APPENDIX 1: CATEGORIES OF PERSONAL DATA

Part 1: UK - English

Information type	Details of information that we typically capture
Prospective Insureds and Insured Persons	
Contact Details	• Name, • Address, • Telephone number, • Email address
Policy Information	• Policy number, • Relationship to the policyholder, • Details of policy including insured amount, exceptions etc., • Previous claims, • Telematics Data
Personal Risk Information	• Gender, • Date of birth, • Claims history, • Vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Professional history or CV (*e.g. Director and Officer*), • Publicly available information (*e.g. Death, Disability, Disgrace*), • Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), • Health Data - e.g. physical and mental conditions, medical history and procedures, relevant personal habits *(e.g. smoking, alcohol consumption)* (*A&H Combined, Affinity, Life and Travel, P&C Entertainment, SPL High Net Worth*) • Criminal Data - *e.g. driving offences, unspent convictions (Director and Officer (exceptionally), SPL High Net Worth)*
Financial Information	• Bank account details *(where you are the payer of the policy premium)* or credit card data used for billing
Marketing Information	• Name, email address, interests / marketing list assignments, record of permissions or marketing objections, website data *(including online account details, IP address and browser generated information)*

Information type	Details of information that we typically capture
Claimant	
Policy Information *(excluding third party claimants)*	• Policy number • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc., • Previous claims
Claim Details	• Details of incident, giving rise to claim, handset details and IMEI number (*Mobile Phone*), vehicle registration number (*e.g. Motor, SPL High Net Worth*) • Health Data - *e.g. details of injury, medical report* • Criminal Data - *e.g. driving offences, police reports*
Financial Information	• Bank account details used for payment
Anti Fraud Data	• Address • History of fraudulent claims, • Details of incident giving rise to claim • Criminal Data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact Details	• Name, • Work address, • Work email, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • Email address, • Interests / marketing list assignments, • Record of permissions or marketing objections, • Website data (*including online account details, IP address and browser generated information*)

Information type	Details of information that we typically capture
Office Visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Updated November 2019

Part 2: Austria - English

Type of information	Details about usually collected information
Prospective Insureds and Insured Persons	
Contact data	- Name, - Address, - Phone number, - E-mail
Insurance information	- Insurance number, - Relationship to Insured Person, - Details of insurance including amount insured, - Exceptional cases etc., previous claims, - Telematics data
Personal risk information	- Gender, - Date of birth, - Previous claims, - Vehicle registration number *(e.g., for automobile insurance, SPL high net worth (single premium life insurance with high net worth))*, - Professional history or curriculum vitae (e.g., *Director and Officer*), - Publicly available information (e.g., *for Death, Disability and Disgrace*), - List of possessions, property development, physical condition, security, Fire Protection, and Value (*SPL High Net Worth*), - Health data - e.g., physical and mental condition, medical history and treatments, relevant personal habits (e.g., *smoking, alcohol consumption*) - Criminal data - e.g., *traffic offenses, unredeemed criminal history.*
Financial information	Bank account information (*if you are the payer of the insurance premium*) or credit card information used for billing purposes.

Type of information	Details about usually collected information
Marketing	- Name, - Email, - Interests/marketing list assignments, - Documentation of approvals or - Marketing Approvals, - Website information
Claimant	
Insurance information (except third party claimants)	- Insurance number, - Relationship to policyholder/Insured Person, - Details of insurance including sum insured, - Exceptional cases, etc., previous claims
Insurance information (except third party claimants)	- Details of the incident giving rise to the claim, - Details and IMEI number of the cell phone (in case of Mobile phone insurance), - Vehicle registration number (e.g., for car insurance, SPL High Net Worth). - Health data - e.g., injury details, medical report - Criminal data - e.g., traffic offenses, police reports
Claim details	Account details used for payment
Financial information	- Address, previous fraudulent claims, - Details of the incident giving rise to the claim - Criminal history data - e.g., un unredeemed criminal record.
Business Partners, Guests and Users of Group Websites	
Contact data	- Name, - Business address, - Business E-Mail, - Business telephone numbers, - Job title

Type of information	Details about usually collected information
Marketing	- Name, - Job title, - E-mail, - Interests/ marketing list assignments, - Documentation of approvals or marketing objections, - Website information (including online account information, IP address and browser-generated information)
Visitors	- Name, - Job title, - E-mail, - Phone number, - Video surveillance images, - Dietary preferences (for events), - Disability information (optional)

Part 3: Belgium - English

Type of information	Details that are typically captured/may be processed about you
Candidates and Insured Persons	
Contact details	- Name, - Address, - Telephone number, - E-mail address
Policy information	- Policy number, - Relationship to policyholder, - Policy details including the amount insured, exclusions etc., - Previous claims, - Telematics data
personal risk information	- Gender, - Date of birth, - Claim history, - Vehicle registration number (*e.g. motorcycle, SPL High Net Worth*) - Professional background or resume (*e.g., director*), - Publicly available information (*e.g., death, disability and loss of honor*), - Summary of assets, ownership structure, physical condition, security fire protection and value (*SPL High Net Worth*), - Health data - e.g., physical and mental condition, medical history and treatments, relevant personal habits (e.g., smoking, alcohol consumption) (*A&H Combined, Affinity, Life and Travel, Property & Casualty Entertainment, SPL High Net Worth*) - Criminal records - e.g. Traffic violations, unexpired convictions (*Director and Officer (exceptional), SPL High New Worth*)
Financial information	Bank account details (*if you are paying the policy's premium*) or details of your credit card used for billing purposes
Marketing	Name, email address, interests / marketing list assignments, file of consents to or objections to marketing, website data (*including online account data, IP address and browser-generated information*)

Type of information	Details that are typically captured/may be processed about you
Claimant	
Policy information (except for third-party filers of a claim)	• Policy number • Relationship to the policyholder/insured, • Policy details including amount insured, exclusions etc., • Previous claims
Claim details	• Details of the incident giving rise to a claim, handset details and IMEI number (*cell phone*), vehicle registration number (*e.g. motorcycle, SPL High Net Worth*) • Health data - e.g. *injury data, medical reports* • Criminal data - e.g., *traffic violations, court records*
Financial information	• Bank account details used for payment
anti-fraud details	• Address, • History of fraudulent claims, • Details of incident that gives rise to a claim, • Criminal records - e.g., *unspent convictions*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work email, • Work phone number(s), • Job function
Marketing	• Name, • Job position, • Email address, • Interests / marketing list assignments, • File of consent to or objections to marketing, website data (*including online account data, IP address and browser-generated information*)

