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PRIVACY NOTICE
RELATED TO MEDICAL TREATMENT AUTHORIZATION PROCESS

From whom do we collect your information?

- from the insured in person, or
- from healthcare facilities internal or external to the Company's network of clinics.

What type of data do we collect?

- first and last name of the insured, date of birth of the insured, first and last name of the policyholder, policy number/card number, telephone number of the insured, email address of the insured and the insured person's health information.

Why do we need your data and for how long do we keep it?

purpose	legal basis	retention period
granting medical treatment authorization	insurance contract	10 years from the time damage was determined or the payment under the insurance contract was made
processing the insured person's health information in order to execute the insurance contract	consent	throughout the insurance contract period and 10 years after the expiration of the insurance contract

Why do we need your data?

In order to execute the insurance contract and to comply with our legal obligations.

With whom do we share your data?

As required, with third parties authorized to process personal data for the aforementioned purposes (healthcare facilities internal or external to the Company's network of clinics, the National Bank of Serbia and authorities, external auditors...).

Where do we transfer your data?

As required, to another country, to the members of the Generali Group and other external partners, in accordance with provisions of the Law on Personal Data Protection.

Your rights regarding personal data processing

You have a right to access, rectify and erase personal data, the right to restrict data processing, to object and to transfer the data.

If the processing of personal data is based on your consent, you can withdraw your consent at any time. It does not affect the admissibility of data processing based on consent prior to withdrawal.

If you believe that the personal data processing was carried out against the Law on Personal Data Protection, you have the right to file a complaint to the Commissioner for information of public importance and personal data protection.

Personal data processing relevant contact

- Contact center: 011 222 0 555
- E-mail: dpo@generali.rs
- Address: GENERALI OSIGURANJE SRBIJA a.d.o., Španskih boraca 3, 11070 Novi Beograd