

**INFORMATION LETTER**  
**REGARDING THE PROCESSING OF PERSONAL DATA IN ORDER TO SOLVE THE CLAIM FILES**

In accordance with the legal provisions in force regarding the processing of personal data and their free movement, **Axeria Iard** through **Axeria Iard SA Lyon - Bucharest Branch ("Axeria")** informs you that in order to settle the claim files, it collects and processes a series of personal data as data controller.

**Information about the Insurer:**

- **Insurer Name:** Axeria Iard, a company incorporated in France, registration number 352893200, with registered office at 26 Rue du Général Mouton-Duvernet, 69003 LYON , France ([www.axeria.fr](http://www.axeria.fr)), supervised by the Autorité de contrôle prudentiel et de résolution (ACPR) France;
- **Branch name:** Axeria Iard SA Lyon - Bucharest Branch;
- **Address:** Street Gheorghe Titeica no. 212 – 214 (2nd floor) Sector 2, Bucharest, Romania
- **Telephone** 0219110 (Monday to Friday, between 09.00-18.00)
- **Email:** [office@axeria-iard.ro](mailto:office@axeria-iard.ro)
- **Registered with the Commerce Registry** under no. J2021011706408
- **CUI** 44552384

In order to administer any claim file, we need to collect and process certain personal data about you, and if you do not provide the information we need, we may not be able to handle the claim file.

**Purposes** for which personal data is collected and processed:

- settling claims, including verification for the purpose of detecting and preventing potential fraud;  
Legal basis: the performance of the insurance contract (Article 6 (1) b) GDPR) and, in the case of processing of sensitive personal data (i.e. data concerning your health), your consent (Article. 9 (2) a) GDPR), as well as the legitimate interest of the controller to properly manage the claim file and prevent unjustified payments.
- compliance with legal obligations in the field of insurance (Article 6 (1) (c) GDPR).
- for the purpose of protecting the rights and legitimate interests of Axeria in judicial and extrajudicial proceedings.  
Legal basis: the legitimate interest of Axeria to protect and safeguard its rights and interests in the event of incidents related to the analysis and resolution of damage cases, including complaints (Article 6(1)(f) GDPR).
- Carrying out all the necessary steps in front of the competent public authorities / institutions in order to settle the claim file.
- Drafting all the necessary documents in order to amicably settle the claim file.

**Source of personal data**

Axeria collects personal data directly from you, from the insured/policyholder or from third parties (such as insurance brokers, travel agencies, police, drivers other than the insured, eyewitnesses, other insurance companies, providers of business information, etc). We may also collect your data from public sources (such as data available in the Trade Register, CIP (Payment Incident Center), BPI (Insolvency Proceedings Bulletin), court portal, etc).

**Categories of recipients** to whom the collected personal data may be disclosed:

- Public authorities (including insurance and tax authorities);
- insurance associations, according to the applicable legislation;
- insurance partners such as insurance agents and/or insurance brokers, co-insurers;
- other commercial partners, including entities with a role in the administrative performance of insurance contracts (e.g.: IT service providers, reinsurers, providers of claims settlement services, partner garages, risk assessors, external lawyers, external auditors, etc.);
- Axeria does not transfer your Data outside the EU.

**Types of data collected**

- Identification and contact data (data from CI, name, surname, address, age, gender, marital status, date of birth, mailing address, handwritten signature and digital signature);
- Data regarding civil status and professional or personal status: includes marital status, marketing preferences, details of home/household assets, penalty points, employer, position and family details, including relationships with the insured.
- Personal financial information (bank account information or payment card details, income, tax facilities or benefits, tax obligations, income from other sources);
- Data regarding the assets owned (data regarding the vehicle, real estate or insured property owned by a natural person/legal entity subject to insurance);
- sensitive personal data (i.e. data concerning your health) in case of bodily injury claims.

Serviced by

For any questions or for any details or additions regarding the personal data collected, we invite you to read the privacy policy available [here](#).

**The storage** of personal data is done for as long as necessary for the settlement of claims, plus a reasonable period of time depending on the circumstances, usually 5 (five) years. For details of the storage periods we use, you can contact us at the contact details indicated in the above paragraph.

Personal data is processed and stored mainly within the European Union. In the event of any transfers of personal data for processing purposes outside the European Union not recognized of ensuring an adequate level of protection, Axeria shall implement effective transfer mechanisms enabling us to guarantee an adequate level of data protection, in particular through the implementation of the EU standard contractual clauses published by the European Commission in their current version.

**Rights regarding the processing of personal data:** According to the General Data Protection Regulation 679/2016 the rights of natural persons are: the right of access, rectification, deletion or portability of data, restriction of processing and opposition, right of withdrawal of consent, right not to be subject to an automatic decision, right to complain to the supervisory authority, right to go to court.

#### **Contact Us**

If you have any questions about our personal data processing policy or the practices described therein, or if you wish to exercise certain rights, please contact us:

**Website:** <http://www.axeria-iard.ro>

**Post:** Axeria Iard SA Lyon - Bucharest Branch - Street Gheorghe Titeica no. 212 – 214 (2nd floor) Sector 2, Bucharest, Romania

**Email:** [dpo@axeria-iard.ro](mailto:dpo@axeria-iard.ro)

**Telephone:** 0219110

#### **Contact the National Supervisory Authority for Personal Data Processing**

**Website:** <http://www.dataprotection.ro>

**Mail:** National Supervisory Authority for Personal Data Processing - G-ral Blvd. Gheorghe Magheru 28-30, Sector 1, postal code 010336, Bucharest, Romania.

**Email:** [anspdcp@dataprotection.ro](mailto:anspdcp@dataprotection.ro)

**Landline:** +40.318.059.211; +40.318.059.212;

Further details and possible updates of this information are available on the website, here:

<http://www.axeria-iard.ro/gdpr>

#### **CONSENT**

The undersigned, ....., identified by CI series ....., no. ...., knowing the provisions of the Criminal Code regarding untrue statements, declare on my own responsibility that I have read and have become aware of the provisions of this information, receiving a copy of it.

I expressly agree that **Axeria Iard SA Lyon - Bucharest Branch** to process my sensitive personal data (i.e. health data) in case of bodily injury claims, strictly for the purpose of settling the claim.

Date: \_\_\_\_\_

Signature \_\_\_\_\_

(Name and Surname in clear / Signature)

(\*) This document is issued by **Axeria Iard SA Lyon - Bucharest Branch**, through the proxy **Intaro Insurance Services SA**.

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