Type of information	Details that are typically captured/may be processed about you
Officer visitors	- Name, - Job position, - Email address, - Phone number, - Security camera footage, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Last update November 2019

Part 4: Bulgaria - English

Information type	Details concerning the information that we typically capture
Prospective Insured Persons and Insured Persons	
Contact details	• Name, • Address, • Telephone number, • E-mail
Policy information	• Policy number, • Relationship with the party to the policy, • Policy details including insurance coverage, exclusions etc., • Prior claims, • Telematic data
Personal risk information	• Gender, • Date of birth, • Claims history, • Vehicle registration number (e.g., *Motor, SPL High Net Worth*), • Professional history or CV (e.g., *Director and Officer*), • Public information (e.g., *Death, Disability and Offence*), • List of assets, property construction, physical condition, security, fire safety and value (*SPL High Net Worth),* • Health data - e.g., physical and mental illness, medical history or procedures, relevant personal habits (e.g., smoking, alcohol consumption) *(A&H Combined, Affinity, Life and Travel, P&C Entertainment, SPL High Net Worth),* • Information on convictions - for example, driving offences, unspent convictions (*Director and Officer (exclusively), SPL High Net Worth*)
Financial Information	• Bank account details (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing	• Name, email address, interests / list of marketing records, record of permissions or marketing objections, website data (*including online account details, IP addresses and browser generated information*)

Information type	Details concerning the information that we typically capture
Claimant	
Policy information (third party claimants are excluded)	• Policy number, • Relationship with the party to the policy/insured person, • Policy details including insurance coverage, exclusions etc., • Prior claims
Claim details	• Details of an incident giving rise to a claim, device details and IMEI number (of the mobile device), • Health data - e.g., *details of injuries, medical report* • Criminal data - e.g. *unspent convictions*
Financial Information	• Current bank account details
Anti-Fraud Data	• Address • History of prior fraudulent claims • Details of the incident giving rise to the claim • Criminal data - e.g., unspent convictions
Business Partners and Visitors	
Contact details	• Name, • Business address, • Work e-mail, • Work telephone number, • Job title
Marketing	• Name, • Email address, • Interests / list of marketing records, • Record of permissions or marketing objections, • Website data (*including online account details, IP addresses and browser generated information*)

Information type	Details concerning the information that we typically capture
Office visitors	- Name, - Job title, - E-mail address, - Telephone number, - Video surveillance, - Dietary preferences (*for events*), - Disability data (*provided voluntarily*)

Updated: November 2020

Part 5: Czech - English

Type of information	Details about the information we usually collect
The insured person	
Contact details	- Name, - Address, - Telephone number, - E-mail address
Information about the policy	- Insurance number, - Relationship to the insured, - Detailed information about the policy, including the sum insured of exceptions, etc., - Previous claims, - Telematics data
Risk-related information about the person	- Gender, - Date of birth, - History of insurance claims, - Certificate of vehicle registration number *(e.g. vehicle insurance, insurance of persons with a high net worth),* - Professional history or CV *(e.g. management liability insurance)*, - Publicly available information *(e.g. death insurance, disability insurance, embezzlement insurance),* - Inventory of property, construction of real estate, physical condition, security, fire protection and value (*insurance of persons with a high net worth*), - Health data – e.g. physical and mental condition, medication history and procedures, habits of a specific person *(e.g. smoking, alcohol consumption)* (combined health and accident insurance, affinity insurance, life and travel insurance, P&C entertainment insurance, insurance of persons with a high net worth), - Criminal data – e.g. traffic violations, non-expired convictions (management liability insurance (*exceptional cases*), insurance of persons with a high net worth
Financial information	Bank details *(if you are a premium payer)* or details of the credit card used for billing

Type of information	Details about the information we usually collect
Marketing	- Name, - E-mail address, - Interests/tasks in the marketing list, - Record of permits or marketing objects, - Website data *(including online information about the , IP address and browser-generated information)*
The claimant person	
Policy information (save for third-party claimants)	- Policy number, - Relationship to the insured, - Detailed information about the policy, including the sum insured of exceptions, etc., - Previous claims
Claim details	- Detailed information about the event that gave rise to the claim, information about the telephone and IMEI number *(Mobile Phone)*, certificate of vehicle registration number *(e.g. Motor, SPL High Net Worth)*, - Health data – e.g. *information about injuries, medical report,* - Criminal data - e.g. *traffic violations, police reports*
Financial information	Bank details of the payment
Anti-corruption data	- Address, - History of fraudulent claims, - Detailed information about the event that gave rise to the claim, - Criminal data – e.g. non-expired convictions
Business Partners	
Contact details	- Name, - Business address, - Business e-mail address, - Business phone number, - Job title

Type of information	Details about the information we usually collect
Marketing	- Name, - Job title, - E-mail address, - Interests/tasks in the marketing list, - Record of permits or marketing objects, - Website data (*including online information about the , IP address and browser-generated information*)
Visitors	- Name, - Job title, - E-mail address, - Phone number, - Security camera records, - Disability data (*provided voluntarily*)

Updated in November 2019

Part 6: Denmark - English

Information type	Details concerning the information that we typically capture
Prospective Insured Persons and Insured Persons	
Contact details	- Name, - Address, - Telephone number, - Email address
Policy information	- Policy number, - Relationship to the policyholder, - Details of policy including insured amount, exceptions etc, - Previous claims, - Telematics data
Personal risk information	- Gender, - Date of birth, - Claims history, - Vehicle registration number (*e.g. Motor, SPL High Net Worth*), - Professional history or CV (*e.g. Director and Officer*), - Publicly available information (*e.g. Death, Disability, Disgrace*), - Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), - Health Data - *e.g. physical and mental conditions, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption) (A&H Combined, Affinity, Life and travel, P&C Entertainment, SPL High Net Worth*), - Criminal Data - *e.g. driving offences, unspent convictions (Director and Officer (exceptionally), SPL High Net Worth*)
Financial information	Bank account details (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing information	Name, email address, interests / marketing list assignments, record of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Claimant	
Policy information (*excluding third party claimants*)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc., • Previous claims
Claim details	• Details of incident giving rise to claim, handset details and IMEI number (*Mobile Phone*), vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Health Data - *e.g. details of injury, medical report,* • Criminal Data - *e.g. driving offences, police reports*
Financial information	• Bank account details used for payment
Anti Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work email, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • Email address, • Interests/marketing list assignments, • Record of permissions or marketing objections, • Website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Office Visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Updated: November 2019

