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Part 1: Austria - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to ensure we have an accurate record of all Insured Persons we cover) 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Legitimate interests (to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud) • Purposes imposed by local law 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests (to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any) • The exemption regulations pursuant to local laws 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers /Reinsurers
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests (to determine whether to extend cover for a renewal period, and if so, on what terms) • The exemption regulations pursuant to local laws 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to provide Insured Persons with information about insurance products or services which may be of interest) • Consent 	<ul style="list-style-type: none"> • Service Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. <i>FCA, PRA, ICO</i>) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy Information • Claim Details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to maintain an accurate record of all claims received and the identity of claimants</i>) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • The exemption regulations pursuant to local laws • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to monitor, assess and ultimately prevent fraud) • The exemption regulations pursuant to local laws • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (exceptionally) • Anti-fraud databases • Law enforcement bodies
Settle claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (third party claimants) (to settle claims to successful third party claimants) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. <i>FCA, PRA, ICO</i>) • Law enforcement bodies • Courts • Other Insurers (under court order)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Legitimate interests (to maintain an accurate client and partner relationship management platform) • Consent 	<ul style="list-style-type: none"> • Service Providers
Administer contracts	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Performance of a contract 	
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to their sector) • Consent 	<ul style="list-style-type: none"> • Service Providers
Run events and host office visitors; accommodate website visitors	<ul style="list-style-type: none"> • Website visitors/users or guests 	<ul style="list-style-type: none"> • Legitimate interests (to organise and host events which may be of interest to Business Partners) • Consent 	<ul style="list-style-type: none"> • Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> • All (where relevant to the book) 	<ul style="list-style-type: none"> • Legitimate interests (to structure our business appropriately) • Legal obligation (transfer of insurance under applicable law) • Consent 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Sale or reorganisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (to structure our business appropriately) • Legal obligation (transfer of insurance under applicable law) 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisors
Recording of phone calls	<ul style="list-style-type: none"> • Contact Details • Claim Details • Other information disclosed during a call 	<ul style="list-style-type: none"> • Legal obligation in exceptions • Consent 	<ul style="list-style-type: none"> • Service Providers • Regulators (e.g. <i>FCA, PRA, ICO</i>) • Courts • Law enforcement bodies

Part 2: Belgium - English

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Prospective Insureds and Insured Persons			
Create a file in our systems	<ul style="list-style-type: none"> • Contact details • Personal risk information • Policy information 	<ul style="list-style-type: none"> • Fulfilment of a contract • Legitimate interests <i>(to ensure that we have an accurate file of all our all our Insured Persons)</i> 	<ul style="list-style-type: none"> • Service providers
Carry out checks regarding background, criminal data, fraud and creditworthiness	<ul style="list-style-type: none"> • Contact details • Personal risk information • Including Criminal data 	<ul style="list-style-type: none"> • Consent • Legitimate Interests <i>(to ensure that insured persons fall within our acceptable risk profile and to help us combat fraud and other crime)</i> • Legal Obligation • Exceptions under local law 	<ul style="list-style-type: none"> • Service providers • Credit Reference agencies • Anti-fraud databases
Insurance application and risk assessment and writing policies	<ul style="list-style-type: none"> • Personal Risk Information • Including Health data • Criminal data 	<ul style="list-style-type: none"> • Steps taken to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and the appropriate level, cost and type of coverage to be provided)</i> • Consent • Exceptions based on local law 	<ul style="list-style-type: none"> • Third party administrators • Other insurers/reinsurers

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Manage grants/renewals	<ul style="list-style-type: none"> • Contact details • Policy information • Personal risk information • Health information • Criminal Data 	<ul style="list-style-type: none"> • Fulfilment of a contract • Legitimate interests <i>(in order to determine whether the coverage should be extended, and if so, under which conditions)</i> • Consent • Local legal exclusions 	<ul style="list-style-type: none"> • Third-party operators • Service providers
Customer care, assistance and provide support	<ul style="list-style-type: none"> • Contact details • Policy information 	<ul style="list-style-type: none"> • Fulfilment of a contract • Consent 	<ul style="list-style-type: none"> • Care providers • Service providers
Receiving premiums and payments	<ul style="list-style-type: none"> • Contact details • Financial information 	<ul style="list-style-type: none"> • Fulfilling a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests <i>(to provide information to Insured Persons about insurance products or services that might be of interest to them)</i> • Consent 	<ul style="list-style-type: none"> • Service providers
To meet obligations under laws and regulations	<ul style="list-style-type: none"> • Contact details • Policy information • Personal risk information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators <i>(e.g. ACPR, FSMA, DPA)</i> • Law enforcement Bodies • Courts • Other • Insurers under court order

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Claimant			
Receiving notification of a claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Fulfilment of a contract • Legitimate interests (<i>third party claimants to maintain accurate records of all claims received and the identity of the claimants</i>) 	<ul style="list-style-type: none"> • Third party administrators • Care providers • Service providers
Evaluate claim	<ul style="list-style-type: none"> • Claim data • Health data • Criminal data 	<ul style="list-style-type: none"> • Fulfilment of contract • Legitimate Interests (<i>to determine the circumstances of a claim</i>) • Consent • Local legal exclusions • To establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third-party administrators • Loss adjusters • Lawyers • Experts
Checks to detect possible fraud	<ul style="list-style-type: none"> • Claims data • Anti-fraud data 	<ul style="list-style-type: none"> • Fulfilment of contract • Legitimate interests (<i>checks to identify and ultimately prevent possible fraud</i>) • Consent • Local legal exclusions • Bringing, exercising or substantiating legal claims 	<ul style="list-style-type: none"> • Providers of surveillance services (<i>by exception</i>) • Anti-fraud databases • Law enforcement agencies
Handling a claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Fulfilment of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to handle claims for successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Lawyers

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Fulfilment of obligations under laws and regulations	<ul style="list-style-type: none"> • Policy information • Claims data • Anti-fraud data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, FSMA, DPA) • Law enforcement authorities • Courts • Other Insurers (on the basis of a judicial order)
Business Partners and Visitors			
Relationship management	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Legitimate interests (to maintain an accurate customer and partner relationship management platform) • Consent 	<ul style="list-style-type: none"> • Service providers
Managing contracts	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Fulfilment of a contract 	
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (provided an exception to the obligation to obtain consent applies (RD 4 April 2003)) • Consent 	<ul style="list-style-type: none"> • Service providers
Organizing events and receiving office visitors; serving website visitors Service providers	<ul style="list-style-type: none"> • Office visitor • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to organize and host events that may be of interest to Business Partners) • Consent 	<ul style="list-style-type: none"> • Service providers

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Applicable to all			
Transfer of business books	<ul style="list-style-type: none"> • All (if applicable in relation to the book) 	<ul style="list-style-type: none"> • Legitimate interests (<i>to adequately structure our business operations</i>) • Legal obligation (<i>Übertragungsverfahren der Versicherung nach geltendem Recht</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Buyer • Professional consultants
Sale or reorganisation of a Chubb-company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to adequately structure our business operations</i>) • Legal obligation (<i>Übertragungsverfahren der Versicherung nach geltendem Recht</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Buyer • Professional consultants
Recording of telephone conversations	<ul style="list-style-type: none"> • Contact details; • Claim details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, provide evidence of the intention to take out an insurance policy or make a claim, help resolve complaints, improve customer service or detect fraud</i>) 	<ul style="list-style-type: none"> • Service providers • Regulators • Courts • Law enforcement agencies

Updated: November 2019

Part 3: Bulgaria - English

Activity	Type of information gathered	Grounds, on which we use the information	To whom can we disclose the information
Prospective Insureds and Insured Persons			
Set up a record on our system	<ul style="list-style-type: none"> • Contact details • Personal risk information • Policy information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (to ensure we have an accurate record of all Insured Persons) 	<ul style="list-style-type: none"> • Service providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact details • Personal risk information • Criminal data 	<ul style="list-style-type: none"> • Consent • Legitimate interests (<i>to ensure that the Insured Persons are within our acceptable risk profile and to assist the fight against crime or fraud</i>) • Legal obligations 	<ul style="list-style-type: none"> • Service providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal risk information • Health data • Criminal data 	<ul style="list-style-type: none"> • Taking steps to enter into a contract • Legitimate interests (<i>to determine the likely profile risks and the appropriate levels, costs and type of coverage, if necessary</i>) • Consent • Exclusions under domestic law 	<ul style="list-style-type: none"> • Third party administrators • Other Insurers / Reinsurers

Activity	Type of information gathered	Grounds, on which we use the information	To whom can we disclose the information
Manage renewals	<ul style="list-style-type: none"> • Contact details • Policy information • Personal risk information • Health data • Criminal data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests <i>(in order to determine whether to continue the coverage for the new period and if yes, under what conditions)</i> • Consent • Exclusions under domestic law 	<ul style="list-style-type: none"> • Third party administrators • Service providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact details • Policy information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance providers • Service providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact details • Financial information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests <i>(to provide Insured Persons with information about insurance products that may be of an interest to them)</i> • Consent 	<ul style="list-style-type: none"> • Service providers
Complying with and legal regulatory obligations	<ul style="list-style-type: none"> • Contact details • Policy information • Personal risk information • Financial information 	<ul style="list-style-type: none"> • Legal obligations 	<ul style="list-style-type: none"> • Regulators (e.g., ACPR, CPDP, FSC) • Law enforcement bodies • Courts • Other insurers <i>(by virtue of a judicial instrument)</i>

Activity	Type of information gathered	Grounds, on which we use the information	To whom can we disclose the information
Claimant			
Receiving notification of a claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to maintain an accurate record of all claims received, as well as identification of the claimants</i>) 	<ul style="list-style-type: none"> • Third party administrators • Assistance providers • Service providers
Claim assessment	<ul style="list-style-type: none"> • Claim details • Health data • Criminal data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to assess the circumstances related to a claim</i>) • Consent • Exclusions under domestic law • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third party administrators • Loss adjusters • Solicitors • Claims experts
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim details • Anti-fraud data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to monitor, assess and ultimately prevent fraud</i>) • Consent • Exclusions under domestic law • Establishing, exercising and defending legal claims 	<ul style="list-style-type: none"> • Surveillance service providers (<i>as an exception</i>) • Anti-fraud database • Law enforcement bodies

Activity	Type of information gathered	Grounds, on which we use the information	To whom can we disclose the information
Settlement of a claim	<ul style="list-style-type: none"> Financial information 	<ul style="list-style-type: none"> Performance of a contract Legitimate interests (<i>third party claimants</i>) (<i>to settle claims in favour of third-party claimants</i>) 	<ul style="list-style-type: none"> Banks Solicitors
Complying with and legal regulatory obligations	<ul style="list-style-type: none"> Policy information Data concerning the claim Anti-fraud data Financial information 	<ul style="list-style-type: none"> Legal obligations 	<ul style="list-style-type: none"> Regulators (<i>e.g., ACPR, CNIC, CPDP, FSC</i>) Law enforcement bodies Courts Other insurers (<i>under a court order</i>)
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Legitimate interests (<i>to maintain an accurate client and partner relationship management platform</i>) 	<ul style="list-style-type: none"> Service providers
Administering contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Consent 	
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Performance of a contract 	<ul style="list-style-type: none"> Service providers
Run events and host office visitors; process website visitors	<ul style="list-style-type: none"> Website or office visitors 	<ul style="list-style-type: none"> Legitimate interests (<i>to inform Business Partners about events, services or products, which may be of interest to them</i>) 	<ul style="list-style-type: none"> Service providers

