

Privacy statement of NLG Volmacht BV and the NLG Volmacht branches affiliated to it.

This statement has been prepared in view of the fact that an arrangement regarding the exchange of data and information and the duty of confidentiality with regard to the services of NLG Volmacht BV and the NLG Volmacht branches affiliated to it is desirable from a sound business operations perspective.

NLG Volmacht privacy regulations

Who we are

Your data are processed by NLG Volmacht, an authorized agent. An authorized agent is a professional financial services provider that carries out certain activities on behalf of insurers, such as offering, accepting and updating insurance contracts, maintaining policy records and processing damage claims. The insurance contract itself is concluded between the insurer and yourself or your employer.

Our staff have built up years of experience and expertise in the insurance sector. Our focus is on developing and marketing high-quality products to both businesses and private consumers. In addition, we pass on the savings resulting from our low purchase prices to our business relations.

Our contact details:

Telephone: 0578-699760
Postal address: Postbus 1, 8180 AA Heerde
Email: info@nlg-volmacht.nl
Website: www.nlg-volmacht.nl

Reason for this statement

It is our responsibility to offer the best possible protection of your personal data. To this end, we aim to be transparent about such topics as the types of data we process, the processing purposes, who we share the data with and what your rights are. This privacy statement tells you more about this.

Processing of your data

When you apply for or update an insurance contract and/or a financial service, we ask for a number of personal data, including your or your company's name, address, telephone number, email address, date of birth, bank account number, etc. We also process your data when you contact us or visit our website. NLG Volmacht respects your privacy, so we process your data with the greatest possible care and in compliance with current personal data protection legislation and regulations. We ensure that we only process personal data that are accurate, adequate, relevant and necessary.

Data processing purposes

We request and store personal and other data as required in connection with insurance contracts and/or financial services. We use these data for the following purposes:

- Assessing and/or accepting an application for and executing an insurance or financial service contract.

- Conducting analyses to increase our customer base, improve our products and services and tailor our product and service offer to your personal situation.
- Carrying out marketing activities to establish, maintain or expand good relations with you.
- Carrying out scientific, statistical and/or market research.
- Ensuring the safety and integrity of the financial sector, such as by preventing and combating fraud targeted at NLG Volmacht and other financial institutions.
- Complying with legislation and regulations.

Legal grounds for processing data

We process your personal data on one or more of the following grounds:

- To execute an insurance or financial service contract.
- To enable us to comply with our statutory duties.
- The express permission you have given us to process your data for specific purposes.
- To look after our legitimate interests or those of a third party for business operation purposes. In doing so, we balance your and our own interests at all times.

Special personal data and personal data relating to criminal convictions and offences

We may from time to time process special personal data, including data about your health and/or criminal convictions and offences. We may require such data to assess and/or accept an application for and execute the insurance contract. We process special personal data with the greatest possible care. These data are exclusively processed by NLG staff who require them for the performance of their duties.

Consultation of and processing by external sources

In order to conduct responsible acceptance, claim settlement and fraud policies, we may obtain additional information about you from external sources that we consider to be reliable. Such sources include the National Vehicle and Driving License Registration Authority (RDW) and credit registration service providers. In addition, we consult personal data held in the Central Information System (CIS). The CIS foundation keeps a record of insurance details for insurers and their authorized agents. We may also add information about you to this system, subject to certain conditions. Please visit www.stichtingcis.nl for further information.

Personal data storage and retention periods

We retain your personal data only for as long as and to the extent that we need them and/or are contractually or legally obligated to. In any case, we retain the necessary data for the duration of the business relationship, insurance contract and/or financial service. After this period, we only retain anonymized personal data in our archives for historical, statistical, scientific, marketing and/or product development purposes.

Automated processes

We have largely automated the processes of accepting and updating insurance contracts. This involves a check against a number of criteria, including acceptance criteria, and a consultation of external sources. A member of staff will carry out a manual assessment if required.

Recording of telephone conversations

We may record telephone conversation to improve our service levels and to combat fraud. We may replay conversations for the purposes of staff training and for verification (if required) of agreements made with you. Conversations are only retained for as long as necessary.

Security of your data

We have taken adequate technical and organizational measures to secure your personal data.

Provision of data to third parties

We never provide your personal data to third parties without good reason. We may do so, however, if you have given us your permission, if we are compelled to do so by law or a court decision or if this is necessary for or in relation to the insurance contract and/or financial service. 'Third parties' include, but are not limited to, your insurance broker, financial institutions (such as banks or insurers), loss adjustment agencies, body repair workshops and debt collection agencies.

External parties that process personal data under our responsibility only do so in compliance with applicable legislation and regulations, and only for the purposes and subject to the conditions we agreed with them. These conditions are laid down in written agreements.

Information, updates and objections

You have specific rights concerning the processing of your personal data. You can contact us about these at any time. They include:

- The right to find out how we process your personal data.
- The right of access to your personal data.
- The right to object against the processing of your personal data.
- The right to have your personal data updated.
- The right to have your personal data removed (deleted).
- The right to have your personal data transferred.

You can submit requests by post or email to our Data Protection Officer, who will respond within five working days.

NLG Volmacht

To the Data Protection Officer

Postal address: Postbus 1, 8180 AA Heerde

Email: info@nlg-volmacht.nl



In some cases, we may not be able to meet your request. If so, we will provide the reasons for this. If you disagree with the outcome, you have the right to lodge a complaint with the Dutch Data Protection Authority. The contact details are:

Dutch Data Protection Authority

Postal address: Bezuidenhoutseweg 30, 2594 AV The Hague

Telephone: 0900-20011201

www.autoriteitpersoonsgegevens.nl/en

Updates to this privacy statement

This privacy statement may be updated from time to time, following a change in legislation or regulations, for example. If this happens, the most recent version will apply. You can always find this version on our website: www.nlg-groep.nl/volmacht/privacy-reglement