Part 7: Estonia - English

Information type	Details concerning the information that we typically capture
Prospective Insured Persons and Insured Persons	
Contact details	• Name, • Address, • Telephone number, • Email address
Policy Information	• Policy number, • Relationship to the policyholder, • Details of policy including insured amount, exceptions etc., • Previous claims, • Telematics data
Personal Risk Information	• Gender, • Date of birth, • Claims history, • Vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Professional history or CV (*e.g. Director and Officer*), • Publicly available information (*e.g. Death, Disability, Disgrace*), • Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), • Health Data - *e.g. physical and mental conditions, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption) (A&H Combined, Affinity, Life and Travel, P&C Entertainment, SPL High Net Worth)*, • Criminal Data - *e.g. driving offences, unspent convictions (Director and Officer (exceptionally), SPL High Net Worth)*,
Financial information	• Bank account details, (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing information	• Name, email address, interests/marketing list assignments, records of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Claimant	
Policy information (*excluding third party claimants*)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc., • Previous claims
Claim details	• Details of incident giving rise to claim, handset details and IMEI number (*Mobile Phone*), vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Health Data - *e.g. details of injury, medical report,* • Criminal Data - *e.g. driving offences, police reports*
Financial information	• Bank account details used for payment
Anti Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal Data *e.g. unspent convictions*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work email, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • Email address, • Interests/marketing list assignments, • Record of permissions or marketing objections, • Website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Office visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*),

Updated: November 2019

Part 8: Finland - English

Information type	Details concerning the information that we typically capture
Prospective Insured Persons and Insured Persons	
Contact details	• Name, • Address, • Telephone number, • Email address
Policy information	• Policy number, • Relationship to the policyholder, • Details of policy including insured amount, exceptions etc, • Previous claims, • Telematics data
Personal risk information	• Gender, • Date of birth, • Claims history, • Vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Professional history or CV (*e.g. Director and Officer*), • Publicly available information (*e.g. Death, Disability, Disgrace*), • Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), • Health Data - *e.g. physical and mental conditions, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption) (A&H Combined, Affinity, Life and travel, P&C Entertainment, SPL High Net Worth*), • Criminal Data - *e.g. driving offences, unspent convictions (Director and Officer (exceptionally), SPL High Net Worth)*
Financial information	• Bank account details (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing information	• Name, email address, interests / marketing list assignments, record of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Claimant	
Policy information (*excluding third party claimants*)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc., • Previous claims
Claim details	• Details of incident giving rise to claim, handset details and IMEI number (*Mobile Phone*), vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Health Data - *e.g. details of injury, medical report,* • Criminal Data - *e.g. driving offences, police reports*
Financial information	• Bank account details used for payment
Anti Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work email, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • Email address, • Interests/marketing list assignments, • Record of permissions or marketing objections, • Website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Office Visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Updated: November 2019

Part 9: France - English

Information type	Details concerning the information that we typically capture
Prospective Insured Persons and Insured Persons	
Contact details	- Name, - Address, - Telephone number, - Email address
Policy information	- Policy number, - Relationship to the policyholder, - Details of policy including insured amount, exceptions etc., - Previous claims, - Telematics data
Personal risk information	- Gender, - Date of birth, - Claims history, - Vehicle registration number (*e.g. Motor, SPL High Net Worth*), - Professional history or CV (*e.g. Director and Officer*), - Publicly available information (*e.g. Death, Disability, Disgrace*), - Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), - Health Data - *e.g. physical and mental conditions, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption) (A&H Combined, Affinity, Life and travel, P&C Entertainment, SPL High Net Worth*), - Criminal Data - *e.g. driving offences, unspent convictions (Director and Officer (exceptionally), SPL High Net Worth*)
Financial information	Bank account details (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing information	Name, email address, interests / marketing list assignments, record of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Claimant	
Policy information (*excluding third party claimants*)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc., • Previous claims
Claim details	• Details of incident giving rise to claim, handset details and IMEI number (*Mobile Phone*), vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Health Data - *e.g. details of injury, medical report,* • Criminal Data - *e.g. driving offences, police reports*
Financial information	• Bank account details used for payment
Anti Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work email, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • Email address, • Interests/marketing list assignments, • Record of permissions or marketing objections, • Website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Office Visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Updated: November 2019

Part 10: Germany - English

Type of information	Details of information that we usually collect
Prospective Insured Persons and Insured Persons	
Contact details	- Name, - Address, - Telephone number, - Email address
Insurance information	- Insurance number, - Relationship to policyholder, - Details of the insurance including sum insured, - Exemptions etc., previous claims, - Telematics data
Personal risk information	- Gender, - Date of birth, - Previous claims, - Vehicle registration number *(for example for car insurance, SPL High Net Worth)*, - Professional history or CV *(for example for D&O- insurance)*, - Publicly available information *(for example for Death, Disability and Disgrace)*, - List of properties, property construction, physical condition, security, fire safety and value (*SPL High Net Worth*), - Data concerning health – for example physical and mental condition, medical history and treatment, significant personal habits (*such as smoking, alcohol consumption*), - Data relating to criminal convictions and offences– such as traffic offences, uncleared criminal record
Financial information	Bank details *(if you are the payer of the insurance premium)* or credit card information used for billing

Type of information	Details of information that we usually collect
Marketing	- Name, - Email address, - Interests /marketing list allocations, - Documentation of consent for marketing purposes or objections against marketing, - Website information
Claimants	
Insurance information (except third party claimant)	- Insurance number, - Relationship to policyholder / Insured Person, - Details of the insurance including sum, - Exemptions etc., previous claims
Details on claim	- Details of the incident giving rise to the claim, - Details and IMEI-number of mobile phone (*for mobile phone insurance*), - Vehicle registration number (*for example for car insurance, SPL High Net Worth*), - Data concerning health – for example details of the injury, medical report, - Data relating to criminal convictions and offences – for example traffic offences, police reports
Financial information	Bank details used for payments
Anti-fraud information	- Address, - Previous fraudulent claims, - Details of the incident giving rise to the claim, - Data relating to criminal convictions and offences– such as uncleared criminal record
Business Partners, Guests and Visitors and Website	
Contact Details	- Name, - Business address, - Email address, - Telephone numbers, - Job title

Type of information	Details of information that we usually collect
Marketing	- Name, - Job title, - Email address, - Interests /marketing list allocations, - Documentation of consent for marketing purposes or objection against marketing, - Website information (*including online banking information, IP address and information created by browser*)
Visitors	- Name, - Job title, - Email address, - Telephone number, - Video surveillance pictures, - Food preferences (*for events*), - Information on disability (*optional information*)

