

Long-Form Privacy Notice

Privacy Notice

We care about your personal data!

AWP Services (Thailand) Co.,Ltd. (“we”, “us”, “our”), a part of Allianz Worldwide Partners SAS, is engaged in the business of providing an brokerages services and emergency assistance in worldwide basis such as emergency medical assistance, emergency roadside assistance or 24 hours 7 days a week of call centre support services and etc. on a cross-border basis. Protecting your privacy is a top priority for us.

This privacy notice explains how and what type of personal data will be collected, why it is collected and to whom it is shared or disclosed. Please read this notice carefully.

1. Who is the data controller?

A data controller is the individual or legal person who controls and is responsible to keep and use personal data in paper or electronic files. We and other Allianz Group companies are the data controller as defined by relevant data protection laws and regulation.

2. What personal data will be collected?

Whilst operating our business, we will collect your personal data from a variety of sources including:

- Data that you provide to us; and
- Data that we receive above you from our business partners, public sources, and certain third parties.

We will collect and process various types of personal data about you as follows:

- Surname, first name
- Address
- Date of birth
- Gender
- Identification document number
- Telephone numbers
- Email address
- Credit/debit card and bank account details
- Lifestyle and other information

We will also collect and process “sensitive personal data” about you such as, for example data resulting from medical reports, Physical and Medical conditions, Pre-existing disease, congenital disease, your claims history, any criminal convictions, your genetic or biometric data, or death certificates or etc.

3. How will we obtain and use your personal data?

We will collect and use your personal data that you provide to us and that we receive above you (as explained below) for a number of purposes and with your express consent unless applicable laws and regulations do not require us to obtain your express consent, as shown below:

Purpose	Your express consent?
<ul style="list-style-type: none"> Insurance contract administration (e.g., quotation, underwriting, claims handling) 	<ul style="list-style-type: none"> Yes, where needed. However, where we need to process your personal data in order to underwrite your insurance and/or process your claim we will not obtain your express consent.
<ul style="list-style-type: none"> To administer debt recoveries 	<ul style="list-style-type: none"> No
<ul style="list-style-type: none"> To inform you, or permit Allianz Group companies and selected third parties to inform you, about products and services we feel may interest you in accordance with your marketing preferences. You can change these at any time by by contacting us as specified in Section 9 below. 	<ul style="list-style-type: none"> Yes
<ul style="list-style-type: none"> For automated decision making (including profiling) for credit scoring purposes, to personalize your experience [on the website] (by presenting products, services, marketing messages, offers, and content tailored to you), and to make other decisions about you using computerised technology such as assessing which products might be most suitable for you 	<ul style="list-style-type: none"> Yes, where needed. However, where we need to process your personal data in order to underwrite your insurance and/or process your claim we will not obtain your express consent.
<ul style="list-style-type: none"> Fraud prevention and detection 	<ul style="list-style-type: none"> No
<ul style="list-style-type: none"> Meet any legal obligations (e.g., tax, accounting and administrative obligations) 	<ul style="list-style-type: none"> No
<ul style="list-style-type: none"> To redistribute risk by means of reinsurance and co-insurance 	<ul style="list-style-type: none"> No
<ul style="list-style-type: none"> Any other purposes 	<ul style="list-style-type: none"> Yes. Subject to your consent from time to time.

As mentioned above, for the purposes indicated above, we will process personal data we receive about you from public databases, third parties such as brokers and business partners, other insurers, credit reference and fraud prevention agencies, advertising networks, analytics providers, search information

providers, loss adjustors, surveyors, intermediaries, premium finance companies, delegated authorities, lawyers, etc.

For those purposes indicated above where we have indicated that we do not require your express consent or where we otherwise require your personal data to underwrite your insurance and/or process your claim, we will process your personal data based on our legitimate interests and/or to comply with our legal obligations.

We will need your personal data if you would like to purchase our products and services. If you do not wish to provide this to us, we may not be able to provide the products and services you request, that you may be interested in, or to tailor our offerings to your particular requirements.

4. Who will have access to your personal data?

We will ensure that your personal data is processed in a manner that is compatible with the purposes indicated above.

For the stated purposes, your personal data may be disclosed to the following parties who operate as third party data controllers:

- Government Agencies or public authorities
- Other Allianz Group companies
- Insurers, Co-Insurers, Re-Insurers, Insurance Intermediaries/Brokers, and Banks.

