

Principles of Processing Personal Data

Valid as of October 1, 2021

Principles of Processing Personal Data (hereinafter – the Principles) describe how SIA “RED insurance brokers” (hereinafter – RED) Processes Personal Data.

1. Definitions

“**Personal data**” means any information directly or indirectly related to the Client.

“**Processing**” means any operation or set of operations performed with regard to Personal Data, whether or not performed by automated means, such as collection, organization, storage, use, combination, erasure or destruction.

“**Client**” means any natural person who uses, has used or has expressed a wish to use the Services or is in other way related to the use and/or user of any of the Services and/or has any other relationship with RED established before these Principles entered into force.

“**Data Controller**” means anyone who alone or jointly with others determines the purposes and means of the Processing of Personal Data. For the Processing of Personal Data described in these Principles, RED is the Data Controller.

“**Data Processor**” means anyone who Processes Personal Data on behalf of the Data Controller.

“**Recipient**” means a natural or legal person, public authority or another body, to whom RED is entitled to disclose Personal Data.

“**Data Protection Legislation**” means the applicable EU and national data protection legislation that RED is subject to, for example, Regulation (EU) 2016/679 (General Data Protection Regulation or the GDPR), Cabinet Regulation No. 558, Law on the Security of Information Technologies and Cabinet Regulation No. 748.

“**Regulatory Legislation**” means the applicable legal acts that RED is subject to, for example, relating to anti-money laundering, commercial activity, data protection, taxes and bookkeeping.

“**Services**” means any services, advice and products provided by RED to the Client via RED branch, website, phone, video stream or any other channel.

“**EU/EEA**” means the European Union/European Economic Area.

2. General provisions

These Principles describe how RED Processes Personal Data. Detailed information on the Processing of Personal Data might be additionally described in agreements and other documents related to the Services.

Within the framework of Data Protection Legislation, RED ensures the confidentiality of Personal Data. RED has implemented appropriate technical and organizational measures to safeguard Personal Data from unauthorized access, unlawful disclosure, accidental loss, modification, destruction or any other unlawful Processing.

3. Processing of Personal Data by RED

3.1. Collection of Personal Data and categories of data subjects

Personal Data is collected from the Client directly and from the Client’s use of the Services, as well as indirectly from external sources such as public and private registers or other providers of databases or other persons. RED may record phone calls, visual images, video and/or audio,

save e-mail communication or otherwise document the Client's interaction and communication with RED.

RED primarily collects and processes Personal Data about individuals who have entered into or wish to enter into an agreement with RED, such as Clients or potential Clients.

3.2. Categories of Personal Data

Examples of Personal Data categories which RED collects and Processes:

- 1) **Identification data** such as name, personal identification number, date of birth, data regarding identification document;
- 2) **Contact data** such as address, phone number, email address, language of communication;
- 3) **Financial data** such as ownership, transactions, credits, income, liabilities, assets;
- 4) **Account data** such as card number and bank account number;
- 5) **Data about trustworthiness and due diligence** such as data about payment behavior, damage caused to RED or other party, data that enables RED to perform its due diligence measures regarding money laundering and terrorist financing prevention and to ensure the compliance with international sanctions;
- 6) **Data obtained and/or created while performing an obligation arising from the Regulatory Legislation** such as data that RED is required to report to authorities, for example, tax authorities, courts, law enforcement agencies;
- 7) **Communication and device data** such as the data contained in messages, emails, visual images, video and/or audio recordings, as well as other conversations and interactions, collected when the Client visits RED premises;
- 8) **Demographic data** such as country of residence, date of birth and citizenship;
- 9) **Data about the relationship with legal entities** such as data submitted by the Client or obtained from public databases or third party as a service provider for the execution of transactions on behalf of a particular legal entity. ;
- 10) **Sensitive data** such as **Special categories of Personal Data** (for example, data concerning health). In order to provide some Services RED is required to Process Special categories of Personal Data. RED will ask for the Client's consent when Processing Special categories of Personal Data, for example, when information is required for the Services related to health insurance. Special categories of Personal Data can also be processed based on RED's legitimate interests, for example, to exercise a legal claim;
- 11) **Data about criminal convictions and offences.**

4. Legal bases and purposes of Processing Personal Data

4.1 Performance of agreements

Performance of agreements is one of the main legal bases according to which RED Processes Personal Data. Examples of purposes of such Processing include:

- To take steps at the request of the Client prior to entering into an agreement, as well as to conclude, amend, execute, maintain and terminate an agreement with the Client;
- To manage relations with the Clients, as well to identify and authenticate, provide, control and administer access to the Services;
- To verify and handle commercial transactions and other business communication. RED may record phone calls and video streams with the Client for this purpose.

