

Appendix: Protection of Privacy

The personal data that you, as the person concerned, provide to us now or later, as well as those that we previously received from the policyholder for insurance contract or contracts, will be processed by NN Insurance Belgium sa/nv, Avenue Fonsny/Fonsnylaan 38, 1060 Brussels, the controller.

Our Data Protection Officer (DPO) is responsible for data protection. You can contact the DPO as follows: Data Protection Officer (DPO), Avenue Fonsny/Fonsnylaan 38, 1060 Brussels, or at dpo@nn.be. You can also contact the DPO for additional information regarding the protection of your personal data.

We process your personal data (with the exception of your health-related data, for which you give your explicit consent) for several purposes:

- the execution of your insurance contract or contracts with us, NN Insurance Belgium sa/nv. This concerns the management and execution of the contract, the management of claims and the potential payment of compensation to you or to a third person;
- compliance with legal obligations, namely the regulations regarding insurance, the insurance distribution directive (IDD), the regulations concerning dormant insurance contracts, the regulations on the prevention of money laundering and the financing of terrorism, the Foreign Account Tax Compliance Act (FATCA), and the Common Reporting Standards (CRS);
- the legitimate interests of NN Insurance Belgium sa/nv: the provision and management of insurance services in general, including the improvement of the underwritten coverages, management of our customer and sales file, prevention of irregularities (including the prevention and combating of fraud), direct marketing of our products and the promotion thereof (except via email), as well as processing for statistical purposes.

The personal data you deliver to NN Insurance Belgium sa/nv for the execution of the contract, taking into account legal obligations, are necessary for the establishment of the contract. If these data are missing, the contract cannot be performed.

NN Insurance Belgium sa/nv may use Artificial Intelligence to deliver the correspondence received by NN to the correct internal department.

Your personal data can, further to the above-mentioned legal grounds and purposes, be transferred and processed by various departments of NN Insurance Belgium sa/nv, the entities of NN Group NV, their representatives in Belgium, their representatives abroad, their reinsurers, their claims settlement agencies, an expert, a lawyer, a technical advisor, and be provided to the distribution partners, to the subcontractors and services suppliers of the entities of NN Group NV, to the subcontractors and services suppliers of the distribution partners, to any person or entity who files an appeal or against whom an appeal has been filed that is related to the contracts underwritten, as well as to the authorities.

An up-to-date list of recipients of your personal data is available from our DPO (on demand). We may be required to process your personal data for the establishment, exercise or defence of legal claims.

Your data is usually processed within the European Union (EU). In some cases, personal data is processed outside the EU. However, to ensure that your personal data is kept secure, in these cases we take measures by signing agreements in which we make comparable arrangements regarding the security of personal data, just as we do within the EU.

We keep your personal data as long as required for the purposes mentioned above. NN Insurance Belgium sa/nv must also take into account the legal and regulatory periods for the keeping of personal data and/or (pre-) contractual documents, as well as the periods of limitation while taking into account the legal causes for the suspension and interruption of such periods of limitation.

You have the following rights with regard to your personal data:

- the right to access;
- the right to rectify;
- the right to limitation of processing, which is however exercised with regard to the right for NN Insurance Belgium sa/nv to keep or process your personal data for the recognition, exercise or defence of its data in legal proceedings;
- the right to transfer the data where the data processing is based on the execution of the contract;
- the right to erasure, provided that the processing is based on the execution of the contract or (pre-)contractual measures, taking into account, however, the retention period obligations to which NN Insurance Belgium sa/nv is subject, or on the legitimate interest of NN Insurance Belgium sa/nv if there is no compelling legitimate reason for the processing;
- the right of objection of processing when processing is based on the legitimate interest of NN Insurance Belgium sa/nv and provided that there is no compelling legitimate reason for the processing. However, you have the right to object at any time and without justification to the processing of your personal data for prospecting (direct marketing) and the associated profiling.

You can exercise the above rights, free of charge in principle, by sending a signed and dated request together with a proof of identity to our DPO. Whether or not you can exercise your rights depends on the purpose of the processing and the legal base for the processing.

If you have a complaint about the way in which NN Insurance Belgium sa/nv deals with your personal data, please contact us: Quality Care Center, Avenue Fonsny/Fonsnylaan 38, 1060 Brussels or complaints@nn.be.

You may also lodge a complaint via the Data Protection Authority (e-mail to contact@apd-gba.be or via the website <https://www.dataprotectionauthority.be/citizen>).
(<https://www.autoriteprotectiondonnees.be/citoyen/agir/contact>)

The complete privacy statement is available on our website (<https://www.nn.be/en/privacy-statement>).

This information is based on the General Data Protection Regulation of 27th of April 2016, applicable since 25th of May 2018.