

## Privacy Notice

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#### 1. Who is the responsible person for the data protection?

- **AWP P&C S.A., branch Bulgaria** - Sofia 1407, str. Srebarna 16

You can contact the Data Protection Officer by sending an e-mail to the above address, adding a "Data Protection Officer" subtitle or by e-mail to [dataprotection.azpbg@allianz.com](mailto:dataprotection.azpbg@allianz.com)

Please read this privacy notice carefully before using our survey website, as it explains how your personal data will be processed.

#### 2. Type of data being processed

The protection of your data is important to us. This website collects and processes various types of personal data. The survey site is operated by InMoment GmbH ("InMoment"). This includes, in particular, the information you provide or have already provided as part of this survey, such as your name, address, e-mail address, telephone number, other personal data and comments.

When participating in the survey, you may be asked to provide comments in the free text fields. We strongly recommend that you do not enter personal information about yourself or anyone else. However, if you enter personal data in the free text field, this information may be passed on to the recipient categories listed below.

#### 3. Information about the processing of personal data

- 3.1 Legal basis: The legal basis for the processing of personal data is your consent, according to Art. 6 (1) (a) of the General Data Protection Regulation (GDPR).
- 3.2 Purpose(s) of processing: Customer satisfaction survey and, if necessary, individual survey based on the answers provided.
- 3.3 Duration of storage: Data will be deleted as soon as they are no longer needed for the purposes of the study.
- 3.4 Data recipients (categories):

**InMoment GmbH**  
(company of InMoment Inc)  
Borselstrasse 18  
22765 Hamburg

**Maritz CX**

Potsdamer Str. 3  
80802 München

Data storage (Subprocessor):

Company name: **Unitas Global, Inc.**

Equinix FR4 – IBX data center

Lärchenstraße 110

65933 Frankfurt am Main

**Allianz Technology SE**

Fritz-Schäffer-Straße 9

81737 München – Germany

**4. Transmission of personal data to a third country**

The parent company of InMoment is based in the United States and has a branch in the United Kingdom. As part of the technical support of the survey website, system administrators in the United States and support staff in the United Kingdom may need access to the source, which is hosted in a data center in Frankfurt am Main and where your personal data is processed.

Direct transmission of personal data does not take place, but is allowed if the European Commission considers that there is an adequate level of protection in the third country (Article 45 of the GDPR). If the Commission has not taken such a decision, companies or their service providers may only transfer personal data to service providers in a third country if there are adequate guarantees (standard contractual clauses adopted by the EU Commission or the supervisory authority designated for this purpose) and there are necessary rights and effective remedies.

**5. Provision of personal data**

The provision of your personal data is not a legal or contractual obligation and you are not obliged to provide your personal data.

**6. Automated individual decision making, including profiling**

We do not use automated decision making in accordance with Art. 22 of the General Data Protection Regulation (GDPR) and your data are not processed for the purpose of automatically assessing certain personal aspects.

**7. Your rights**

Under the General Reglament (GDPR), you have the following rights as a data subject:

- Right to information (Article 13 of the GDPR)
- Right of reference (Article 15 of the GDPR)
- Right of adjustment (Article 16 of the GDPR)
- Right to erase - "right to be forgotten" (Article 17 of the GDPR)
- Right to limit processing (Article 18 of the GDPR)
- Right to data portability (Article 20 of the GDPR)
- Right to object (Article 21 of the GDPR)
- Right to submit a complaint with a supervisory authority (Article 77 of the GDPR)

Please note that your rights mentioned above are limited by law and may only need to be exercised by us under certain conditions.

If you wish to exercise your rights mentioned above, please send an e-mail to [dataprotection.azpbg@allianz.com](mailto:dataprotection.azpbg@allianz.com) or a letter to the postal address below.

You also have the right to lodge a complaint with the supervisory authority responsible for data protection.

## 8. Cookies

The InMoment Exploration Tool does not use persistent or session cookies on the exploration website you access. However, HTML 5 data uses temporary local session memory, which may be perceived by some browsers as a session cookie. This temporary local container is only used to store information about the layout of the website and to make it easier for users to navigate the website. Although some browsers may interpret the local container as a cookie, this is not the case. The name of the temporary local container is usually the same as the URL of the survey website. No personal data is collected or processed. Session memory data is stored only on the user's computer and does not send any data back to the InMoment exploration tool

Status as of: **September 2021**