

# Information about the Collection, Processing and Retention of Personal Data

## Contact at the Company / Representative

This document describes the collection, processing and retention of personal data about you performed by

**Zurich Insurance Europe AG, Norway Branch**, org.no. 991 803 017

Bygdøy Alle 1

NO-0257 OSLO

NORWAY

(hereinafter referred to as “Zurich”)

Zurich cares about protecting your personal integrity and privacy, and we want you to feel confident and secure with how we process data about you. We also want you to know why we are doing so, and what rights you have in connection with the processing.

An item of personal data is any information that can directly or indirectly identify you.

### **What information we process about you and why**

We process information about you to be able to satisfy the legitimate interests of Zurich and your employer or the party you represent.

The legitimate interests consist of that we need to process your information in order for us to be able to maintain contact with your employer or the party you represent.

However we will not process your information if it is found, after a balancing of interests, that your interests and fundamental rights and freedoms carry more weight.

We process your professional contact details, such as your name, address, e-mail address and telephone number, and some information about you personally, such as the position you have with your employer.

We also process information about you where necessary for the establishment, exercise or defense of legal claims to enable prevention, detection and clarification of criminal offenses and other violations.

If you so consent it may occur that we process additional information about you. In such cases, we will always obtain written approval from you before the processing commences.

## How and from whom we collect personal information about you

Some of the information, you provide directly to us. This occurs for instance when you talk to us by telephone or when you send us letters, documents, e-mail messages, or submit information via a web form.

We can also obtain information about you from someone else. When we have received information about you from someone else, we'll let you know what information we have received, who provided it, and why we collected this information.

## Recipients who may obtain personal data about you

We share personal data about you if it is necessary in order to fulfil our commitments as an insurer.

We share information about you with other companies within the Group in which Zurich belongs, our partners, vendors/suppliers and agents who assist or enable us to fulfil the commitments we have made in our business activities.

We will, if necessary, disclose information about you to insurance or reinsurance companies, and other parties, that may be involved in a matter or concern relating to your employer or whom you represent.

We will also share information about you when it is necessary to:

- comply with applicable legislation or an order from a public authority
- protect the rights of Zurich and/or our customers This may occur for instance in legal proceedings, including but not limited to proceedings before courts, arbitration boards, other reviewing authority or investigative body, the Police and other law enforcement agencies
- manage and maintain the security of our systems.

If we transfer personal data about you to a party outside of the European Union, we will ensure that the information is kept safe and secure, and the transfer occurs according to applicable legislation. This occurs via that we enter into a written agreement with the recipient, so as to ensure that it is taking adequate security measures.

You can learn more about the security measures in place concerning data transfers outside of the EU by requesting such information via sending an e-mail to [personvern.no@zurich.com](mailto:personvern.no@zurich.com).

## Storage and retention

How long we retain your information depends upon what the data needs to be used for. For example, we retain data related to agreements/ contracts including policies as long as it may be necessary to prove what the contents of the agreement is and information about incidents causing injury as long as there is the possibility that a claim for compensation due to the occurrence may be made. The duration of the retention period is also affected by legal requirements in legislation, such as those relating to insurance activities and tax.

## Your right to withdraw a consent

If we process your information based on that you consented, you will always be entitled to revoke your consent if you so desire. Zurich will then cease the processing.

To revoke your consent, please notify us by sending an e-mail [personvern.no@zurich.com](mailto:personvern.no@zurich.com).

## Your rights

You are entitled to:

- inquire to find out how personal data concerning you is processed by Zurich
- obtain an extract showing what personal data is being processed about you (registry extract)
- have inaccurate or erroneous information corrected or deleted in relevant situations
- request that our processing of information about you be restricted
- object to our processing or retaining information about you
- request that certain data you yourself have provided to us be sent to you or transferred to another party (data portability).

If you would like further information about these rights or to assert to any of them, please let us know by sending an e-mail to [personvern.no@zurich.com](mailto:personvern.no@zurich.com).

## Complaints

If in your opinion we have committed some error in the processing of personal data about you, then you may file a complaint with the

1. Data Protection Officer at Zurich
2. The Supervisory Authority

## Contact details

### Data Controller

Zurich Insurance Europe AG, Norway Branch  
[personvern.no@zurich.com](mailto:personvern.no@zurich.com)

### Data Protection Officer

[personvernombud.no@zurich.com](mailto:personvernombud.no@zurich.com)

### Supervisory authority

Datatilsynet  
P.O. Box 8177  
NO-0034 Oslo  
Telephone: 22396900  
E-mail: [postkasse@datatilsynet.no](mailto:postkasse@datatilsynet.no)