Activity	Type of information gathered	Grounds, on which we use the information	To whom can we disclose the information
Applicable to All			
Transferring books of business	<ul style="list-style-type: none"> • All (<i>which is relevant to the documents</i>) 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme pursuant to the applicable legislation</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Buyer • Professional advisors
Sale or restructuring of the Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme pursuant to the applicable legislation</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Buyer • Professional advisors
Recording of the telephone calls	<ul style="list-style-type: none"> • Contact details • Data concerning the damages • Other information shared in the course of the call 	<ul style="list-style-type: none"> • Legal obligation • Consent (<i>where the telephone call was held for the purpose of selling an insurance policy/concluding a distance contract with a customer</i>) • Legitimate interests (<i>for staff training, to provide evidence of intention to enter into an insurance contract, to support complaint resolution, to improve customer service or for the detection of fraud</i>) 	<ul style="list-style-type: none"> • Service providers • Regulators • Courts • Law enforcement agencies

Updated: December 2020

Part 4: Czech - English

Activity	Type of collected data	The basis that allows us to use the data	Whom can we disclose the data
Prospective Insureds and Insured Persons			
Create a record in our systems	<ul style="list-style-type: none"> • Contact information • Risk-related information about the person • Policy information 	<ul style="list-style-type: none"> • Performance of the contract • Legitimate interests (<i>ensure that we have accurate records of all insured persons to whom we provide coverage</i>) 	<ul style="list-style-type: none"> • Service providers
Check general data, sanctions, frauds and loans	<ul style="list-style-type: none"> • Contact information • Risk-related information about the person • Criminal data 	<ul style="list-style-type: none"> • Consent • Legitimate interests (<i>ensure that the insured persons meet our tolerable risk profile and help to prevent crime and fraud</i>) • Statutory obligation 	<ul style="list-style-type: none"> • Service providers • Credit rating agencies • Anti-corruption databases
Consider taking out insurance, assess the risks and set the principles	<ul style="list-style-type: none"> • Risk-related information about the person • Health data • Criminal data 	<ul style="list-style-type: none"> • Steps to conclude the contract • Legitimate interests (<i>to determine the probable risk profile and the appropriate level, cost and extension of the insurance coverage</i>) • Consent • Explicit consent, as a legal exception (<i>for the Criminal Data</i>) • Exceptions under local regulations 	<ul style="list-style-type: none"> • Third-party administrators • Other insurers/reinsurers

Activity	Type of collected data	The basis that allows us to use the data	Whom can we disclose the data
Manage contract renewal issues	<ul style="list-style-type: none"> • Contact details • Policy data • Risk-related information about the person • Health data • Criminal data 	<ul style="list-style-type: none"> • Performance of the contract • Legitimate interests (<i>determine whether to extend the coverage for the period of extension of the contract, and if so, under what conditions</i>) • Consent • Exceptions under local regulations 	<ul style="list-style-type: none"> • Third-party administrators • Service providers
Provide care, assistance and support to clients	<ul style="list-style-type: none"> • Contact data • Policy data 	<ul style="list-style-type: none"> • Performance of the contract • Consent 	<ul style="list-style-type: none"> • Assistance providers • Service providers
Receive insurance premiums and payments	<ul style="list-style-type: none"> • Contact data • Financial information 	<ul style="list-style-type: none"> • Performance of the contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact data • Marketing 	<ul style="list-style-type: none"> • Performance of the contract • Legitimate interests (<i>third-party claimants</i>)(<i>keeping precise records of all accepted claims and identities of the claimants</i>) 	<ul style="list-style-type: none"> • Service providers
Ensure compliance with statutory and regulatory requirements	<ul style="list-style-type: none"> • Contact data • Information about principles • Risk-related information about the person • Financial information 	<ul style="list-style-type: none"> • Statutory obligation 	<ul style="list-style-type: none"> • Regulatory authorities (<i>e.g. ACPR, CNIL</i>) • Law enforcement authorities • Courts • Other insurers (<i>based on a court order</i>)
Claimant			

Activity	Type of collected data	The basis that allows us to use the data	Whom can we disclose the data
Receive notification of the claim	<ul style="list-style-type: none"> • Policy details • Claim details 	<ul style="list-style-type: none"> • Performance of the contract • Legitimate interests (<i>third-party claimants</i>)(keeping precise records of all accepted claims and identities of the claimants) 	<ul style="list-style-type: none"> • Third-party administrators • Assistance providers • Service providers
Assess the claim	<ul style="list-style-type: none"> • Claim details • Health data • Criminal data 	<ul style="list-style-type: none"> • Performance of the contract • Legitimate interests (<i>assessment of the circumstances of the claim</i>) • Consent • Exceptions under local regulations • Finding, enforcing or defending legal claims in court 	<ul style="list-style-type: none"> • Third-party administrators • Claims adjusters • Law firms • Experts with the knowledge of the subject of the claims
Fraud monitoring and detection	<ul style="list-style-type: none"> • Claim details • Anti-fraud data 	<ul style="list-style-type: none"> • Performance of the contract • Legitimate interests (<i>fraud monitoring, assessment and prevention</i>) • Consent • Exceptions under local regulations • Explicit consent, as a legal exceptions (<i>for the Criminal data</i>) • Finding, enforcing or defending legal claims in court 	<ul style="list-style-type: none"> • Security agencies (exceptional) • Anti-fraud databases • Law enforcement bodies

Activity	Type of collected data	The basis that allows us to use the data	Whom can we disclose the data
Settle the claim	<ul style="list-style-type: none"> Financial information 	<ul style="list-style-type: none"> Performance of the contract Legitimate interests (<i>third-party claimants</i>)(<i>settlement of claims of successful third-party claimants - fraud Data</i>) 	<ul style="list-style-type: none"> Banks Law firms
Ensure compliance with statutory and regulatory requirements	<ul style="list-style-type: none"> Policy data Claim details Anti-corruption data Financial information 	<ul style="list-style-type: none"> Statutory obligation 	<ul style="list-style-type: none"> Regulatory authorities (e.g. ACPR, CNIL) Law enforcement authorities Courts Other insurers (based on court order)
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Legitimate interests (<i>maintaining a precise platform for managing relationships with clients and partners</i>) Consent 	<ul style="list-style-type: none"> Service providers
Administer contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of the contract 	<ul style="list-style-type: none"> Service providers
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (<i>communicating with business partners about events, services or products that could be of interest to their industry</i>) Consent 	<ul style="list-style-type: none"> Service providers

Activity	Type of collected data	The basis that allows us to use the data	Whom can we disclose the data
Organise events and host visitors in the office	<ul style="list-style-type: none"> Office visitor 	<ul style="list-style-type: none"> Legitimate interests (<i>organization and holding of events that may be of interest to business partners</i>) Consent 	<ul style="list-style-type: none"> Service providers
Applicable to All			
Transfers business accounting	<ul style="list-style-type: none"> All (where relevant for the accounting) 	<ul style="list-style-type: none"> Legitimate interests (<i>proper structuring of our business</i>) Statutory obligation (<i>transfer of the insurance portfolio under the applicable law</i>) Consent 	<ul style="list-style-type: none"> Courts Buyers Professional advisers
Sale or reorganization	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Legitimate interests (<i>proper structuring of our business</i>) Statutory obligation (<i>transfer of the insurance portfolio under the applicable law</i>) Consent 	<ul style="list-style-type: none"> Courts Buyers Professional advisers
Phone recording call	<ul style="list-style-type: none"> Contact details Insurance claim data Other information shared during a phone call 	<ul style="list-style-type: none"> Statutory obligation Legitimate interests (<i>training of employees, providing evidence about an interest in execution of an insurance contract, resolving complaints, improving customer service or detecting fraud</i>) 	<ul style="list-style-type: none"> Service providers Regulatory bodies Courts Enforcement bodies

Updated: November 2019

Part 5: Denmark - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to ensure we have an accurate record of all Insured Persons we cover) 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Consent • Legitimate interests (to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud) • Legal obligation • Explicit consent, as a lawful exemption 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests (to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests (to determine whether to extend cover for a renewal period, and if so, on what terms) • If we have not asked for your consent, the 'insurance' purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate (to provide <i>Insured Persons with information about insurance products or services which may be of interest</i>) • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (under court order)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to maintain an accurate record of all claims received and the identity of claimants</i>) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to assess the circumstances of a claim</i>) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to monitor, assess and ultimately prevent fraud) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • 'Preventing fraud' exemption • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (exceptionally) • Anti-fraud database • Law enforcement bodies
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (<i>e.g. ACPR, CNIL</i>) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Legitimate interests (to maintain an accurate client and partner relationship management platform) Consent 	<ul style="list-style-type: none"> Service Providers
Administer contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to their sector) Consent 	<ul style="list-style-type: none"> Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website of Office Visitor 	<ul style="list-style-type: none"> Legitimate interests (to organise and host events which may be of interest to Business Partners) Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All (where relevant to the book) 	<ul style="list-style-type: none"> Legitimate interests (to structure our business appropriately) Legal obligation (insurance transfer scheme under applicable law) Consent The 'insurance purposes' exemption 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Sale or organisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent • The ‘insurance purposes’ exemption 	<ul style="list-style-type: none"> • Purchaser • Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details; • Claim Details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated November 2019

Part 6: Estonia - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests <i>(to ensure we have an accurate record of all Insured Persons we cover)</i> 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Consent • Legitimate interests <i>(to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud)</i> • Local law exemption 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any)</i> • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests (to determine whether to extend cover for a renewal period, and if so, on what terms) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to provide Insured Persons with information about insurance products or services which may be of interest) • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal Obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (under court order)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to maintain an accurate record of all claims received and the identity of claimants</i>) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to monitor, assess and ultimately prevent fraud) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 'Preventing fraud' exemption • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (exceptionally) • Anti-fraud database • Law enforcement bodies
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (third party claimants) (to settle claims to successful third party claimants) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (under court order)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Legitimate interests (to maintain an accurate client and partner relationship management platform) Consent 	<ul style="list-style-type: none"> Service Providers
Administer contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to their sector) Consent 	<ul style="list-style-type: none"> Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website of Office Visitor 	<ul style="list-style-type: none"> Legitimate interests (to organise and host events which may be of interest to Business Partners) Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All (where relevant to the book) 	<ul style="list-style-type: none"> Legitimate interests (to structure our business appropriately) Legal obligation (insurance transfer scheme under applicable law) Consent The 'insurance purposes' exemption 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Sale or organisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent • The ‘insurance purposes’ exemption 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details; • Claim Details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated November 2019

Part 7: Finland - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to ensure we have an accurate record of all Insured Persons we cover) 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Consent • Legitimate interests (to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud) • Legal obligation • Explicit consent, as a lawful exemption 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests (to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests (to determine whether to extend cover for a renewal period, and if so, on what terms) • If we have not asked for your consent, the 'insurance' purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate (to provide <i>Insured Persons with information about insurance products or services which may be of interest</i>) • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (under court order)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (to maintain an accurate record of all claims received and the identity of claimants) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to monitor, assess and ultimately prevent fraud) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • 'Preventing fraud' exemption • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (exceptionally) • Anti-fraud database • Law enforcement bodies
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (<i>e.g. ACPR, CNIL</i>) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Legitimate interests (to maintain an accurate client and partner relationship management platform) Consent 	<ul style="list-style-type: none"> Service Providers
Administer contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to their sector) Consent 	<ul style="list-style-type: none"> Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website of Office Visitor 	<ul style="list-style-type: none"> Legitimate interests (to organise and host events which may be of interest to Business Partners) Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All (where relevant to the book) 	<ul style="list-style-type: none"> Legitimate interests (to structure our business appropriately) Legal obligation (insurance transfer scheme under applicable law) Consent The 'insurance purposes' exemption 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Sale or organisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent • The ‘insurance purposes’ exemption 	<ul style="list-style-type: none"> • Purchaser • Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details; • Claim Details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated November 2019

