

Blue Square Re Privacy Statement

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1. Blue Square Re's privacy statement

In this privacy statement you can read what data Blue Square Re (BSR) processes from you and why BSR does this. It applies to all data that Blue Square Re collects and processes of (potential) customers.

At Blue Square Re we are committed to protecting and respecting your privacy. We believe it is important that our services are transparent and reliable. We process your personal data carefully and safely. In addition, we only process your personal data in accordance with the Dutch Data Protection Act and the Code of Conduct for the Processing of Personal Data by Financial Institutions. In the [code of conduct](#), the rules of the Personal Data Protection Act have been further elaborated for banks and insurers, read more about this at www.verbondvanverzekeraars.nl and www.nvb.nl.

Blue Square Re's privacy statement may change if new developments give cause for this. You can always find the most up-to-date privacy statement on our website. This privacy statement was last amended on May 17, 2018.

2. Controller for the processing of your personal data

Blue Square Re N.V. (hereinafter referred to as "Blue Square Re" or "BSR") having its registered office in The Hague, Aegonplein 50 (2591 TV), is the controller or joint controller for the processing of all personal data within the scope of this privacy statement. We are part of Aegon, a global life insurance, pensions and asset management company.

3. What data do we process and why?

3.1. To enter into, administrate and execute on a reinsurance agreement

Blue Square Re is a reinsurance company, this means that we enter into agreements with insurance companies for the purpose of risk transfer.

What this means is that when you buy an insurance policy with an insurance company, e.g. a car insurance policy, the insurance company can transfer part or all of the risks associated with that policy to a reinsurance company. When that risk materialises, e.g. the insurance company pays you on the basis of a claim under your car insurance, the reinsurance company will reimburse the insurance company for (part of) that claim.

When we receive your data, from an insurance company or a broker, we process your data for the following purposes:

3.1.1. To assess the reinsurance application

What does this goal mean?

Insurance companies can seek protection against the risks that they are exposed to. One of the ways the insurance company can achieve this, is by transferring those risks to a reinsurance company. The request for reinsurance can be done directly by the insurance company, through a broker or by another reinsurance company.

Upon receipt of the request, we will assess the application. We do this on the basis of the information that is provided by the insurance company, broker or reinsurance company, this may include personal data.

Which data do we process for this?

What data we receive and process depends on the type of risks for which reinsurance is requested, therefore a wide variety of data can be processed when we assess the reinsurance application. We process data such as your name, address, policy number, date of birth and

gender. In some cases we also process sensitive personal data, this can be health data, biometric data, information about your criminal past, social security number and copy of passport or ID.

3.1.2. To administer the reinsurance agreement and handle claims

What does this goal mean?

The insurance company, broker or reinsurance company sends us regular updates on the reinsurance agreements, usually on a monthly or quarterly basis. The information that is provided is used to administer in-force policies, assess and manage (re)insurance claims and calculate and confirm premium and claim payments.

Which data do we process for this?

We process data such as your name, address, policy number, date of birth and gender.

3.2. Trend analysis

Blue Square Re conducts research on trends in the use and performance of its services and products on the basis of aggregated information. In carrying out these trend analyses, we process your data to be able to perform statistical analyses.

What does this goal mean?

Blue Square Re conducts research into trends through statistical analyses. We use the information we obtain from these analyses to evaluate our current products and services portfolio and our processes and to adjust them based on new developments.

The results of these analyses are reported exclusively on an aggregated basis. This means that the results can in no way be traced back to individuals.

Which data do we process for this?

For this purpose we process data such as your name, address, policy number, date of birth and gender.

3.3. To handle your questions, requests and complaints

As a reinsurance company, we usually don't communicate directly with you. However, it is possible that you do reach out to us, with questions, requests or complaints. For example if you have a question regarding your personal data that we process. For more information on your rights as a data subject, see section 6

What does this goal mean?

You can approach us by email or phone with your questions, requests or complaints. If you contact us, we will process your personal data to answer your question. We might also request further information from you, for us to be able to identify you as the person who you claim to be.

Which data do we process for this?

For this purpose we process your name, contact details, your correspondence with BSR about your question and all other personal data that you provide to us and that are necessary to answer your question. In cases where we need to be able to identify you, we might request a copy of your passport or ID card.

4. Providing your data to third parties

Blue Square Re engages third parties in the execution of its services and other business activities (such as mailing, printing, hosting services and automation services providers). Insofar as these third parties process your data when performing the relevant services and business activities, BSR will take the necessary contractual, technical and organizational measures to ensure that your data are processed only to the extent that this is necessary in this context. In any case,

these third parties will only process your data in accordance with applicable laws and regulations.

Only if Blue Square Re is legally obliged to do so, personal data will be provided to tax authorities, investigating authorities, such as the police and judicial authorities, or supervisors such as De Nederlandsche Bank, Autoriteit Financiële Markten and Autoriteit Persoonsgegevens.

Blue Square Re can provide your information to business partners, such as other reinsurers or reinsurance brokers.

5. Security, Retention & Deletion

Blue Square Re has taken measures to protect your personal data against loss or unlawful processing.

Blue Square Re is careful with your data. BSR has taken adequate technical and organizational measures to protect your personal data against loss or unlawful processing. Think of information security policy, training of our employees and secure servers.

We also advise you to handle your details carefully and confidentially and not to publicly share your personal details.

We will not retain your information any longer than necessary. How long we keep your data depends on the duration of the product, statutory or legal timelines, and will also depend on limitation periods.

6. Rights

You, as a data subject, have a number of rights including:

- the right to request a copy of the personal data we hold on you. (Example; when you request this information, this is known as making a Subject Access Request (SAR). In most cases, this will be free of charge, however in some limited circumstances, for example, repeated requests for further copies, we may apply an administration fee);
- the right to have any inaccurate personal data corrected;
- the right to have any out of date personal data deleted once there is no business need or legal requirement for us to hold it;
- the right to object or restrict some processing, in limited circumstances and only when we do not have legitimate grounds for processing your personal data;
- the right to have personal data that we have of you to be transferred to another service provider in electronic form; and
- the right to ask for a decision to be made manually, where a decision is made using automated means and this adversely impacts you.

To exercise any of these rights, please contact us at bluesquarere@aegon.com or contact our Data Privacy Officer groupdataprotectionofficer@aegon.com.

We may request additional information from you to service your request and/or to confirm your identity.

When requesting to exercise your rights, we will take into account other obligations of BSR as well as the rights of other data subjects. As a result, there is a chance that your request may be

partially fulfilled or in limited circumstances rejected. If this is the case an explanation will be provided to you.

7. Making a complaint

If you believe we have not processed your personal data in accordance with our data protection obligations, and that you have been affected by our non-compliance, you can make a complaint to us by contacting us. If you are not satisfied with our response, you can raise a complaint with a supervisory authority where you live, where you work or the supervisory authorities of the Netherlands ([Autoriteit Persoonsgegevens](#)), since that is where Blue Square Re is located.

8. Contact us

Please contact the Blue Square Re Privacy Office if you would like to know more about our privacy policy or if you have a request for access, correction or deletion

If you have any questions about this privacy statement or the information we collect about you, you can contact us at:

Blue Square Re N.V.
Aegonplein 50
2591 TV The Hague
The Netherlands

Or

bluesquarere@aegon.com

Or you can contact our Data Privacy Officer

groupdataprotectionofficer@aegon.com