Updated November 2019

Part 11: Greece - English

Type of Information	Information we typically collect
Prospective Insured and Insured Persons	
Contact details	- Name, - Address, - Phone number, - Email address
Insurance contract information	- Insurance contract number, - Relationship with the policyholder, - Contract's details including the amount of insurance, exemptions, etc., - Previous claims, - Telematics data
Personal Risk Information	- Gender, - Date of birth, - Claims history, - Vehicle registration number (e.g. *Car, SPL High Net Worth*) - Previous experience or CV (e.g. *Director and Employee*) - Publicly available information (e.g. *Death, Disability and Disgrace*) - Property schedule, property construction, physical condition, safety, fire protection and value (*SPL High Net Worth*), - Sensitive Data, - Health Data- e.g. physical and mental condition, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption), (Combination of Accidents and health, Protected Members, Life and Travel, Property and Accidents), - Criminal Data (Director and Employee (exceptionally) SPL High Net Worth)
Financial Data	Bank account details (when you are the premium payer) or credit card details used for debit
Marketing	Name, email address, interests/marketing registration tasks, recording of marketing authorizations or objections, website data, IP address and information generated by the search engine)

Type of Information	Information we typically collect
Claimant	
Insurance contract details (excluding third parties - claimants)	• Insurance contract number, • Relationship with the counterparty/insured person, • Details of the insurance contract, including the insured amount, exemptions, etc., • Previous claims
Claim data	• Details of the event giving rise to the claim, mobile phone details and IMEI number *(International Mobile Equipment Identification Number) (Mobile Phone)*, vehicle registration number *(e.g. Car, SPL High Net Worth),* • Health data – e.g. details of injury, medical report
Financial Data	• Details of the bank account used for payment
Anti-fraud data	• Address, • History of fictitious claims, • Details of the incident on which the claim is based
Business Partners/Associates and Visitors	
Contact details	• Name, • Work address, • Business email address, • Business phone numbers, • Job position
Marketing	• Name, • Job position, • Email address, • Interests/marketing registration tasks, • Recording of marketing authorizations or objections, • Website data (including internet account details, IP address and information generated by the search engine)

Type of Information	Information we typically collect
Office visitor	- Name, - Job position, - Email address, - Phone number, - Images, - Dietary preferences (*for events*), - Disability data (*provided voluntarily)*

Updated in December 2019

Part 12: Hungary - English

Type of information	Nature of information generally collected
Prospective Insured and Insured Persons	
Contact Details	• Name, • Address, • Telephone number, • E-mail address
Policy Details	• Policy number, • Relationship to policyholder, • Details of policy's content, including insurance amount, exceptions, etc. claims history, • Telematics Data
Information Related To Personal Risk	• Gender, • Date of birth, • Claims history, • Vehicle number plate (*e.g. Motor, SPLHighNetWorth*), • Professional experience or CV (*e.g. Director and Officer*), • Public information (*e.g. Death, Disability, Disgrace*), • List of assets, constructions, condition, security, fire protection and value (*SPL High Net Worth*), • Health data -e.g. physical and mental state, medical history, procedures, relevant habits *(e.g. smoking, alcohol consumption)* (*A&H Combined, Affinity, Life and Travel, P&C Entertainment, SPL High Net Worth*), • Criminal convictions data - *e.g. traffic infractions, not time-barred judgements (Director and Officer (in exceptional cases), SPL High Net Worth)*
Financial Information	• Bank account details *(if you pay the insurance fee)* or credit card data required for invoicing

Type of information	Nature of information generally collected
Marketing	- Name, - E-mail address, - Interests / marketing list subscriptions, - Authorisations or complaints regarding marketing materials, - Website data *(including on-line account data, IP address and browser information)*
Claimant	
Policy details (except third party claimants)	- Policy number, - Relationship to policyholder/insured person, - Details of policy's content, including insurance amount, exceptions, etc., - Claims history
Details of Claim	- Description of accident giving rise to the claim, vehicle number plate, details and IMEI number of telephone *(Mobile Phone)*, - Vehicle number plate *(e.g. Motor, SPL High Net Worth)*, - Health data - *e.g. description of injury, medical record,* - Criminal convictions data - *e.g. traffic infractions, police minutes*
Financial Information	Bank account details used for payment
Data Required for Fraud Prevention	- Address, - Former unsubstantiated claims, - Details of event leading to claim, - Criminal convictions data - *e.g. not time-barred judgements*
Business Partners and Visitors	
Contact Details	- Name, - Work address, - Work e-mail, - Work telephone numbers, - Position

Type of information	Nature of information generally collected
Marketing	- Name, - Position, - E-mail address, - Interests / marketing list subscriptions, - Authorisations or complaints regarding marketing materials, - Website data *(including on-line account data, IP address and browser information)*.
Visitors	- Name, - Position, - E-mail address, - Telephone number, - CCTV footage, - Requested menu *(for events)*, - Disability *(optional)*

Updated December 2019

Part 13: Ireland - English

Type of information	Nature of information generally collected
Prospective Insured and Insured Persons	
Contact Details	- Name, - Address, - Telephone number, - E-mail address
Policy Details	- Policy number, - Relationship to policyholder, - Details of policy's content, including insurance amount, exceptions, etc. previous claims, - Telematics Data
Information Related To Personal Risk	- Gender, - Date of birth, - Claims history, - Vehicle registration number (*e.g. Motor, SPL High Net Worth*), - Professional history or CV (*e.g. Director and Officer*), - Publicly available information (*e.g. Death, Disability, Disgrace*), - Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), - Health data -e.g. physical and mental conditions, medical history, procedures, relevant personal habits *(e.g. smoking, alcohol consumption)* (*A&H Combined, Affinity, Life and Travel, P&C Entertainment, SPL High Net Worth*) - Criminal Data - *e.g. driving offences, unspent convictions (Director and Officer (in exceptional cases), SPL High Net Worth)*
Financial Information	Bank account details *(where you are the payer of the policy premium)* or credit card data used for billing
Marketing	- Name, - E-mail address, - Interests / marketing list assignments, - Record of permissions or marketing objections, - Website data *(including on-line account data, IP address and browser generated information)*

Type of information	Nature of information generally collected
Claimant	
Policy details (except third party claimants)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions, etc., • Previous claims
Details of Claim	• Description of accident giving rise to the claim, handset details and IMEI number *(Mobile Phone)*, • Vehicle registrations number *(e.g. Motor, SPL High Net Worth)* • Health Data - *e.g. description of injury, medical report* • Criminal Data - *e.g. driving offences, police reports*
Financial Information	• Bank account details used for payment
Data Required for Fraud Prevention	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal Data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact Details	• Name, • Work address, • Work e-mail, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • E-mail address, • Interests / marketing list assignments, • Record of permissions or marketing objections, • Website data *(including online account data, IP address and browser generated information)*.