Part 8: France - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests <i>(to ensure we have an accurate record of all Insured Persons we cover)</i> 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Conditional consent • Legitimate interests <i>(to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud)</i> • Legal obligation 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any)</i> • Consent • Local Law exemptions 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests <i>(to determine whether to extend cover for a renewal period, and if so, on what terms)</i> • Consent • Local law exemptions 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Conditional Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate <i>(to provide Insured Persons with information about insurance products or services which may be of interest)</i> • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers <i>(under court order)</i>

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to maintain an accurate record of all claims received and the identity of claimants</i>) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to assess the circumstances of a claim</i>) • Consent • Local law exemptions • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to monitor, assess and ultimately prevent fraud</i>) • Consent • Local law exemptions • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (<i>exceptionally</i>) • Anti-fraud database • Law enforcement bodies
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (under court order)
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Legitimate interests (to maintain an accurate client and partner relationship management platform) • Consent 	<ul style="list-style-type: none"> • Service Providers
Administer contracts	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Performance of a contract 	
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to their sector) • Consent 	<ul style="list-style-type: none"> • Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> • Website of Office Visitor 	<ul style="list-style-type: none"> • Legitimate interests (to organise and host events which may be of interest to Business Partners) • Consent 	<ul style="list-style-type: none"> • Service Providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> • <i>All (where relevant to the book)</i> 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (insurance transfer scheme under applicable law) • Consent 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisors
Sale or organisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent 	<ul style="list-style-type: none"> • Purchaser • Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details; • Claim Details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated November 2019

Part 9: Germany - English

Activity	Type of information collected	Basis we rely upon for using the information	With whom we may share the information
Prospective Insured, Policyholder, and Insured Person			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact details • Personal risk information policy • Insurance information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>ensuring that we have accurate documentation of all Insured Person with us</i>) 	<ul style="list-style-type: none"> • Service provider
Conducting background, sanction, fraud and credit audits	<ul style="list-style-type: none"> • Contact details • Personal risk information policy • Data relating to criminal convictions and offences 	<ul style="list-style-type: none"> • Mandatory consent • Legitimate interests (<i>ensuring that Insured Persons are within our acceptable risk profile and to support the fight against crime and anti-fraud</i>) • Legal obligation 	<ul style="list-style-type: none"> • Service provider • Credit bureaus • Databases for combating fraud
Review of the insurance application, assessment of the risk and issuing of the policy	<ul style="list-style-type: none"> • Personal risk information • Data concerning health • Data relating to criminal convictions and offences 	<ul style="list-style-type: none"> • Taking measures to conclude a contract • Legitimate interests (<i>Determining the likely risk profile and, if applicable, the appropriate scope, cost and type of insurance coverage provided</i>) • Consent • Exemptions from national law 	<ul style="list-style-type: none"> • Third Party Administrators (TPAs) • Other Insurers / Reinsurers

Activity	Type of information collected	Basis we rely upon for using the information	With whom we may share the information
Managing renewals	<ul style="list-style-type: none"> • Contact details • Information on insurance policy • Personal risk information • Data concerning health • Data relating to criminal convictions and offences 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>Determining whether insurance coverage is granted for a renewal period and, if so, on what terms</i>) • Consent • Exemptions from national law 	<ul style="list-style-type: none"> • Third Party Administrators (TPAs) • Service provider
Providing customer care, assistance and support	<ul style="list-style-type: none"> • Contact details • Insurance information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Assistance Provider • Service Provider
Receipt of premiums and payments	<ul style="list-style-type: none"> • Contact details • Financial information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate Interests (<i>Providing information on insurance or services to Insured Persons that may be of interest to them</i>) • Consent 	<ul style="list-style-type: none"> • Service Provider
Fulfilment of legal or regulatory obligations	<ul style="list-style-type: none"> • Contact details • Insurance information • Personal risk information • Financial information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Supervisory authorities (<i>for example CNIL, ACPR</i>) • Prosecuting authorities • Courts • Other insurers (<i>in the course of a court order</i>)

Activity	Type of information collected	Basis we rely upon for using the information	With whom we may share the information
Claimant			
Receipt of notification regarding a claim	<ul style="list-style-type: none"> • Insurance information • Details on claim 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimant</i>) (<i>maintaining accurate information of all claims received and of the identity of the claimants</i>) 	<ul style="list-style-type: none"> • Third Parties Administrators (<i>TPAs</i>) • Assistance Provider • Service Provider
Assessment of the claim	<ul style="list-style-type: none"> • Details on claim • Data concerning health • Data relating to criminal convictions and offences 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>assessment of the circumstances of a claim</i>) • Consent • Exemptions from national law • Evidence, exercise or defence of legal claims 	<ul style="list-style-type: none"> • Third Parties Administrators (<i>TPAs</i>) • Loss adjusters • Lawyers • Claim settlement expert
Monitoring and detection of fraud	<ul style="list-style-type: none"> • Details on claim • Anti-fraud information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>monitoring, assessing and ultimately preventing fraud</i>) • Consent • Exemptions from national law • Evidence, exercise or defence of legal claims 	<ul style="list-style-type: none"> • Monitoring providers (<i>in exceptional cases</i>) • Databases for combating fraud • Prosecuting authorities

Activity	Type of information collected	Basis we rely upon for using the information	With whom we may share the information
Settlement of the damage	<ul style="list-style-type: none"> Financial information 	<ul style="list-style-type: none"> Performance of a contract Legitimate interests (<i>third party claimant</i>) (<i>settlement of damages of entitled third-party claimants</i>) 	<ul style="list-style-type: none"> Banks Lawyers
Fulfilment of legal or regulatory obligations	<ul style="list-style-type: none"> Insurance information Details on claim Anti-fraud information Financial information 	<ul style="list-style-type: none"> Legal obligation 	<ul style="list-style-type: none"> Supervisory authorities (<i>for example CNIL, ACPR</i>) Prosecuting authorities Courts Other insurers (<i>in the course of a court order</i>)
Business Partners and Visitors			
Managing of business relationships	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Legitimate Interests (<i>maintaining of an accurate management platform for customer and partner relationships</i>) Consent 	<ul style="list-style-type: none"> Service Provider
Managing of contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (<i>communicating with business partners regarding events, services or products that may be of interest to their industry</i>) Consent 	<ul style="list-style-type: none"> Service Provider

Activity	Type of information collected	Basis we rely upon for using the information	With whom we may share the information
Hosting events and guests; visiting the website	<ul style="list-style-type: none"> • Visitors of the website or guests 	<ul style="list-style-type: none"> • Legitimate interests (<i>organizing or hosting of events that may be of interest to business partners</i>) • Consent 	<ul style="list-style-type: none"> • Service Provider
Applicable to all			
Transfer of books of account	<ul style="list-style-type: none"> • All (<i>if applicable for the book of account</i>) 	<ul style="list-style-type: none"> • Legitimate interests (<i>appropriate structuring of our business</i>) • Legal obligation (<i>transfer obligation of the insurance under applicable law</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional consultants
Sale or restructuring of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>appropriate structuring of our business</i>) • Legal obligation (<i>transfer obligation of the insurance under applicable law</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional consultants
Recording of telephone calls	<ul style="list-style-type: none"> • Contact details • Insurance information • Other information that is provided in a call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>training staff to prove that there was an intention to conclude an insurance contract, settling complaints, improving customer service or detecting cases of fraud</i>) 	<ul style="list-style-type: none"> • Service Provider • Supervisory authorities • Courts • Prosecuting authorities

Updated November 2019

Part 10: Greece - English

Activity	Type of information collected	Legal Basis for collecting information	To whom we may disclose information
Prospective Insured and Insured Person			
Creation of a record in our systems	<ul style="list-style-type: none"> • Contact details • Personal risk information • Insurance contract details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (<i>to ensure that we have accurate record of all Insured Persons we cover</i>) 	<ul style="list-style-type: none"> • Service Providers
Conduct of background, penalties, fraud checks and creditworthiness assessment	<ul style="list-style-type: none"> • Contact details • Personal risk information 	<ul style="list-style-type: none"> • Consent under certain conditions • Legitimate interest (<i>to ensure that Insured Persons are within acceptable risk profile and will help in crime and fraud prevention</i>) • Legal obligation 	<ul style="list-style-type: none"> • Service Providers • Credit Reference Agencies • Anti-Fraud databases
Examination of applications submitted, risk policy assessment and drafting of contract	<ul style="list-style-type: none"> • Personal risk Information • Health data 	<ul style="list-style-type: none"> • Taking steps for the conclusion of a contract • Legitimate interest (<i>to determine the potential risk profile and the appropriate level of cost and type of coverage for extension, if applicable</i>) • Consent • Exceptions based on local law 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Re-insurers

Activity	Type of information collected	Legal Basis for collecting information	To whom we may disclose information
Renewals management	<ul style="list-style-type: none"> • Contact details • Insurance contract details • Personal risk information • Health data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (<i>to determine whether a coverage will be extended for a renewal period and, if yes, for which terms</i>) • Consent • Exceptions based on local law 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provision of costumer care, assistance and support	<ul style="list-style-type: none"> • Contact details • Insurance contract details 	<ul style="list-style-type: none"> • Performance of a contract • Consent under certain conditions 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receipt of commission and payments	<ul style="list-style-type: none"> • Contact details • Financial information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interest (<i>to provide the Insured Persons with information regarding the insurance products or services which might be of interest</i>) • Consent 	<ul style="list-style-type: none"> • Service Providers
Compliance with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact details • Insurance contract details • Personal risk Information • Financial information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulatory Authorities (<i>e.g. BoG, HDPA, CNIL, ACPR, FCA, PRA</i>) • Law enforcement agencies • Courts • Other Insurers (by Court order)

Activity	Type of information collected	Legal Basis for collecting information	To whom we may disclose information
Claimant			
Receipt of Notice of Claim	<ul style="list-style-type: none"> • Insurance contract details • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (<i>third claimants</i>) (<i>to keep an accurate record of all claims received and the claimants' identity</i>) 	<ul style="list-style-type: none"> • Service Providers
Claim assessment	<ul style="list-style-type: none"> • Claim details • Health data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (<i>to assess the claim's conditions</i>) • Consent • Exceptions based on local law • Creation, exercise or defense of legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts
Fraud monitoring and detection	<ul style="list-style-type: none"> • Claim details • Anti-fraud data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (<i>to monitor, assess and finally prevent fraud</i>) • Consent • Exceptions based on local law • Creation, exercise or defense of legal claims 	<ul style="list-style-type: none"> • Monitoring Providers (<i>exceptionally</i>) • Anti-Fraud Databases • Law enforcement agencies
Claim Settlement	<ul style="list-style-type: none"> • Financial information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (<i>third claimants</i>) (<i>to settle claims of successful third claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors

Activity	Type of information collected	Legal Basis for collecting information	To whom we may disclose information
Compliance with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact details • Claim details • Anti-fraud data • Financial information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. BoG, HDPA, CNIL, ACPR, FCA, PRA,) • Law enforcement agencies • Courts • Other Insurers (by Court order)
Business Partners and Visitors			
Management of relationships	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Legitimate interest (to ensure an accurate platform of relationship management with clients and associates) • Consent 	<ul style="list-style-type: none"> • Service Providers
Contracts with Administrator	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Performance of a contract 	
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interest (to communicate with Business Partners, Associates concerning events, services or products which may fall within their field of interest) • Consent 	<ul style="list-style-type: none"> • Service Providers
Organization of events and hosting of visitors at the office premises, hosting of website visitors	<ul style="list-style-type: none"> • Website or Office Visitor 	<ul style="list-style-type: none"> • Legitimate interest (to organize and host events which might interest our Business Partners / Associates) • Consent 	<ul style="list-style-type: none"> • Service Providers