For the stated purposes, we may also share your personal data with the following parties who operate as data processors under our instruction:

- Our the directors, employees, contractors, agents, consultants, subcontractors, network providers;
- Other Allianz Group companies and affiliates, technical consultants, experts, lawyers, loss adjustors, repairers, medical doctors; and service companies to discharge operations (claims, IT, postal, document management); and
- Advertisers and advertising networks to send you marketing communications, as permitted under local law and in accordance with your communication preferences. We do not share your personal data with non-affiliated third parties for their own marketing use without your permission.

Finally, we may share your personal data in the following instances:

- In the event of any contemplated or actual reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in any insolvency or similar proceedings);
- To meet any legal obligation, including to the relevant ombudsman, valid court order, regulatory authority, governors and/or any applicable rules, regulations or laws if you make a complaint about the product or service we have provided to you

5. Where will my personal data be processed?

Your personal data may be processed both inside and outside of the Kingdom of Thailand and European Economic Area (EEA) by the parties specified in Section 4 above, subject always to contractual restrictions regarding confidentiality and security in line with applicable data protection laws and regulations. We will not disclose your personal data to parties who are not authorized to process them.

Whenever we transfer your personal data for processing outside of Thailand and/or the EEA by another Allianz Group company, we will do so on the basis of Allianz' approved binding corporate rules known as the Allianz Privacy Standard (Allianz' BCR) which establish adequate protection for personal data and are legally binding on all Allianz Group companies. Allianz' BCR and the list of Allianz Group companies that comply with them can be accessed by you. Where Allianz' BCR do not apply, we will instead take steps to ensure that the transfer of your personal data outside of Thailand and/or the EEA receives an adequate level of protection as it does in Thailand and/or the EEA. You can find out what safeguards we rely upon for such transfers by contacting us as detailed in Section 9 below.

6. What are your rights in respect of your personal data?

Where permitted by applicable law or regulation, you have the right to:

- Access your personal data held about you and to learn the origin of the data, the purposes and ends of the processing, the details of the data controller(s), the data processor(s) and the parties to whom the data may be disclosed;
- Withdraw your consent at any time where your personal data is processed with your consent;
- Update or correct your personal data so that it is always accurate;
- Delete your personal data from our records if it is no longer needed for the purposes indicated above;
- Restrict the processing of your personal data in certain circumstances, for example where you have contested the accuracy of your personal data, for the period enabling us to verify its accuracy;
- Obtain your personal data in an electronic format for you or for your new insurer; and
- File a complaint with us and/or the relevant data protection authority.

You may exercise these rights by contacting us as detailed in Section 9 below providing your name, email address, account identification, and purpose of your request. You may also make an access request by completing the Data Access Request Form which make available by us, subject to change or amend from time to time.

7. How can you object to the processing of your personal data?

Where permitted by applicable law or regulation, you have the right to object to us processing your personal data, or tell us to stop processing it (including for purposes of direct marketing). Once you have informed us of this request, we shall no longer process your personal data unless permitted by applicable laws and regulations.

You may exercise this right in the same manner as for your other rights indicated in Section 6 above.

8. How long do we keep your personal data?

We will retain your personal data for ten years from the date of our relationship ends, unless otherwise specify by appliance laws and/or others obligations which obliged us to do so.

We will not retain your personal data for longer than necessary and we will hold it only for the purposes for which it was obtained.

9. How can you contact us?

If you have any queries about how we use your personal data, you can contact us by telephone, email or post as follows:

AWP Services (Thailand) Co.,Ltd.

Attn: Data Protection Officer

Address : 7th Floor, City Link Tower,1091/335 Soi Petchburi 35, New Petchburi Road,
Makkasan, Rajathevi, Bangkok, Thailand 10400

Email: Dataprivacy-TH@allianz.com

Tel: +66 2264 8522

10. How often do we update this privacy notice?

We regularly review this privacy notice. We will ensure the most recent version is available on our website and we will tell you directly when there's an important change that may impact you. This privacy notice was last updated on January 15th, 2018.

11. Jurisdiction; Applicable law

This Privacy Notice are written and provided in Thai and English, and any provided translation will be governed by the Thai version. These Privacy Notice will be governed by and construed in accordance with the laws of the Kingdom of Thailand without giving effect to its conflicts of laws principles. You agree that any legal action, suit, or proceeding arising out of or relating to this Privacy Notice or the use of (or the inability to use) our services or products, including but not limited to any other electronic or online applications and any functions thereof, must be brought solely and exclusively in the courts of Thailand.