Type of information	Nature of information generally collected
Visitors	- Name, - Job title, - E-mail address, - Telephone numbers, - CCTV images, - Dietary preferences (*for events*), - Disability data *(voluntarily provided)*

Updated November 2019

Part 14: Italy - English

Information type	Details of information that we typically capture
Prospective Insureds and Insured Persons	
Contact Details	- Name, - Address, - Telephone number, - Email address
Policy Information	- Policy number, - Relationship to the policyholder, - Details of policy including insured amount, exceptions etc., - Previous claims, - Telematics Data
Personal Risk Information	- Gender, - Date of birth, - Claims history, - Vehicle registration number (*Motor*), - Professional history or CV (*e.g. Director and Officer*), - Publicly available information (*e.g. Death, Disability, Disgrace*), - Schedule of possessions, property construction, physical condition, security, fire protection and value (*Fire, SPL High Net Worth*), - Health Data - e.g. physical and mental conditions, medical history and procedures, relevant personal habits *(e.g. smoking, alcohol consumption)* (*A&H Combined, Affinity, Life and Travel, SPL High Net Worth*) - Criminal Data - *e.g. driving offences, unspent convictions (Director and* Officer *(exceptionally), SPL High Net Worth)*
Financial Information	Bank account details *(where you are the payer of the policy premium)* or credit card data used for billing

Information type	Details of information that we typically capture
Marketing Information	• Name, • Email address, • Interests / marketing list assignments, • Record of permissions or marketing objections, • Website data *(including online account details, IP address and browser generated information)*
Claimant	
Policy Information (excluding third party claimants)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc., • Previous claims
Claim Details	• Details of incident giving rise to claim, vehicle registration number (e.g. Motor, SPL High Net Worth), • Health Data - e.g. details of injury, medical report, • Criminal Data - e.g. driving offences, police reports
Financial Information	• Bank account details used for payment
Anti Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal Data - e.g. unspent convictions
Business Partners and Visitors	
Contact Details	• Name or company name, • Work address, • Work email, • Work telephone numbers, • Job title

Information type	Details of information that we typically capture
Marketing	- Name, - Job title, - Email address, - Interests / marketing list assignments, - Record of permissions or marketing objections, - Website data (*including online account details, IP address and browser generated information*)
Office Visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Updated December 2019

Part 15: Latvia - English

Type of information	Description of the information we typically collect
Prospective Insured and Insured Persons	
Contact information	• Name, • Phone number, • E-mail address
Policy Information	• Policy number, • Relationship with the policyholder, • Policy data including insured amount, exceptions etc. • Previous applications, • Telematics data
Personal Risk Information	• Gender, • Date of birth, • Claims history, • Vehicle registration number *(for example, motor, one-off premium life (SPL) insurance for high-income earners)*, • Professional history or CV *(for example, member of the board and official)*, • Publicly available information *(for example, death, disability and reputational damage)*, • List of accessories, property construction, physical condition, security, fire safety and values (*one-off premium life (SPL) insurance for high-income earners*), • Health data, for example, physical and mental condition, health history and procedures, relevant personal habits (for example, smoking, alcohol consumption) (Combined accident and health insurance, kinship, life and travel, property and casualty insurance, (SPL) insurance for high-income earners), • Criminal records, for example, road traffic offences while driving a vehicle, unspent criminal convictions record (*for members of the board and officials (exceptionally), one-off premium life (SPL) insurance for high-income earners*)
Financial Information	• Bank account data (if you are policyholder) or credit card details used for invoice
Marketing Information	• Name, E-mail address, interest / marketing list

Type of information	Description of the information we typically collect
Claimant	
Policy Information *(except for third party claimants)*	• Policy number, • Relationship with the policyholder / insured, • Policy data, including insured amount, exceptions etc. • Previous claims
Details of claims	• Details of incident giving rise to claim, handset details and IMEI number (Mobile Phone), vehicle registration number *(e.g. Motor, SPL High Net Worth),* • Health Data – *e.g. details of injury, medical report,* • Criminal Data – *e.g. driving offences, police reports*
Financial information	• Bank account details used for payment
Anti-Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal Data – *e.g. unspent convictions*
Business Partners and Visitors	
Contact information	• Name, • Work address, • Work e-mail, • Work phone numbers, • Position
Marketing	• Name, • Position, • E-mail address, interest / marketing list, • Registered permits or objections to marketing communications, website details *(including online account data, IP address and information generated by the browser)*

Type of information	Description of the information we typically collect
Office visitor	- Name, - Position, - E-mail address, - Phone number, - Video surveillance system images, - Dietary choices *(for events)*, - Disability data *(are indicated on a voluntary basis)*

Updated in December 2019

Part 16: Lithuania - English

Information Type	Details of information that we typically collect
Prospective and Active Insured Persons	
Contact Details	- Name, - Address, - Telephone number, - Email address
Policy Information	- Policy number, - Relationship to the policyholder, - Details of policy including insured amount, exceptions etc., - Previous claims, - Telematics data
Personal Risk Information	- Gender, - Date of birth, - Claims history, - Vehicle registration number (e.g. *Motor, SPL High Net Worth*), - Professional history or CV (e.g. *Director and Office*r), - Publicly available information (*e.g. Death, Disability, Disgrace*), - Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), - Health Data - e.g. physical and mental conditions, medical history and procedures, relevant personal habits (*e.g. smoking, alcohol consumption*) (*A&H Combined, Affinity, Life and Travel, P&C Entertainment, SPL High Net Worth*), - Criminal Data - *e.g. driving offences, unspent convictions* (Director *and Officer (exceptionally), SPL High Net Worth*)
Financial Information	Bank account details (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing	Name, email address, interests / marketing list assignments, record of permissions or marketing objections, website data *(including online account details, IP address and browser generated information)*

Information Type	Details of information that we typically collect
Claimant	
Policy Information (*excluding third party claimants*)	• Policy number, • Relationship to the policyholder/insured person, • Details of the policy, including insured amount, exceptions, etc., • Previous claims
Claim Details	• Details of incident giving rise to claim, handset details and IMEI number (Mobile *Phone*), vehicle registration number (e.g. *Motor, SPL High Net Worth*), • Health Data - *e.g. details of injury, medical report,* • Criminal Data - *e.g. driving offences, unspent convictions*
Financial Information	• Bank account details used for payment
Anti-fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal Data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact Details	• Name, • Work address, • Work email, • Work telephone number, • Job title
Marketing	• Name, • Surname, • Job title, email address, • Interests/marketing list assignments, • Records of marketing consents or objections, website data(*including internet account data, IP address and browser generated information*)