Activity	Type of information collected	Legal Basis for collecting information	To whom we may disclose information
Applicable to All			
Transfer of the company books	<ul style="list-style-type: none"> • All data (<i>related to the company books</i>) 	<ul style="list-style-type: none"> • Legitimate interest (<i>to structure our business properly</i>) • Legal obligation (<i>Legal obligation (transfer of insurance business according to applicable law)</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional Advisors
Sale or restructuring of a Chubb group company	<ul style="list-style-type: none"> • All data 	<ul style="list-style-type: none"> • Legitimate interest (<i>to structure our business properly</i>) • Legal obligation (<i>Legal obligation (transfer of insurance business according to applicable law)</i>) • Consent 	<ul style="list-style-type: none"> • Purchaser • Professional Advisors
Recording of telephone calls	<ul style="list-style-type: none"> • Evidence of commercial transaction or other professional communication (contact details, claim details, other relevant information disclosed within the framework of the telephone call) 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>provision of evidence of intention to enter into an insurance contract or of conclusion of an insurance contract, assistance in resolving complaints, fraud detection</i>) • Consent 	<ul style="list-style-type: none"> • Service Providers • Regulatory authorities • Courts • Law Enforcement Bodies

Updated in December 2019

Part 11: Hungary - English

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Prospective Insured and Insured Persons			
First entry into our systems	<ul style="list-style-type: none"> • Contact data • Information Related To Personal Risk • Policy details 	<ul style="list-style-type: none"> • Performance of contract • Legitimate interests <i>(to have an accurate record of each Insured Person)</i> 	<ul style="list-style-type: none"> • Service Providers
Background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact data • Information Related To Personal Risk • Criminal convictions data 	<ul style="list-style-type: none"> • Consent • Legitimate interests <i>(to ensure that insured persons are within the risk profile that we can assume and to help prevent crimes and frauds)</i> • Legal obligation • Explicit consent as lawful exception <i>(in case of Criminal convictions personal data)</i> 	<ul style="list-style-type: none"> • Service Providers • Credit information agencies • Anti-fraud databases
Examination of insurance application, risk assessment and underwriting of policy	<ul style="list-style-type: none"> • Information Related To Personal Risk • Health data • Criminal convictions data 	<ul style="list-style-type: none"> • Steps required for the conclusion of contract • Legitimate interests <i>(to determine the presumed risk profile and appropriate level, and the costs and type of insurance, if any)</i> • Consent • Explicit consent as lawful exception <i>(in case of Criminal convictions personal data)</i> • Exceptions under local law 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Administration of renewals	<ul style="list-style-type: none"> • Contact data • Policy details • Information Related To Personal Risk • Health data • Criminal convictions data 	<ul style="list-style-type: none"> • Performance of contract • Legitimate interests <i>(to decide whether to renew the policy and if yes, on what conditions)</i> • Consent • Explicit consent as lawful exception <i>(in case of Criminal convictions personal data)</i> • Exceptions under local law 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Customer care, assistance and support	<ul style="list-style-type: none"> • Contact data • Policy details 	<ul style="list-style-type: none"> • Performance of contract • Consent • Exceptions under local law (for policy information) • Explicit consent (for policy information) 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receiving fees and payments	<ul style="list-style-type: none"> • Contact data • Financial information 	<ul style="list-style-type: none"> • Performance of contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact data • Marketing 	<ul style="list-style-type: none"> • Legitimate interests <i>(to inform the Insured Persons about insurance products or services that may be of interest to them)</i> • Consent 	<ul style="list-style-type: none"> • Service Providers

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Compliance with and legal regulatory obligations	<ul style="list-style-type: none"> • Contact data • Policy details • Information Related To Personal Risk • Financial information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • <i>Authorities (e.g. CNIL, ACPR)</i> • Law enforcement agencies • Courts • Other Insurers (<i>based on court order</i>)
Claimants			
Receive notification of claim	<ul style="list-style-type: none"> • Policy details • Details of claim 	<ul style="list-style-type: none"> • Performance of contract • Legitimate interests (<i>third party claimant (to keep accurate records of all incoming claims, and to identify claimants)</i>) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance Providers • Service Providers
Assessment of claim	<ul style="list-style-type: none"> • Details of claim • Health data • Criminal convictions data 	<ul style="list-style-type: none"> • Performance of contract • Legitimate interests (<i>to clarify the circumstances of damage</i>) • Consent • Establishment, exercise or defence of legal claims • Explicit consent as lawful exception (<i>in case of Criminal convictions personal data</i>) • Exceptions under local law 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Fraud monitoring and investigation	<ul style="list-style-type: none"> • Details of claim • Anti-fraud data 	<ul style="list-style-type: none"> • Performance of contract • Legitimate interests (to <i>monitor, assess and prevent frauds</i>) • Consent • Exceptions under local law • Explicit consent as lawful exception (<i>in case of Criminal convictions personal data</i>) • Establishment, exercise or defence of legal claims 	<ul style="list-style-type: none"> • Surveillance service providers (<i>exceptionally</i>) • Anti-fraud database • Law enforcement agencies
Settlement of damages	<ul style="list-style-type: none"> • Financial information 	<ul style="list-style-type: none"> • Performance of contract • Legitimate interests (<i>third party claimant</i>) (<i>to settle third party claimants' damages</i>) • Explicit consent as lawful exception (<i>In case of Criminal convictions personal data in details of claims and in Anti-fraud data</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Compliance with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy details • Details of claim • Anti-fraud data • Financial information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Authorities (<i>e.g. CNIL, ACPR</i>) • Law enforcement agencies • Courts • Other Insurers (<i>based on court order</i>)

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Business Partners and Visitors			
Contact management	<ul style="list-style-type: none"> • Contact data 	<ul style="list-style-type: none"> • Legitimate interests (to operate an accurate customer and partner relationship management platform) • Consent 	<ul style="list-style-type: none"> • Service Providers
Contract administration	<ul style="list-style-type: none"> • Contact data 	<ul style="list-style-type: none"> • Performance of contract 	
Marketing	<ul style="list-style-type: none"> • Contact data • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to inform Business Partners about events, services or products that may be of interest to them with respect to their sectors) • Consent 	<ul style="list-style-type: none"> • Service Providers
Hosting events, receiving office visitors, serving website visitors	<ul style="list-style-type: none"> • Website or Office Visitors 	<ul style="list-style-type: none"> • Legitimate interests (to organise and conduct events that may be of interest to Business Partners) • Consent 	<ul style="list-style-type: none"> • Service Providers
Applicable to all			
Transfer of accounting data	<ul style="list-style-type: none"> • All (related to accounting) 	<ul style="list-style-type: none"> • Legitimate interests (to structure our activities properly) • Legal obligation (in case of transfer pursuant to FSMA Chapter VII) 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisers

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Sale or reorganisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (to structure our activities properly) • Legal obligation (in case of transfer pursuant to FSMA Chapter VII) • Consent 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisers
Recording of telephone calls	<ul style="list-style-type: none"> • Contact data • Data related to claim • Other information shared during the telephone call 	<ul style="list-style-type: none"> • Legal obligations • Legitimate interests (to educate the colleagues, to prove that you wish to conclude an insurance contract, complaint handling, to improve customer service, to investigate fraud) 	<ul style="list-style-type: none"> • Service Providers • Authorities • Courts • Law enforcement agencies

Updated December 2019

Part 12: Ireland - English

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Prospective Insured and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Information Related To Personal Risk • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests <i>(to ensure we have an accurate record of all Insured Persons we cover)</i> 	Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Information Related To Personal Risk • Criminal Data 	<ul style="list-style-type: none"> • Consent • Legitimate interests <i>(to ensure that Insured Persons are within our risk profile and to assist with the prevention of crime and fraud)</i> • Legal obligation • Explicit consent, as lawful exception <i>(for Criminal Data)</i> 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Information Related To Personal Risk • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any)</i> • Consent • Explicit Consent as lawful exception <i>(for Criminal Data)</i> • Local law exemptions 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Information Related To Personal Risk • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of contract • Legitimate interests <i>(to determine whether to extend cover for a renewal period and if so, on what terms)</i> • Consent • Explicit Consent as a lawful exemption <i>(for Criminal Data)</i> • Local Law exemptions 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of contract • Consent • Local law exemptions <i>(for Policy Information)</i> • Explicit consent <i>(for Policy Information)</i> 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receiving premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests <i>(to provide Insured Persons with information about insurance products or services which may be of interest)</i> • Consent 	<ul style="list-style-type: none"> • Service Providers

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy Information • Information Related To Personal Risk • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. CBI, DPC) • Law enforcement bodies • Courts • Other Insurers (under court order)
Claimants			
Receive notification of claim	<ul style="list-style-type: none"> • Policy Information • Claim Details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (third party claimants) (to maintain an accurate record of all claims received and the identity of claimants) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance Providers • Service Providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • Consent • Establish, exercise or defend legal claims • Explicit consent as a lawful exemption (for Criminal Data) • Local law exemptions 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to monitor, assess and ultimately prevent fraud</i>) • Consent • Local law exemptions • Explicit consent, as lawful exemption (<i>for Criminal Data</i>) • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (<i>exceptionally</i>) • Anti-fraud database • Law enforcement bodies
Settlement Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimant</i>) (<i>to settle claims to successful third party claimants</i>) • Explicit consent, as lawful exemption (<i>for Criminal Data included in Claim Details or Anti-fraud Data</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (<i>e.g. CBI, DPC</i>) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Legitimate interests <i>(to maintain an accurate client and partner relationship management platform)</i> Consent 	<ul style="list-style-type: none"> Service Providers
Administer contracts	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact Details Marketing 	<ul style="list-style-type: none"> Legitimate interests <i>(to communicate to Business Partners about events, services or products that may be of interest to their sector)</i> Consent 	<ul style="list-style-type: none"> Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website or Office Visitor 	<ul style="list-style-type: none"> Legitimate interests <i>(to organise and host events which may be of interest to Business Partners)</i> Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All <i>(where relevant to the book)</i> 	<ul style="list-style-type: none"> Legitimate interests <i>(to structure our business appropriately)</i> Legal obligation <i>(insurance transfer scheme under applicable law)</i> Consent 	<ul style="list-style-type: none"> Courts Purchaser Professional advisers

Activity	Type of data collected	Legal basis for use of information	Who do we share your personal data with
Sale or organisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent 	<ul style="list-style-type: none"> • Purchaser • Professional advisers
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details • Claim Details • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligations • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated November 2019

