

## Privacy Notice ROADSIDE ASSISTANCE

### We care about your personal data

AWP SERVICES (THAILAND) Co., Ltd, a company incorporated in Thailand with offices located at 7th Floor, City Link Tower 1091/335 Soi Petchburi 35 New Petchburi Road, Makkasan Rajthevi, Bangkok (“we, “us” “our”), part of Allianz Partners Group, is a Thailand authorised intermediary distributing insurance products and providing services on behalf of insurers. 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. AWP SERVICES (THAILAND) Co., Ltd is the data controller as defined by relevant data protection laws and regulation.

#### 2. What personal data will be collected?

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

- Surname, first name
- Address
- Gender
- Identification document number
- Telephone numbers
- Email address
- vehicle brand,
- year of manufacture,
- any additional notes

We do not collect and process “sensitive personal data” about you.

*We also process in anonymous way Web tracking/Analytics data.*

#### 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?
• Service contract administration and product improvement	• NO, not needed.
• To administer debt recoveries	• No
• 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.	• Yes

Purpose	Your express consent?
You can change these at any time by or by contacting us as specified in section 9 below.	
<ul style="list-style-type: none"> <li>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</li> </ul>	<ul style="list-style-type: none"> <li>Yes, where needed. In this case we don't foresee any automated decision making tool.</li> </ul>
<ul style="list-style-type: none"> <li>Fraud prevention and detection</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>
<ul style="list-style-type: none"> <li>Meet any legal obligations (e.g., tax, accounting and administrative obligations)</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>
<ul style="list-style-type: none"> <li>To redistribute risk by means of reinsurance and co-insurance</li> </ul>	<ul style="list-style-type: none"> <li>No</li> </ul>

As mentioned above, for the purposes indicated above, we will process personal data we receive from you.

For those purposes indicated above where we have indicated that we do not require your express consent we will process your personal data based on our legitimate interests and/or to comply with our legal obligations. For sake of completeness, the post-claim quality interviews performed by our employees are based on the legitimate interest to monitor the quality of our products.

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. Only the personnel expressly authorized will have access to your personal data and, if a claim occur, to sensitive data.

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

- 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:

- Other Allianz Group companies, 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; and

- To meet any legal obligation, including to the relevant ombudsman 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 in Thailand only. It is possible that due to our internal organization within the Allianz Group, we may transfer data both inside and outside of the 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.

## **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 adjusting your privacy preference settings where you have created an online account with us or contacting us as detailed in section 9 below providing your name, email address, account identification, and purpose of your request.

## **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 7 years from the date the insurance relationship ends unless a longer retention period is required or as permitted by law.

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 email as follows:

Data Protection Officer / Data Privacy Professional  
[Dataprivacy-TH@allianz.com](mailto:Dataprivacy-TH@allianz.com)

Or via traditional post mail  
**AWP SERVICES (THAILAND) Co., Ltd ,**  
7th Floor, City Link Tower  
1091/335 Soi Petchburi 35  
New Petchburi Road,  
Makkasan Rajthevi,  
Bangkok

#### **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 2019, August 1<sup>st</sup>.