Information Type	Details of information that we typically collect
Office Visitor	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Updated December 2019

Part 17: Netherlands - English

Type of information	Details that are typically captured/may be processed about you
Candidates and Insured Persons	
Contact details	- Name, - Address, - Telephone number, - E-mail address
Policy information	- Policy number, - Relationship to policyholder, - Policy details including the amount insured, exclusions etc., previous claims, - Telematics data
personal risk information	- Gender, - Date of birth, - Claim history, - Vehicle registration number (*e.g. motorcycle, SPL High Net Worth*) - Professional background or resume (*e.g., director*), - Publicly available information (*e.g., death, disability and loss of honor*), - Summary of assets, ownership structure, physical condition, security fire protection and value (*SPL High Net Worth*), - Health data - e.g., physical and mental condition, medical history and treatments, relevant personal habits (e.g., smoking, alcohol consumption) (*A&H Combined, Affinity, Life and Travel, Property & Casualty Entertainment, SPL High Net Worth*) - Criminal records - e.g. Traffic violations, unexpired convictions (*Driver (exceptional), SPL High Net Worth*)
Financial information	Bank account details (*if you are paying the policy's premium*) or details of your credit card used for billing purposes
Marketing	Name, email address, interests / marketing list assignments, file of consents to or objections to marketing, website data (*including online account data, IP address and browser-generated information*)

Type of information	Details that are typically captured/may be processed about you
Claimant	
Policy information (except for third-party filers of a claim)	- Policy number, - Relationship to the policyholder/insured, - Policy details including amount insured, exclusions etc., - Previous claims
Claim details	- Details of the incident giving rise to a claim, handset details and IMEI number (*cell phone*), vehicle registration number (*e.g. motorcycle, SPL High Net Worth*), - Health data - e.g. injury data, medical reports, - Criminal data - e.g., traffic violations, court records
Financial information	Bank account details used for payment
Anti-fraud details	- Address, - History of fraudulent claims, - Details of incident that gives rise to a claim, - Criminal records - e.g., unspent convictions
Business Partners and Visitors	
Contact details	- Name, - Work address, - Work email, - Work phone number(s), - Job function
Marketing	- Name, - Position, - Email address, - Interests / marketing list assignments, file of consent to or objections to marketing, website data (*including online account data, IP address and browser-generated information*)

Type of information	Details that are typically captured/may be processed about you
Officer visitors	- Name, - Position, - Email address, - Phone number, - Security camera footage, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Last update November 2019

Part 18: Norway - English

Information type	Details concerning the information that we typically capture
Prospective Insured Persons and Insured Persons	
Contact details	• Name, • Address, • Telephone number, • Email address
Policy information	• Policy number, • Relationship to the policyholder, • Details of policy including insured amount, exceptions etc, • Previous claims, • Telematics data
Personal risk information	• Gender, • Date of birth, • Claims history, • Vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Professional history or CV (*e.g. Director and Officer*), • Publicly available information (*e.g. Death, Disability, Disgrace*), • Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), • Health Data - *e.g. physical and mental conditions, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption)* (*A&H Combined, Affinity, Life and travel, P&C Entertainment, SPL High Net Worth*), • Criminal Data - *e.g. driving offences, unspent convictions* (*Director and Officer (exceptionally), SPL High Net Worth*)
Financial information	• Bank account details (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing information	• Name, email address, interests / marketing list assignments, record of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Claimant	
Policy information (*excluding third party claimants*)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc., • Previous claims
Claim details	• Details of incident giving rise to claim, handset details and IMEI number (*Mobile Phone*), vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Health Data - *e.g. details of injury, medical report,* • Criminal Data - *e.g. driving offences, police reports*
Financial information	• Bank account details used for payment
Anti Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work email, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • Email address, • Interests/marketing list assignments, • Record of permissions or marketing objections, • Website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Office Visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Updated: November 2019

Part 19: Poland - English

Type of information	Details of the standard information we collect
Potential Insured Parties and Insured Persons	
Contact information	- Name and surname, - Address, - Telephone number, - Email address
Policy information	- Policy number, - Relationship to the policyholder, - Detailed information about the policy, including sum insured, exclusions, etc. - Claims history, - Telematics data
Information on Personal Risk	- Gender, - Date of birth, - Claims history, - Vehicle registration number (*e.g. vehicle insurance, single premium life insurance - high net worth*), - Employment history or CV (*e.g. insurance for board members and directors*), - Public information (*e.g. death, disability, damage to reputation*) - Information on assets, property construction, physical condition, security, fire protection and value (*single premium life insurance - high net worth*), - Health information — e.g. physical and mental condition, medical and treatment history, description of major bad habits (*e.g. smoking, alcohol use*) (*A&H combined, affinity, life and travel insurance, P&C Entertainment, single premium life insurance - high net worth*), - Criminal record information - e.g. traffic violations, unexpunged convictions (*insurance for directors and board members (in extraordinary circumstances), single premium life insurance - high net worth*)
Financial Information	Bank account information (*if you are a contributor insurance premium payer*) or credit card information for payments

Type of information	Details of the standard information we collect
Marketing	- Name and surname, - Email address, - Interests / mailing list adds, - List of marketing consents and objections, - Website (*including online account details, IP address and browser-generated information*)
Claimant	
Policy information (excluding third parties submitting claims)	- Policy number, - Relationship to the policyholder/insured person, - Detailed information about the policy, including sum insured, exclusions, etc. - Claims history
Claim details	- Details of the claim, event, information about cell phone and IMEI number (*cell phone insurance*), vehicle registration number (*e.g. vehicle insurance, single premium life insurance - high net worth*), - Health information - e.g. *injury information, medical records* - Criminal record information - e.g. t*raffic violations, police reports*
Financial information	Bank account details for payments
Data for combating financial fraud	- Address, - History of insurance fraud, - Details of the claim event, - Criminal record information - e.g. unexpunged convictions
Business Partners and Visitors	
Contact information	- Name and surname, - Business address, - Work telephone numbers, - Position

Type of information	Details of the standard information we collect
Marketing	- Name and surname, - Position, - Email address, - Interests / mailing list adds, - List of marketing consents and objections, - Website (*including online account details, IP address and browser-generated information*)
Office visitors	- Name and surname, - Position, - Email address, - Telephone number, - Surveillance footage of the Visitor's visit, - Food preferences (*for parties and events*), - Disability information (*provided voluntarily*),