Part 13: Italy - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Legitimate interests • Legal obligation • Take steps to enter into a contract • Lawful exemption 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Consent • Lawful exemption • Legitimate interests • Take steps to enter into a contract 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Consent • Lawful exemption • Legitimate Interests 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent • Lawful exemption 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Consent • Legitimate interests 	<ul style="list-style-type: none"> • Services Providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Financial Information 	Legal Obligation	<ul style="list-style-type: none"> • Regulators (<i>e.g. IVASS, Autorità Garante della protezione dei Dati Personali, ACPR, CNIL</i>) • Law enforcement bodies • Courts • Other Insurers
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy Information • Claim Details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Consent • Lawful exemption • Establish, exercise or defend legal claims • Legitimate interests 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Lawful exemption • Establish, exercise or defend legal claims • Legitimate interests • Consent 	<ul style="list-style-type: none"> • Surveillance providers (exceptionally) • Anti-fraud database • Law enforcement bodies
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests • Lawful exemption 	<ul style="list-style-type: none"> • Banks • Solicitors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. IVASS, <i>Autorità Garante della protezione dei Dati Personali</i>, ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Legitimate interests • Consent 	<ul style="list-style-type: none"> • Service Providers
Administer contracts	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Performance of a contract 	
Marketing	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Consent • Legitimate interests 	<ul style="list-style-type: none"> • Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> • Visitors 	<ul style="list-style-type: none"> • Legitimate interests • Consent 	<ul style="list-style-type: none"> • Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> • All (<i>where relevant</i>) 	<ul style="list-style-type: none"> • Legitimate interests • Legal obligation (insurance transfer scheme under applicable law) • Consent 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisors
Sale or organisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests • Legal obligation (insurance transfer scheme under applicable law) • Consent 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details • Claim Details • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated: December 2019

Part 14: Latvia - English

Activity	Type of information collected	Basis for using the information	To whom we may disclose information
Potential Insureds and Insured Persons			
Creating an entry in our system	<ul style="list-style-type: none"> • Contact information • Personal risk information • Policy information 	<ul style="list-style-type: none"> • Execution of the contract • Legitimate interests <i>(to ensure that we have correct information about all our insured persons)</i> 	<ul style="list-style-type: none"> • Service providers
Carrying out general information, sanctions, fraud and credit checks	<ul style="list-style-type: none"> • Contact information • Personal risk information • Criminal records 	<ul style="list-style-type: none"> • Consent • Legitimate interests <i>(to ensure that insured persons meet our approved risk profile, as well as help prevent crime and fraud)</i> • Exceptions of the local laws 	<ul style="list-style-type: none"> • Service providers • Credit information agencies • Fraud prevention databases
Consideration of signing the application, evaluation of the application and preparation of the policy	<ul style="list-style-type: none"> • Personal risk information • Health data • Criminal records 	<ul style="list-style-type: none"> • Performing activities for conclusion the contract • Legitimate interests <i>(to determine the potential risk profile and the corresponding level, costs and applicable insurance cover, if applicable)</i> • Your consent if we have specifically requested it 	<ul style="list-style-type: none"> • Third party administrators • Other insurers/reinsurers

Activity	Type of information collected	Basis for using the information	To whom we may disclose information
Update management	<ul style="list-style-type: none"> • Contact information • Policy information • Personal risk information • Health data • Criminal records 	<ul style="list-style-type: none"> • Execution of the contract • Legitimate interests (<i>in order to whether to extend coverage for the renewal period; if so, under what conditions</i>) • If we have not requested for your consent, the "for insurance purposes" exception applies 	<ul style="list-style-type: none"> • Third party administrators • Service providers
Customer service, help and support	<ul style="list-style-type: none"> • Contact information • Policy information 	<ul style="list-style-type: none"> • Execution of the contract • Consent 	<ul style="list-style-type: none"> • Support providers • Service providers
Receipt of insurance premiums and payments	<ul style="list-style-type: none"> • Contact information • Financial information 	<ul style="list-style-type: none"> • Execution of the contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact information • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (<i>to provide information to insured persons on insurance products or services which may be of interest to insured persons</i>) • Consent 	<ul style="list-style-type: none"> • Service providers
Fulfilment of obligations provided in legal obligations	<ul style="list-style-type: none"> • Contact information • Policy information • Personal risk information • Financial information 	<ul style="list-style-type: none"> • Legal obligations 	<ul style="list-style-type: none"> • Supervising authorities (<i>for example, ACPR, CNIL</i>) • Law enforcement agencies • Courts • Other institutions (<i>according to court order</i>)

Activity	Type of information collected	Basis for using the information	To whom we may disclose information
Applicant			
Receipt of claim application	<ul style="list-style-type: none"> • Policy information • Application information 	<ul style="list-style-type: none"> • Execution of the contract • Legitimate interests (<i>third-party claimants</i>) (to maintain correct records of all claims received and the identity of claims) 	<ul style="list-style-type: none"> • Third party administrators • Support providers • Service providers
Evaluation of applications	<ul style="list-style-type: none"> • Claim information • Health information • Criminal records 	<ul style="list-style-type: none"> • Execution of the contract • Legitimate interests (to assess the circumstances of the claim) • Your consent if we have specifically requested it • Identification, enforcement and defence of legal claims 	<ul style="list-style-type: none"> • Third party administrators • Loss adjusters • Lawyers • Claim experts
Fraud monitoring and detection	<ul style="list-style-type: none"> • Application information • Fraud prevention data 	<ul style="list-style-type: none"> • Execution of the contract • Legitimate interests (to monitor, evaluate and, as a result, prevent fraud) • Your consent if we have specifically requested it • Making, enforcing or defending legal claims 	<ul style="list-style-type: none"> • Surveillance service providers (in exceptional cases) • Fraud prevention database • Law enforcement agencies

Activity	Type of information collected	Basis for using the information	To whom we may disclose information
Satisfaction of applications	<ul style="list-style-type: none"> Financial information 	<ul style="list-style-type: none"> Execution of the contract Legitimate interests (third party claimants) (to successfully resolve third party claims) 	<ul style="list-style-type: none"> Banks Lawyers
Compliance with legal obligations	<ul style="list-style-type: none"> Policy information Claim information Fraud prevention data Financial information 	<ul style="list-style-type: none"> Legal obligation 	<ul style="list-style-type: none"> Supervising authorities (<i>for example, ACPR, CNIL</i>) Law enforcement agencies Courts Other insurers (with court order)
Business Partners and Visitors			
Relationship management	<ul style="list-style-type: none"> Contact information 	<ul style="list-style-type: none"> Legitimate interests (<i>to maintain an accurate customer and partner relationship management platform</i>) Consent 	<ul style="list-style-type: none"> Service providers
Contract administration	<ul style="list-style-type: none"> Contact information 	<ul style="list-style-type: none"> Execution of contract 	
Marketing	<ul style="list-style-type: none"> Contact information Marketing 	<ul style="list-style-type: none"> Legitimate interests (to communicate with business partners about events, services or products that may be of interest to their industry) Consent 	<ul style="list-style-type: none"> Service providers

Activity	Type of information collected	Basis for using the information	To whom we may disclose information
Event management and reception of visitors in the office; hosting website visitors	<ul style="list-style-type: none"> • Visitors of website or office 	<ul style="list-style-type: none"> • Legitimate interests (<i>to organise and manage events that may be of interest to business partners</i>) • Consent 	<ul style="list-style-type: none"> • Service providers
Applicable to All			
Transfer of business journals	<ul style="list-style-type: none"> • All (if applicable to journals) 	<ul style="list-style-type: none"> • Legitimate interests (<i>to properly structure our business</i>) • Legal obligation (<i>insurance transfer scheme in accordance with applicable law</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Buyers • Professional consultants
Sale or reorganisation of the Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to properly structure our business</i>) • Legal obligation (<i>insurance transfer scheme in accordance with applicable law</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Buyers • Professional consultants
Recording of phone calls	<ul style="list-style-type: none"> • Contact information • Claim information • Other information shared in connection with the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, provide evidence of intent to conclude insurance contract, help resolve complaints, improve customer service or detect fraud</i>) 	<ul style="list-style-type: none"> • Service providers • Regulators • Courts • Law enforcement agencies

Updated: December 2019

Part 15: Lithuania - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective and Active Insured Persons			
Setting up a record on our system	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests <i>(to ensure we have an accurate record of all Insured Persons we cover)</i> 	<ul style="list-style-type: none"> • Service Providers
Carrying out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Consent • Legitimate interests • Legal obligation • Explicit consent 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Considering the underwriting submission, assessing risk and writing policy	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and appropriate insurance level, cost and type of cover to extend, if any)</i> • If we have not asked for your consent, the ‘insurance purposes’ exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • External Administrators • Other Insurers/Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Managing insurance contract renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to determine whether to extend cover for a renewal period, and if so, on what terms) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Providing client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receiving premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to provide Insured Persons with information about insurance products or services which may be of interest) • Consent 	<ul style="list-style-type: none"> • Service Providers
Complying with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal Obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other insurers (under court order)
Claimant			

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Receiving notification of a claim	<ul style="list-style-type: none"> • Policy Information • Claim Details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (third party claimants) (to maintain an accurate record of all claims received and the identity of claimants) 	<ul style="list-style-type: none"> • External Administrators • Assistance Providers • Service Providers
Assessing claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • If we have not asked for your consent, the ‘insurance purposes’ exclusion • If we have specifically asked for it, your consent • Establishing, exercising or defending legal claims 	<ul style="list-style-type: none"> • External Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Monitoring and detecting fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to monitor, assess and ultimately prevent fraud</i>) • If we have not asked for your consent, the 'insurance purposes' exemption • 'Preventing fraud' exemption • If we have specifically asked for it, your consent • Establishing, exercising or defending legal claims 	<ul style="list-style-type: none"> • Surveillance providers (<i>exceptionally</i>) • Anti-fraud databases • Law enforcement bodies
Settling claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Complying with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other insurers (under court order)
Business Partners and Visitors			
Managing Relationships	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Legitimate interests (<i>to maintain an accurate client and partner relationship</i>) 	<ul style="list-style-type: none"> • Service Providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
		<i>management platform)</i> <ul style="list-style-type: none"> • Consent 	
Administering contracts	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Performance of a contract 	
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (<i>to communicate to Business Partners about events, services or products which may be of interest to their sector</i>) • Consent 	<ul style="list-style-type: none"> • Service Providers
Running events and hosting office visitors, accommodating website visitors	<ul style="list-style-type: none"> • Website and Office Visitor 	<ul style="list-style-type: none"> • Legitimate interests (<i>to organise and host events which may be relevant to Business Partners</i>) • Consent 	<ul style="list-style-type: none"> • Service Providers
Applicable to all			
Transferring books of business	<ul style="list-style-type: none"> • All (<i>where relevant to the book</i>) 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent • The ‘insurance purposes’ exemption 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Selling or reorganising a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent • The ‘insurance purposes’ exemption 	<ul style="list-style-type: none"> • Courts • Purchaser • Professional advisors
Recording telephone calls	<ul style="list-style-type: none"> • Contact Details • Claim Details • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Bodies

Updated: December 2019

Part 16: Netherlands - English

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Prospective Insureds and Insured Persons			
Create a file in our systems	<ul style="list-style-type: none"> • Contact details • Personal risk information • Policy information 	<ul style="list-style-type: none"> • Fulfilment of a contract • Legitimate interests <i>(to ensure that we have an accurate file of all our all our Insured Persons)</i> 	<ul style="list-style-type: none"> • Service providers
Carry out checks regarding background, criminal data, fraud and creditworthiness	<ul style="list-style-type: none"> • Contact details • Personal risk information • Including Criminal data 	<ul style="list-style-type: none"> • Consent • Legitimate Interests <i>(to ensure that insured persons fall within our acceptable risk profile and to help us combat fraud and other crime)</i> • Legal Obligation • Exceptions under local law 	<ul style="list-style-type: none"> • Service providers • Credit Reference agencies • Anti-fraud databases
Insurance application and risk assessment and writing policies	<ul style="list-style-type: none"> • Personal Risk Information • Including Health data • Criminal data 	<ul style="list-style-type: none"> • Steps taken to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and the appropriate level, cost and type of coverage to be provided)</i> • Consent • Exceptions based on local law 	<ul style="list-style-type: none"> • Third party administrators • Other insurers/reinsurers

