary in relation to the purposes for which they are collected or otherwise processed. All of your personal data can be erased and no longer processed if you withdraw your consent, unless there is a legal obligation for the Company or some other legitimate interest (e.g. court dispute) which calls for retention of such data.
- /// If you refuse to provide the Company with your personal data, the Company will not be able to fulfil its contractual and legal obligations, which may result either in the inability to enter an insurance contract or to fulfil contractual obligation from already existing insurance contract.
- /// Your data is processed within the European Economic Area. If your personal data should be transferred outside the European Economic Area, such transfer can only take place if the European Commission has confirmed that a recipient of your personal data meets all of the data protection requirements as prescribed by the Regulation.
- /// Your personal data will be subject to automated data processing which serves the purpose of your profiling in order analyse existing business relationship as well as to further and improve the quality of offered products and services.
- /// You may exercise your rights by submitting your written request to the Company's e-mail address dpo@euroherc.hr or to the Company's headquarters address – Ulica grada Vukovara 282, Zagreb, Attn: Data Protection Officer. Your rights include:
 - the right to access your personal data,
 - the right to rectification of inaccurate personal data and completion of your personal data,
 - the right to restriction of processing of your personal data (if applicable),
 - the right to restriction of personal data portability or the right to erasure of personal data (so called the right to be forgotten) - if applicable,
 - the right to restriction of processing of your personal data for marketing purposes,
 - the right to object, on grounds relating to your particular situation, at any time, to processing of your personal data if you consider that your personal data is used contrary to the regulations.
- /// The application form is available at www.euroherc.hr.
- /// All your requests and complaints will be resolved in accordance with legal stipulations and within the respite, at the latest within 30 days of the receipt or your request or complaint and ascertainment of your identity.
- /// If you deem your rights to be infringed, you can contact the Croatian Personal Data Protection Agency, Selska cesta 136, Zagreb.
- /// Data Protection Officer at EUROHERC insurance Plc.:
 - Phone: +385 1 6004 741
 - e-mail: dpo@euroherc.hr