Updated: November 2019

Part 20: Portugal - English

Information type	Details of information that Chubb typically capture
Prospective Insureds and Insured Persons	
Contact Details	• Name, • Address, • Telephone number, • Email address
Policy Information	• Policy number, • Relationship to the policyholder, • Details of policy including insured amount, exceptions etc., • Previous claims, • Telematics data
Personal Risk Information	• Gender, • Date of birth, • Claims history, • Vehicle license plate *(e.g., motor insurance policies, individual single-premium life insurance policies of high net worth)*, • Professional history or CV *(e.g., directors and officers insurance policies)*, • Publicly available information *(e.g., death, disability and disgrace insurance policies)*, • Schedule of possessions, property construction, property condition, security, fire protection and value *(individual single-premium life insurance policies of high net worth)*, • Health data - e.g., physical and mental conditions, medical history and procedures, relevant personal habits *(e.g., smoking, alcohol consumption) (health and personal accidents insurance policies, affinity insurance policies, life insurance policies and travel insurance policies, assets and accidents entertainment-related insurance policies, individual single-premium life insurance policies of high net worth)*, • Criminal Data - e.g., road traffic offences, unspent convictions *(directors and officers insurance policies (exceptionally), individual single-premium life insurance policies of high net worth)*
Financial Information	• Bank account details *(where you are the payer of the policy premium)* or credit card data used for billing purposes

Information type	Details of information that Chubb typically capture
Marketing Information	- Name, - Email address, - Interests / marketing list assignments, - Record of permissions or marketing objections, - Website data *(including online account details, IP address and browser generated information)*
Claimants	
Policy information (with exclusion of third-party claimants)	- Policy number, - Relationship to the policyholder/insured person, - Details of the policy, including insured amount, exceptions etc., - Previous claims
Claim Details	- Details of incident giving rise to claim, - Details of the mobile phone and IMEI number *(mobile phone insurance policies)*, - Vehicle license plate *(e.g., motor insurance policies, individual single-premium life insurance policies of high net worth)*, - Health data - e.g., *details of injury, medical report,* - Criminal data - e.g., *road traffic offences, police reports*
Financial Information	Bank account details used for payment
Prevention and combating of fraud	- Address, - History of fraudulent claims, - Details of incident giving rise to claim, - Criminal data - e.g., unspent convictions
Business Partners and Visitors	
Contact details	- Name, - Work address, - Work email, - Work telephone numbers, - Job title

Information type	Details of information that Chubb typically capture
Marketing	• Name, • Job title, • Email address, interests / marketing list assignments, • Record of permissions or marketing objections, • Website data *(including online account details, IP address and browser generated information)*
Office Visitors	• Name, • Job title, • Email address, • Telephone number, • CCTV images, • Dietary preferences (*for events*), • Disability data *(voluntarily provided)*

Updated November 2019

Part 21: Romania - English

Information type	Details of the information that we typically collect
Prospective Insureds and Insured Persons	
Contact Details	- Name, - Address, - Telephone number, - E-mail address
Policy Information	- Policy number, - Relationship to the policyholder, - Details of the policy including the insured amount, exceptions etc., - Previous claims, - Telematics data
Personal risk information	- Gender, - Date of birth, - Claims history, - Vehicle registration number *(e.g. Motor, SPL High Net Worth)*, - Professional history or CV *(e.g. director and officer)*, - Publicly available information *(e.g. death, disability, disgrace)*, - List of possessions, constructions, physical condition, security, fire protection and value *(SPL High Net Worth)*, - Health data - e.g. physical and mental conditions, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption) *(A&H Combined, Affinity, Life and Travel, P&C Entertainment, SPL High Net Worth)*, - Criminal data - e.g. driving offences, no suspended sentences *(Director and Officer (exceptionally), SPL High Net Worth)*
Financial Information	Bank account details *(where you are the payer of the policy premium)* or credit card data used for billing
Marketing Information	- Name, - E-mail address, - Interests / marketing list assignments, - Record of permissions or marketing objections, - Website data *(including online account details, IP address and browser generated information)*

Information type	Details of the information that we typically collect
Claimant	
Policy information (with exclusion of third-party claimants)	• Policy number, • Relationship with the policyholder/insured person, • Details about the policy, including the insured amount, exceptions etc., • Previous claims
Claim Details	• Details about the incident giving rise to the claim, details about the telephone and IMEI number (*Mobile Phone*), vehicle registration number *(e.g. Motor, SPL High Net Worth)* • Health data - *e.g. details of injury, medical report* • Criminal data - *e.g. driving offences, police reports*
Financial Information	• Bank account details used for payment
Prevention and combating of fraud	• Address, • History of fraudulent claims, • Details of the incident giving rise to the claim • Criminal data - *e.g. no suspended sentence*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work e-mail, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • E-mail address, • Interests / marketing list assignments, • Record of permissions or marketing objections, • Website data (including online account details, IP address and browser generated information)

Information type	Details of the information that we typically collect
Office Visitors	- Name, - Job title, - E-mail address, - Telephone number, - CCTV images, - Dietary preferences *(for events),* - Disability data *(voluntarily provided)*

Updated in December 2019

Part 22: Slovakia - English

Information type	Details of information that we typically capture
Future Insured and Insured Persons	
Contact Details	• Name, • Address, • Telephone number, • Email address
Policy Information	• Policy number, • Relationship to the policyholder, details of policy including insured amount, exceptions etc., • Previous claims, • Telematics Data
Personal Risk Information	• Gender, • Date of birth, • Claims history, • Vehicle registration number (*e.g. motor insurance, SPL High Net Worth insurance),* • Professional history or CV (*e.g. director and representatives liability insurance*), • Publicly available information (*e.g. death and disability insurance*), • Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth insurance*), • Sensitive Data, • Health Data - e.g. physical and mental condition, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption) (a*ccident & health combined insurance, professional liability insurance, life* and *travel insurance, property and liability insurance, SPL High Net Worth insurance*), • Criminal Data - e.g. driving offences, unspent convictions (*director insurance (exceptionally), SPL High Net Worth insurance)*
Financial Information	• Bank account details for the payment of the policy premium

Information type	Details of information that we typically capture
Marketing	- Address, - History of fraudulent claims, - Details of incident giving rise to claim, - Criminal Data - e.g. unspent convictions
Claimant	
Policy Information (*excluding third party claimants*)	- Name, - Work address, - Work email, - Work telephone numbers, - Job title
Claim Details	- Name, - Job title, - Email address, - Interests assignments / marketing list, - Record of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)
Financial Information	- Bank account details used for payment
Anti-fraud Data	- Address, - History of fraudulent claims, - Details of incident giving rise to claim, - Criminal Data - e.g. unspent convictions
Business Partners and Visitors	
Contact Details	- Name, - Work address, - Work email, - Work telephone numbers, - Job title