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Manage grants/renewals	<ul style="list-style-type: none"> • Contact details • Policy information • Personal risk information • Health information • Criminal Data 	<ul style="list-style-type: none"> • Fulfilment of a contract • Legitimate interests <i>(in order to determine whether the coverage should be extended, and if so, under which conditions)</i> • Consent • Local legal exclusions 	<ul style="list-style-type: none"> • Third-party operators • Service providers
Customer care, assistance and provide support	<ul style="list-style-type: none"> • Contact details • Policy information 	<ul style="list-style-type: none"> • Fulfilment of a contract • Consent 	<ul style="list-style-type: none"> • Care providers • Service providers
Receiving premiums and payments	<ul style="list-style-type: none"> • Contact details • Financial information 	<ul style="list-style-type: none"> • Fulfilling a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests <i>(to provide information to Insured Persons about insurance products or services that might be of interest to them)</i> • Consent 	<ul style="list-style-type: none"> • Service providers
To meet obligations under laws and regulations	<ul style="list-style-type: none"> • Contact details • Policy information • Personal risk information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators <i>(e.g. ACPR, FSMA, DPA)</i> • Law enforcement Bodies • Courts • Other • Insurers under court order

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Claimant			
Receiving notification of a claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Fulfilment of a contract • Legitimate interests (<i>third party claimants to maintain accurate records of all claims received and the identity of the claimants</i>) 	<ul style="list-style-type: none"> • Third party administrators • Care providers • Service providers
Evaluate claim	<ul style="list-style-type: none"> • Claim data • Health data • Criminal data 	<ul style="list-style-type: none"> • Fulfilment of contract • Legitimate Interests (<i>to determine the circumstances of a claim</i>) • Consent • Local legal exclusions • To establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third-party administrators • Loss adjusters • Lawyers • Experts
Checks to detect possible fraud	<ul style="list-style-type: none"> • Claims data • Anti-fraud data 	<ul style="list-style-type: none"> • Fulfilment of contract • Legitimate interests (<i>checks to identify and ultimately prevent possible fraud</i>) • Consent • Local legal exclusions • Bringing, exercising or substantiating legal claims 	<ul style="list-style-type: none"> • Providers of surveillance services (<i>by exception</i>) • Anti-fraud databases • Law enforcement agencies
Handling a claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Fulfilment of a contract • Legitimate interests (<i>third party claimants to handle claims for successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Lawyers

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Fulfilment of obligations under laws and regulations	<ul style="list-style-type: none"> • Policy information • Claims data • Anti-fraud data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, FSMA, DPA) • Law enforcement authorities • Courts • Other Insurers (on the basis of a judicial order)
Business Partners and Visitors			
Relationship management	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Legitimate interests (to maintain an accurate customer and partner relationship management platform) • Consent 	<ul style="list-style-type: none"> • Service providers
Managing contracts	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Fulfilment of a contract 	
Marketing	<ul style="list-style-type: none"> • Contact details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (provided an exception to the obligation to obtain consent applies (RD 4 April 2003)) • Consent 	<ul style="list-style-type: none"> • Service providers
Organizing events and receiving office visitors; serving website visitors Service providers	<ul style="list-style-type: none"> • Office visitor • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to organize and host events that may be of interest to Business Partners) • Consent 	<ul style="list-style-type: none"> • Service providers

Activity	Type of information	The basis for our use of the information	To whom we may provide the information
Applicable to all			
Transfer of business books	<ul style="list-style-type: none"> • All (if applicable in relation to the book) 	<ul style="list-style-type: none"> • Legitimate interests (<i>to adequately structure our business operations</i>) • Legal obligation (<i>Übertragungsverfahren der Versicherung nach geltendem Recht</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Buyer • Professional consultants
Sale or reorganisation of a Chubb-company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (<i>to adequately structure our business operations</i>) • Legal obligation (<i>Übertragungsverfahren der Versicherung nach geltendem Recht</i>) • Consent 	<ul style="list-style-type: none"> • Courts • Buyer • Professional consultants
Recording of telephone conversations	<ul style="list-style-type: none"> • Contact details; • Claim details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, provide evidence of the intention to take out an insurance policy or make a claim, help resolve complaints, improve customer service or detect fraud</i>) 	<ul style="list-style-type: none"> • Service providers • Regulators • Courts • Law enforcement agencies

Updated: November 2019

Part 17: Norway - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to ensure we have an accurate record of all Insured Persons we cover) 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Consent • Legitimate interests (to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud) • Legal obligation • Explicit consent, as a lawful exemption 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests (to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests <i>(to determine whether to extend cover for a renewal period, and if so, on what terms)</i> • If we have not asked for your consent, the 'insurance' purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate <i>(to provide Insured Persons with information about insurance products or services which may be of interest)</i> • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators <i>(e.g. ACPR, CNIL)</i> • Law enforcement bodies • Courts • Other Insurers <i>(under court order)</i>

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (to maintain an accurate record of all claims received and the identity of claimants) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to monitor, assess and ultimately prevent fraud) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • exemption • 'Preventing fraud' exemption • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (exceptionally) • Anti-fraud database • Law enforcement bodies
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (<i>e.g. ACPR, CNIL</i>) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Legitimate interests (to maintain an accurate client and partner relationship management platform) Consent 	<ul style="list-style-type: none"> Service Providers
Administer contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to their sector) Consent 	<ul style="list-style-type: none"> Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website of Office Visitor 	<ul style="list-style-type: none"> Legitimate interests (to organise and host events which may be of interest to Business Partners) Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All (where relevant to the book) 	<ul style="list-style-type: none"> Legitimate interests (to structure our business appropriately) Legal obligation (insurance transfer scheme under applicable law) Consent The 'insurance purposes' exemption 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Sale or organisation of a Chubb company	All	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent • The ‘insurance purposes’ exemption 	<ul style="list-style-type: none"> • Purchaser • Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details; • Claim Details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated November 2019

Part 18: Poland - English

Action	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Potential Insured Parties and Insured Persons			
Creating documentation in our systems	<ul style="list-style-type: none"> • Contact information • Information on personal risk • Policy information 	<ul style="list-style-type: none"> • Performing the agreement • Legitimate interest (<i>to ensure that we have accurate documentation of every Insured Person we cover</i>) 	<ul style="list-style-type: none"> • Service providers
Conducting verifications, reviews for sanctions and fraud as well as credit checks	<ul style="list-style-type: none"> • Contact information • Information on personal risk 	<ul style="list-style-type: none"> • Consent • Legitimate interest (<i>to ensure that the Insured Persons fall within our accepted risk profile, and additionally for combating crime and financial fraud</i>) • Legal obligation 	<ul style="list-style-type: none"> • Service providers • Credit bureaus • Databases for combating financial fraud
Considering the submission of an insurance quote, risk assessment and policy quote submission	<ul style="list-style-type: none"> • Information on personal risk • Data concerning health 	<ul style="list-style-type: none"> • Taking action before entering into the agreement • Legitimate interest (<i>to determine the likely risk profile and the appropriate security level, cost and type, which may need to be expanded</i>) • Consent • Local law exemptions 	<ul style="list-style-type: none"> • Third-party controllers • Other insurers / reinsurers

Action	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Managing the extension of insurance	<ul style="list-style-type: none"> Contact information Policy information Information on personal risk Data concerning health 	<ul style="list-style-type: none"> Performing the agreement Legitimate interest (<i>to determine whether and on what terms coverage should be renewed for a specific period</i>) Consent Local law exemptions 	<ul style="list-style-type: none"> Third-party controllers Service providers
Providing customer care, assistance and support	<ul style="list-style-type: none"> Contact information Policy information 	<ul style="list-style-type: none"> Performing the agreement Consent 	<ul style="list-style-type: none"> Assistance providers Service providers
Collecting premiums and payments	<ul style="list-style-type: none"> Contact information Financial information 	<ul style="list-style-type: none"> Performing the agreement 	<ul style="list-style-type: none"> Banks
Marketing	<ul style="list-style-type: none"> Contact information Marketing 	<ul style="list-style-type: none"> Legitimate interest (providing Insured Persons with information about insurance products or services that may be relevant to them), Consent 	<ul style="list-style-type: none"> Service providers
Fulfilling legal and regulatory obligations	<ul style="list-style-type: none"> Contact information Policy information Information on personal risk Financial information 	<ul style="list-style-type: none"> Legal obligation 	<ul style="list-style-type: none"> Regulatory authorities (e.g. ACPR, CNIL) Law enforcement authorities Courts Other insurers (pursuant to court orders)

Action	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Person submitting the claim			
Receiving policy claims	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performing the agreement • Legitimate interest (third parties submitting claims) <i>(to keep detailed records of all submitted claims and the submitters' information)</i> 	<ul style="list-style-type: none"> • Third-party controllers • Assistance providers • Service providers
Assessment of the claim	<ul style="list-style-type: none"> • Claim details • Data concerning health • Criminal record information 	<ul style="list-style-type: none"> • Performing the agreement • Legitimate interest <i>(assessment of the circumstances of the event)</i> • Consent • Local law exemptions • Establishing, pursuing or defending claims 	<ul style="list-style-type: none"> • Third-party controllers • Liquidator • Lawyers • Appraisers
Monitoring and detecting fraud	<ul style="list-style-type: none"> • Claim details • Data for combating financial fraud 	<ul style="list-style-type: none"> • Performing the agreement • Legitimate interest <i>(to monitor, assess and ultimately prevent fraud)</i> • Consent • Local law exemptions • Establishing, pursuing or defending claims 	<ul style="list-style-type: none"> • Providers of monitoring services (as an exception) • Databases for combating financial fraud • Law enforcement authorities

Action	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claims adjustment	<ul style="list-style-type: none"> Financial information 	<ul style="list-style-type: none"> Performing the agreement Legitimate interest (third-party claimants) (adjustment of claims of third parties whose claims have been granted) 	<ul style="list-style-type: none"> Banks Lawyers
Fulfilling legal and regulatory obligations	<ul style="list-style-type: none"> Policy information Claim details Data for combating financial fraud Financial information 	<ul style="list-style-type: none"> Legal obligation 	<ul style="list-style-type: none"> Supervisory authorities (e.g. ACPR, CNIL) Law enforcement authorities Courts Other insurers (pursuant to court orders)
Business Partner and Visitor			
Relationship management	<ul style="list-style-type: none"> Contact information 	<ul style="list-style-type: none"> Legitimate interest (operating <i>a platform for managing relationships with customers and business partners, which contains accurate information</i>) Consent 	<ul style="list-style-type: none"> Service providers
Agreement support	<ul style="list-style-type: none"> Contact information 	<ul style="list-style-type: none"> Performing the agreement 	

Action	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Marketing	<ul style="list-style-type: none"> Contact information Marketing 	<ul style="list-style-type: none"> Legitimate interest (<i>informing business partners about events, services and products that may be relevant to their business</i>) Consent 	<ul style="list-style-type: none"> Service providers
Organising events and hosting visitors at the office, hosting Visitors on the website	<ul style="list-style-type: none"> Office Visitor or website Visitor 	<ul style="list-style-type: none"> Legitimate interest (<i>organising and hosting events that may be relevant to business partners</i>) Consent 	<ul style="list-style-type: none"> Service providers
Applicable to all			
Providing the business's accounting records	<ul style="list-style-type: none"> All (if the records are applicable thereto) 	<ul style="list-style-type: none"> Legitimate interest (to properly manage our operations) Legal obligation (<i>agreement portfolio transition scenario in accordance with the applicable laws</i>) Consent 	<ul style="list-style-type: none"> Courts Buyer Professional advisors
Sale or restructuring of Chubb	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Legitimate interest (to properly manage our operations) Legal obligation (<i>agreement portfolio transition scenario in accordance with the applicable laws</i>) Consent 	<ul style="list-style-type: none"> Buyer Professional advisors