4.2 Compliance with legal obligations

For complying with legal obligations in accordance with the Regulatory Legislation, RED is required to process Personal data for such purposes as:

- To check and verify the Client's identity and to keep Personal Data updated and correct by verifying and enriching data through external and internal information sources;
- To prevent, discover, investigate and report potential money laundering, terrorism and proliferation financing and sanctions;
- To discover, investigate and report potential suspicious transactions and market abuse;
- To exchange personal data with third-party payment providers;
- To comply with other legal obligations in accordance with the Regulatory Legislation.

4.3 Consent

In Some cases, RED will ask for the Client's consent to Process Personal Data. In those cases, the Client will be separately informed about the particular purpose of Processing. In case the Client submits data concerning health on its own initiative and such Personal Data is Processed then it will take place based on the Client's explicit consent. The Client can withdraw a given consent at any time.

5. Recipients of Personal Data

To be able to provide the Services, RED may share the Clients' Personal Data with Recipients. These Recipients are in general:

- Authorities and officials such as supervisory authorities, tax authorities, law enforcement agencies, sworn bailiffs, sworn notaries, Notary Council, courts, out-of-court dispute resolution bodies;
- Third party payment providers, in case RED has a legal obligation and/or contract to provide such entities access to the Client's Personal Data;
- Insurance and reinsurance service providers, intermediaries of Services, third parties participating in the trade execution;
- Debt collection service providers, assignees, insolvency administrators;
- Persons who guarantee due discharge of the Client's obligations to RED;
- Other persons who are related to the provision of RED Services.

6. Geographical area of Processing

As a general rule, Clients' Personal Data is Processed within the EU/EEA but in some cases transferred to and Processed in countries outside of the EU/EEA.

The transfer and Processing of Personal Data outside of the EU/EEA can take place provided there is a legal basis and one of the following conditions:

- The country outside of the EU/EEA where the Recipient is located has adequate level of data protection as decided by the EU Commission;
- There are derogations for specific situations applicable, for example, Client's explicit consent, performance of a contract with the Client, conclusion or performance of a contract concluded in the interest of Client, establishment, exercise or defense of legal claims, important reasons of public interest;

Upon request, the Client can receive further details on Personal Data transfers to countries outside of the EU/EEA.

7. Retention period

Personal Data retention period will be based on the particular purpose of Processing for which the data is collected, or which is stipulated in the Regulatory Legislation. Personal Data will be

Processed by RED as long as the contractual relationship with the Client exists. Upon termination of the contractual relationship, RED will retain the Personal Data until the maximum limitation period in accordance with the Regulatory Legislation. In cases when the processing of Personal Data takes place based on the Client's consent, the Personal Data will be retained as long as the consent is valid. Other retention periods may apply if the Personal Data is processed for purposes based on RED's legal interests, such as the establishment, exercise or defense of legal claims. In all cases, RED limits the processing of Personal Data to a minimum.

8. Rights of a Data subject

Under the Data Protection Legislation, the Client has rights of a data subject in regard to RED Processing of Personal Data. Such rights are:

- Receive confirmation if the Client's Personal Data is being Processed by RED and, if so, then to access it;
- Require the Client's Personal Data to be corrected if it is inadequate, incomplete or incorrect;
- Restrict the Processing of the Client's Personal Data;
- Object to Processing of the Client's Personal Data if processing is based on RED legitimate interests;
- Object to Processing of the Client's Personal Data for direct marketing;
- Receive the Personal Data that is provided by the Client and is being Processed based on consent or performance of an agreement in a structured, commonly used electronic format and, where feasible, transmit such data to another service provider (right to data portability);
- Withdraw the consent to Process the Client's Personal Data;
- Request not to be subject to a fully automated decision-making, including profiling, if such decisionmaking has legal effects or similarly significantly affects the Client. This right does not apply if the decision-making is necessary in order to enter into or to perform an agreement with the Client, if the decision-making is permitted under the Data Protection Legislation or if the Client has provided an explicit consent.

The Client may submit a complaint regarding the Processing of Client's Personal Data performed by RED to the State Data Inspectorate (www.dvi.gov.lv), if the Client considers that the Processing of the Client's Personal Data violates the Client's rights and interests in accordance with the Data Protection Law.

9. Contact details

The Client may contact RED with any request, withdrawal of consent, update of data processing permission, data subject rights or complaint regarding the Processing of Personal Data. RED contact details are: E-mail: info@insured.lv, Phone: +371 2866 8859.

10. Validity and amendments of the Principles

RED is entitled to unilaterally amend the Principles at any time, in compliance with the Regulatory Legislation.

These Principles are drafted in Latvian and translated into English. In the event of disputes, arguments or claims of linguistic nature or concerning interpretation, the version of these Principles in Latvian is legally binding.