Information type	Details of information that we typically capture
Marketing	- Name, - Job title, - Email address, - Interests assignments/ marketing list, - Record of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)
Visitor	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Updated December 2019

Part 23: Slovenia - English

The type of data	Details of the data we usually capture
Prospective Insured Persons and Insured Persons	
Contact information	• Name, • Address, • Phone number, • E-mail address.
Insurance policy details	• Insurance policy number, • The relationship to the policyholder, • Policy details including sum insured, exclusions, etc., • Previous claims, • Telematics data.
Personal risk information	• Gender, • Date of birth, • Claims history, • Vehicle registration number, • Professional history or CV (eg. *director or official*), • Publicly available information (eg. *death and disability*), • Property inventory, property construction, physical condition, security, fire protection and value, • Health information – eg. physical and mental condition, individual's past medical and physical condition and procedures, relevant personal habits (eg. *smoking and drinking alcohol*), • Criminal offence data – eg. traffic offences, unserved prison sentences (*director and official (exceptionally)*).
Financial information	• Bank account details *(if you are a premium payer)* or the credit card used for payment.
Marketing	• Name, • E-mail address, • Market interests, • A record of marketing authorisations or objections to marketing, • Website data (including online account information, IP address and browser-generated data).

The type of data	Details of the data we usually capture
Claimants	
Insurance policy details (excluding third claimants)	• Insurance policy number, • Relationship to the policyholder/insured, • Policy details including sum insured, exclusions, etc, • Prior claims.
Details of the claim	• Details of the factual situation on which the claim is based, details of the transmission the unit and IMEI number (mobile phone), the vehicle registration number, • Medical information - eg. details of the injury, medical report, • Criminal offence data - eg. traffic offences, police reports.
Financial information	• Data for details of the bank account used for payment.
Data for fraud prevention	• Address, • History of fraudulent claims, • Details of the facts on which the claim is based, • Information on criminal offences - eg. unserved prison sentences.
Business Partners and Visitors	
Contact information	• Name, • Work address, • Work e-mail address, • Work phone number, • Job title.
Marketing	• Name, • Job title, • E-mail address, • Market interests, • A record of marketing authorisations or objections to marketing, • Website data (including online account information, IP address and browser-generated data).

The type of data	Details of the data we usually capture
Office visitor	- Name, - Job title, - E-mail address, - Phone number, - Video surveillance footage, - Dietary habits (*for events*), - Information on disability (*obtained on voluntary basis*).

Updated December 2019

Part 24: Spain - English

Information type	Details concerning the information that we typically capture
Prospective Insured Persons and Insured Persons	
Contact details	• Name, • Address, • Telephone number, • Email address
Policy information	• Policy number, • Relationship to the policyholder, • Details of policy including insured amount, exceptions etc, • Previous claims, • Telematics data
Personal risk information	• Gender, • Date of birth, • Claims history, • Vehicle registration number (*e.g. Motor*), • Professional history or CV (*e.g. Director and Officer*), • Publicly available information (*e.g. Death, Disability, Disgrace*), • Schedule of possessions, property construction, physical condition, security, fire protection and value, • Health Data - *e.g. physical and mental conditions, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption) (A&H Combined, Affinity, Life and travel, P&C Entertainment, SPL),* • Criminal Data - *e.g. driving offences, unspent convictions (Director and Officer (exceptionally), SPL*
Financial information	• Bank account details (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing information	• Name, email address, interests / marketing list assignments, record of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Claimant	
Policy information (*excluding third party claimants*)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc., • Previous claims
Claim details	• Details of incident giving rise to claim, handset details and IMEI number (*Mobile Phone*), vehicle registration number (*e.g. Motor, SPL High Net Worth*), • Health Data - *e.g. details of injury, medical report,* • Criminal Data - *e.g. driving offences, police reports*
Financial information	• Bank account details used for payment
Anti Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work email, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • Email address, • Interests/marketing list assignments, • Record of permissions or marketing objections, • Website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Office Visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*), - Disability data (*voluntarily provided*)

Part 25: Sweden - English

Information type	Details concerning the information that we typically capture
Prospective Insured Persons and Insured Persons	
Contact details	- Name, - Address, - Telephone number, - Email address
Policy information	- Policy number, - Relationship to the policyholder, - Details of policy including insured amount, exceptions etc, - Previous claims, - Telematics data
Personal risk information	- Gender, - Date of birth, - Claims history, - Vehicle registration number (*e.g. Motor, SPL High Net Worth*), - Professional history or CV (*e.g. Director and Officer*), - Publicly available information (*e.g. Death, Disability, Disgrace*), - Schedule of possessions, property construction, physical condition, security, fire protection and value (*SPL High Net Worth*), - Health Data - *e.g. physical and mental conditions, medical history and procedures, relevant personal habits (e.g. smoking, alcohol consumption) (A&H Combined, Affinity, Life and travel, P&C Entertainment, SPL High Net Worth*), - Criminal Data - *e.g. driving offences, unspent convictions (Director and Officer (exceptionally), SPL High Net Worth*)
Financial information	Bank account details (*where you are the payer of the policy premium*) or credit card data used for billing
Marketing information	Name, email address, interests / marketing list assignments, record of permissions or marketing objections, website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Claimant	
Policy information (*excluding third party claimants*)	• Policy number, • Relationship to the policyholder/insured person, • Details of policy including insured amount, exceptions etc. • Previous claims
Claim details	• Details of incident giving rise to claim, handset details and IMEI number (*Mobile Phone*), vehicle registration number (*e.g. Motor, SPL High Net Worth*) • Health Data - *e.g. details of injury, medical report* • Criminal Data - *e.g. driving offences, police reports*
Financial information	• Bank account details used for payment
Anti Fraud Data	• Address, • History of fraudulent claims, • Details of incident giving rise to claim, • Criminal data - *e.g. unspent convictions*
Business Partners and Visitors	
Contact details	• Name, • Work address, • Work email, • Work telephone numbers, • Job title
Marketing	• Name, • Job title, • Email address, • Interests/marketing list assignments, • Record of permissions or marketing objections, • Website data (*including online account details, IP address and browser generated information*)

Information type	Details concerning the information that we typically capture
Office Visitors	- Name, - Job title, - Email address, - Telephone number, - CCTV images, - Dietary preferences (*for events*) - Disability data (*voluntarily provided*)

Updated: November 2019