Action	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Phone call recordings	<ul style="list-style-type: none"> • Contact information • Claim information • Other information obtained during the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interest (<i>for employee training, to provide evidence of the intent in entering the agreement, to support complaint processing, to improve customer experience or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service providers • Supervisory authorities • Courts • Law enforcement authorities

Updated: November 2019

Part 19: Portugal - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests <i>(to ensure we have an accurate record of all Insured Persons we cover)</i> 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Conditional consent • Legitimate interests <i>(to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud)</i> • Legal obligation 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any)</i> • Consent • Exemptions under local law 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests <i>(to determine whether to extend cover for a renewal period, and if so, on what terms)</i> • Consent • Exemptions under local law 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Conditional consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests <i>(to provide Insured Persons with information about insurance products or services which may be of interest)</i> • Consent 	<ul style="list-style-type: none"> • Service Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal Obligation 	<ul style="list-style-type: none"> • Regulators (e.g., Bank of Portugal, ASF, CNPD/CNIL) • Law enforcement bodies • Courts • Other Insurers <i>(under court order)</i>

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimants			
Receive notification of claim	<ul style="list-style-type: none"> • Policy Information • Claim Details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to maintain an accurate record of all claims received and the identity of claimants</i>) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to assess the circumstances of a claim</i>) • Consent • Exemptions under local law • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Data for preventing and combating fraud 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to monitor, assess and ultimately prevent fraud</i>) • Consent • Exemptions under local law • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance service providers (<i>exceptionally</i>) • Anti-fraud database • Law enforcement bodies

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to entitled third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Data for preventing and combating fraud • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g., <i>Bank of Portugal, ASF, CNPD/CNIL</i>) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Legitimate interests (<i>to maintain an accurate client and partner relationship management platform</i>) • Consent 	<ul style="list-style-type: none"> • Service Providers
Administer contracts	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Service Providers
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (<i>to communicate to Business Partners about events, services or products which may be of interest to their sector</i>) • Consent 	<ul style="list-style-type: none"> • Service Providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Run events and host office visitors	<ul style="list-style-type: none"> Office Visitor 	<ul style="list-style-type: none"> Legitimate interests (<i>to organise and host events which may be of interest to Business Partners</i>) Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All (<i>where relevant to the books at stake</i>) 	<ul style="list-style-type: none"> Legitimate interests (<i>to structure our activity appropriately</i>) Legal obligation (<i>insurance transfer scheme under applicable law</i>) Consent 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors
Sale or organisation of a Chubb company	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Legitimate interests (<i>to structure our activity appropriately</i>) Legal obligation (<i>insurance transfer scheme under applicable law</i>) Consent 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> Contact Details Claim Details Other information shared in the context of the call 	<ul style="list-style-type: none"> Consent Legal obligation Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> Service Providers Regulators Courts Public Authorities

Updated December 2019

Part 20: Romania - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Prospective Insureds and Insured Persons	<ul style="list-style-type: none"> • Contact details • Information on personal risk • Policy information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interest (to ensure we have an accurate record of all Insured Persons we cover) 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact details • Information on personal risk • Criminal data 	<ul style="list-style-type: none"> • Consent • Legitimate interests (<i>to ensure that insured persons are within our acceptable risk profile and to assist with the prevention of crime and fraud</i>) • Legal obligation 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Information on personal risk • Health data • Criminal data • Contact detail 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests (<i>to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any</i>) • Consent • Exceptions provided by local legislation 	<ul style="list-style-type: none"> • Third Party Administrators • Other insurers / reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact details • Policy information • Information on personal risk • Health data • Criminal data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to determine whether to extend cover for a renewal period, and if so, on what terms</i>) • Consent • Exceptions provided by the local legislation _ 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact details • Policy information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact details • Financial information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details Marketing 	<ul style="list-style-type: none"> • Legitimate interests (<i>to provide Insured Persons with information about insurance products or services which may be of interest</i>) • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact details • Policy information • Information on personal risk • Financial information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other insurers (based on a court of law judgement)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to maintain an accurate record of all claims received and the identity of claimants</i>) 	<ul style="list-style-type: none"> • Third party • Administrators • Assistance providers • Service providers
Assess claim	Claim details Health data Criminal data	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • Consent • Exceptions provided by the local legislation • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third party Administrators • Loss adjusters experts • Solicitors • Claims experts
Monitor and detect fraud	Claim details Anti-fraud data	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to monitor, assess and prevent fraud</i>) • Consent • Exceptions provided by the local legislation • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Providers of surveillance services (<i>exceptionally</i>) • Anti-fraud database • Law enforcement bodies

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Settle claim	Financial information	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (to settle claims to successful third party claimants) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy information • Claim details • Anti-fraud data • Financial information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other insurers (based on a court of law judgement)
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Legitimate interests (<i>to maintain an accurate client and partner relationship management platform</i>) • Consent 	<ul style="list-style-type: none"> • Service providers
Administer contracts	<ul style="list-style-type: none"> • Contact details 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Service providers
Marketing	<ul style="list-style-type: none"> • Contact Details Marketing 	<ul style="list-style-type: none"> • Legitimate interests (<i>to communicate to Business Partners about events, services or products which may be of interest to their sector</i>) • Consent 	<ul style="list-style-type: none"> • Service providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website or office visitor 	<ul style="list-style-type: none"> Legitimate interests (to organise and host events which may be of interest to Business Partners) Consent 	<ul style="list-style-type: none"> Service providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> <i>All (where relevant to the books)</i> 	<ul style="list-style-type: none"> Legitimate interests (to structure our business appropriately) Legal obligation (<i>insurance transfer scheme under applicable law</i>) Consent 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors
Sale or organisation of a Chubb company	All	<ul style="list-style-type: none"> Legitimate interests (to structure our business appropriately) Legal obligation (<i>insurance transfer scheme under applicable law</i>) Consent 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> Contact details Claim details Other information Shared in the context of the call 	<ul style="list-style-type: none"> Legal obligation Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> Service providers Regulators (e.g. ACPR, CNIL) Courts Law enforcement bodies

Updated in December 2019

Part 21: Slovakia - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insured and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests <i>(to ensure we have an accurate record of all Insured Persons we cover)</i> 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • consent • Legitimate interests <i>(to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud)</i> • Exception according to local law 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and agreement of policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any)</i> • If we did not ask for your consent, then exception for “insurance purposes” will apply • Your consent, if we specifically asked for it 	<ul style="list-style-type: none"> • Third Party - Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals of policies	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests (<i>to determine whether to extend cover for a renewal period, and if so, on what terms</i>) • If we did not ask for your consent, then exception for “insurance purposes” will apply • Your consent, if we specifically asked for it 	<ul style="list-style-type: none"> • Third Party - Administrators • Service Providers
Provide client care, assistance and support to the clients	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (<i>to provide Insured Persons with information about insurance products or services which may be of interest</i>) • Consent 	<ul style="list-style-type: none"> • Service Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy Information • Claim Details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (to maintain an accurate record of all claims received and the identity of claimants) 	<ul style="list-style-type: none"> • Third Party - Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • If we did not ask for your consent, then exception for “insurance purposes” will apply • Your consent, if we specifically asked for it • Exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party - Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to monitor, assess and prevent fraud</i>) • If we did not ask for your consent, then exception for “insurance purposes” will apply • Exception “prevention of fraud” • Your consent, if we specifically asked for it • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (<i>exceptionally</i>) • Anti-fraud databases • Law enforcement bodies
Settle claim	Financial Information	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	Legal obligation	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Business Partners and Visitors			
Establish and manage relationships	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Legitimate interests (to maintain a good client and partner relationship management platform) • Consent 	<ul style="list-style-type: none"> • Service Providers
Administer contracts	<ul style="list-style-type: none"> • Contact Details 	<ul style="list-style-type: none"> • Performance of a contract 	
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to them) • Consent 	<ul style="list-style-type: none"> • Service Providers
Run events and host office visitors, satisfaction of site visitors	<ul style="list-style-type: none"> • Visitor of website or office visitor 	<ul style="list-style-type: none"> • Legitimate interests (to organise and host events which may be of interest to business partners) • Consent 	<ul style="list-style-type: none"> • Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> • All (where relevant to the book) 	<ul style="list-style-type: none"> • Legitimate interests (to structure our business appropriately) • Legal obligation (transfer of insurance portfolio according to governing law) • Consent • Exception for “insurance purposes” 	<ul style="list-style-type: none"> • Courts • Purchasers • Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Sale or reorganisation of a Chubb company	<ul style="list-style-type: none"> • All 	<ul style="list-style-type: none"> • Legitimate interests (to structure our business appropriately) • Legal obligation (transfer of insurance portfolio according to governing law) • Consent • Exception for “insurance purposes” 	<ul style="list-style-type: none"> • Courts • Purchasers • Professional advisors
Recording of phone calls	<ul style="list-style-type: none"> • Contact Details • Claim information • Other Information provided on the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate Interest (in order to train employees, to prove the intention to conclude an insurance policy, to help solve the complaints, to improve customer service or to detect fraud) 	<ul style="list-style-type: none"> • Service providers • Regulators • Courts • Law Enforcement Bodies

Updated December 2019

Part 22: Slovenia - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Establishing records in our systems	<ul style="list-style-type: none"> • Contact information • Personal risk information • Insurance policy details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (ensure that we have accurate records of all insured persons we insure) 	<ul style="list-style-type: none"> • To service providers
Conduct of background, sanctions, fraud and credit checks	<ul style="list-style-type: none"> • Contact information • Personal risk information • Criminal offences data 	<ul style="list-style-type: none"> • Conditional consent • Legitimate interests (ensure that insured persons are within our acceptable risk profile and help prevent crime and fraud) • Legal obligation 	<ul style="list-style-type: none"> • To service providers • To credit reference agencies • To databases for fraud prevention
Deciding on the structure of the insurance offer, assessing the risk and writing the insurance policy	<ul style="list-style-type: none"> • Personal risk information • Health information • Criminal offences data 	<ul style="list-style-type: none"> • Take steps to conclude the contract • Legitimate interests (determine the likely risk profile and the appropriate level, cost and type of cover) • Consent • Exceptions under local law 	<ul style="list-style-type: none"> • To third party administrators • To other insured persons/reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Managing insurance renewals	<ul style="list-style-type: none"> • Contact information • Insurance policy details • Personal risk information • Health information • Criminal offences data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (decide whether to extend the cover for the extension period and, if so, under what conditions) • Consent • Exceptions under local law 	<ul style="list-style-type: none"> • To third party administrators • To service providers
Providing customer care, assistance and support	<ul style="list-style-type: none"> • Contact information • Insurance policy details 	<ul style="list-style-type: none"> • Performance of a contract • Conditional consent 	<ul style="list-style-type: none"> • To assistance providers • To service providers
Receiving premiums and payments	<ul style="list-style-type: none"> • Contact information • Financial information 	<ul style="list-style-type: none"> • Performance of a contract • 	<ul style="list-style-type: none"> • To banks
Marketing	<ul style="list-style-type: none"> • Contact information • Marketing 	<ul style="list-style-type: none"> • Legitimate interests (provide insured person with information on insurance products and services that may be of interest to them) 	<ul style="list-style-type: none"> • To service providers
Compliance with legal regulatory obligations	<ul style="list-style-type: none"> • Contact information • Insurance policy details • Personal risk information • Financial information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • To regulators (e.g. CNIL, ACPR) • To prosecuting authorities • To courts • To other insured persons (with court order)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receipt of notification of the claim	<ul style="list-style-type: none"> • Information about the policy • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (third party claimants) (maintaining accuracy of records of all claims received and identity of claimants). 	<ul style="list-style-type: none"> • To third parties • To assistance providers • To service providers
Assessment of the claim	<ul style="list-style-type: none"> • Claim details • Health information • Criminal offences data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (assess the circumstances of the claim) • Consent • Exceptions under local law • To enforce, implement or defend legal claims 	<ul style="list-style-type: none"> • To third party administrators • To loss adjusters • To solicitors • To claim assistants
Fraud monitoring and detection	<ul style="list-style-type: none"> • Claim details • Fraud prevention information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (monitor, evaluate and prevent fraud) • Consent • Exceptions under local law • To enforce, implement or defend legal claims 	<ul style="list-style-type: none"> • To control providers (exceptionally) • To databases for fraud prevention • To prosecuting authorities

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Settlement of claims	<ul style="list-style-type: none"> Financial information 	<ul style="list-style-type: none"> Performance of a contract Legitimate interests (claimants – third parties) (to settle claims against claimants – third parties who have succeeded in their claim) 	<ul style="list-style-type: none"> To banks To attorneys
Compliance with legal and regulatory obligations	<ul style="list-style-type: none"> Insurance policy details Claim details Fraud prevention information Financial information 	<ul style="list-style-type: none"> Legal obligation 	<ul style="list-style-type: none"> To regulators (e.g. CNIL, ACPR) To prosecuting authorities To courts To other insured persons (with court order)
Business Partners and Visitors			
Relations management	<ul style="list-style-type: none"> Contact information 	<ul style="list-style-type: none"> Legitimate interests (providing and preserving effective platform for relations with customers and business partners) Consent 	To service providers
Contact management	<ul style="list-style-type: none"> Contact information 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact information Marketing 	<ul style="list-style-type: none"> Legitimate interests (informing business partners about events, services and products that could be interesting for their sector) Consent 	<ul style="list-style-type: none"> To service providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Managing events and welcoming visitors to the office; providing capacity for visitors to the website	<ul style="list-style-type: none"> Website or office visitors 	<ul style="list-style-type: none"> Legitimate interests (organize and host events that may be of interest to business partners) Consent 	<ul style="list-style-type: none"> To service providers
Applicable to All			
Transfer of books	<ul style="list-style-type: none"> All (where relevant to the book) 	<ul style="list-style-type: none"> Legitimate interests (organize our business properly) Legal obligation (an insurance transfer scheme in accordance with applicable law) Consent 	<ul style="list-style-type: none"> To courts To buyers To expert assistants
Sale or reorganization of Chubb	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Legitimate interests (organize our business properly) Legal obligation (an insurance transfer scheme in accordance with applicable law) Consent 	<ul style="list-style-type: none"> To courts To buyers To expert assistants
Recording of phone calls	<ul style="list-style-type: none"> Contact information Details of the claim Other information shared during the call 	<ul style="list-style-type: none"> Legal obligation Legitimate interests (provide evidence of the intention to conclude insurance contract, to assist in solving complaints, improve customer service or detect fraud) 	<ul style="list-style-type: none"> To service providers To regulators To courts To prosecuting authorities

Updated December 2019

Part 23: Spain - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests <i>(to ensure we have an accurate record of all Insured Persons we cover)</i> 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Conditional consent • Legitimate interests <i>(to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud)</i> • Legal obligation • Explicit consent, as a lawful exemption <i>(for Criminal Data)</i> 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests <i>(to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any)</i> • Consent • Explicit Consent, as a lawful exemption • Local Law exemptions 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests (to determine whether to extend cover for a renewal period, and if so, on what terms) • Consent • Explicit Consent as a lawful exemption • Local law exemptions 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent • Local law exemptions (for Policy Information) 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate (to provide Insured Persons with information about insurance products or services which may be of interest) • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (under court order)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to maintain an accurate record of all claims received and the identity of claimants</i>) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to assess the circumstances of a claim</i>) • Consent • Establish, exercise or defend legal claims • Explicit consent as a lawful exemption • Local law exemptions 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>to monitor, assess and ultimately prevent fraud</i>) • Consent • Local law exemptions • Explicit consent as a lawful exemption • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (<i>exceptionally</i>) • Anti-fraud database • Law enforcement bodies

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Settle Claim	<ul style="list-style-type: none"> Financial Information 	<ul style="list-style-type: none"> Performance of a contract Legitimate interests (<i>third party claimants</i>) (to settle claims to successful third party claimants) 	<ul style="list-style-type: none"> Banks Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> Policy Information Claim Details Anti-fraud Data Financial Information 	<ul style="list-style-type: none"> Legal obligation 	<ul style="list-style-type: none"> Regulators (e.g. ACPR, CNIL) Law enforcement bodies Courts Other Insurers (<i>under court order</i>)
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Legitimate interests (<i>to maintain an accurate client and partner relationship management platform</i>) Consent 	<ul style="list-style-type: none"> Service Providers
Administer contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of a contract 	<ul style="list-style-type: none"> Service Providers
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (<i>to communicate to Business Partners about events, services or products which may be of interest to their sector</i>) Consent 	<ul style="list-style-type: none"> Service Providers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website of Office Visitor 	<ul style="list-style-type: none"> Legitimate interests (<i>to organise and host events which may be of interest to Business Partners</i>) Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All (<i>where relevant to the book</i>) 	<ul style="list-style-type: none"> Legitimate interests (<i>to structure our business appropriately</i>) Legal obligation (insurance transfer scheme under applicable law) Consent 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors
Sale or organisation of a Chubb company	<ul style="list-style-type: none"> All 	<ul style="list-style-type: none"> Legitimate interests (<i>to structure our business appropriately</i>) Legal obligation (<i>insurance transfer scheme under applicable law</i>) Consent 	<ul style="list-style-type: none"> Purchaser Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> Contact Details; Claim Details; Other information shared in the context of the call 	<ul style="list-style-type: none"> Legal obligation Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) Consent 	<ul style="list-style-type: none"> Service Providers Regulators Courts Law Enforcement Agencies

Updated August 2021

Part 24: Sweden - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to ensure we have an accurate record of all Insured Persons we cover) 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Consent • Legitimate interests (to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud) • Legal obligation • Explicit consent, as a lawful exemption 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests (to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests (to determine whether to extend cover for a renewal period, and if so, on what terms) • If we have not asked for your consent, the 'insurance' purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate (to provide Insured Persons with information about insurance products or services which may be of interest) • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (e.g. ACPR, CNIL) • Law enforcement bodies • Courts • Other Insurers (under court order)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (to maintain an accurate record of all claims received and the identity of claimants) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to monitor, assess and ultimately prevent fraud) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • exemption • 'Preventing fraud' exemption • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (exceptionally) • Anti-fraud database • Law enforcement bodies
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (<i>e.g. ACPR, CNIL</i>) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Legitimate interests (to maintain an accurate client and partner relationship management platform) Consent 	<ul style="list-style-type: none"> Service Providers
Administer contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to their sector) Consent 	<ul style="list-style-type: none"> Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website of Office Visitor 	<ul style="list-style-type: none"> Legitimate interests (to organise and host events which may be of interest to Business Partners) Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All (where relevant to the book) 	<ul style="list-style-type: none"> Legitimate interests (to structure our business appropriately) Legal obligation (insurance transfer scheme under applicable law) Consent The 'insurance purposes' exemption 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Sale or organisation of a Chubb company	All	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent • The ‘insurance purposes’ exemption 	<ul style="list-style-type: none"> • Purchaser • Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details; • Claim Details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated November 2019

Part 25: United Kingdom - English

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Prospective Insureds and Insured Persons			
Set up a record on our systems	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to ensure we have an accurate record of all Insured Persons we cover) 	<ul style="list-style-type: none"> • Service Providers
Carry out background, sanction, fraud and credit checks	<ul style="list-style-type: none"> • Contact Details • Personal Risk Information • Criminal Data 	<ul style="list-style-type: none"> • Consent • Legitimate interests (to ensure that Insured Persons are within our acceptable risk profile and to assist with the prevention of crime and fraud) • Legal obligation • Explicit consent, as a lawful exemption 	<ul style="list-style-type: none"> • Service Providers • Credit reference agencies • Anti-fraud databases
Consider the underwriting submission, assess risk and write policy	<ul style="list-style-type: none"> • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Take steps to enter into a contract • Legitimate interests (to determine the likely risk profile and appropriate level, cost and type of cover to extend, if any) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Other Insurers / Reinsurers

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Manage renewals	<ul style="list-style-type: none"> • Contact Details • Policy Information • Personal Risk Information • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate Interests <i>(to determine whether to extend cover for a renewal period, and if so, on what terms)</i> • If we have not asked for your consent, the 'insurance' purposes' exemption • If we have specifically asked for it, your consent 	<ul style="list-style-type: none"> • Third Party Administrators • Service Providers
Provide client care, assistance and support	<ul style="list-style-type: none"> • Contact Details • Policy Information 	<ul style="list-style-type: none"> • Performance of a contract • Consent 	<ul style="list-style-type: none"> • Assistance Providers • Service Providers
Receive premiums and payments	<ul style="list-style-type: none"> • Contact Details • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract 	<ul style="list-style-type: none"> • Banks
Marketing	<ul style="list-style-type: none"> • Contact Details • Marketing 	<ul style="list-style-type: none"> • Legitimate <i>(to provide Insured Persons with information about insurance products or services which may be of interest)</i> • Consent 	<ul style="list-style-type: none"> • Services Providers
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Contact Details • Policy information • Personal Risk Information • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators <i>(e.g. FCA, PRA, ICO)</i> • Law enforcement bodies • Courts • Other Insurers <i>(under court order)</i>

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Claimant			
Receive notification of claim	<ul style="list-style-type: none"> • Policy information • Claim details 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (to maintain an accurate record of all claims received and the identity of claimants) 	<ul style="list-style-type: none"> • Third Party Administrators • Assistance providers • Service providers
Assess claim	<ul style="list-style-type: none"> • Claim Details • Health Data • Criminal Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to assess the circumstances of a claim) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Third Party Administrators • Loss Adjusters • Solicitors • Claims Experts

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Monitor and detect fraud	<ul style="list-style-type: none"> • Claim Details • Anti-fraud Data 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (to monitor, assess and ultimately prevent fraud) • If we have not asked for your consent, the 'insurance purposes' exemption • If we have specifically asked for it, your consent • exemption • 'Preventing fraud' exemption • Establish, exercise or defend legal claims 	<ul style="list-style-type: none"> • Surveillance providers (exceptionally) • Anti-fraud database • Law enforcement bodies
Settle Claim	<ul style="list-style-type: none"> • Financial Information 	<ul style="list-style-type: none"> • Performance of a contract • Legitimate interests (<i>third party claimants</i>) (<i>to settle claims to successful third party claimants</i>) 	<ul style="list-style-type: none"> • Banks • Solicitors
Comply with legal and regulatory obligations	<ul style="list-style-type: none"> • Policy Information • Claim Details • Anti-fraud Data • Financial Information 	<ul style="list-style-type: none"> • Legal obligation 	<ul style="list-style-type: none"> • Regulators (<i>e.g. FCA, PRA, ICO</i>) • Law enforcement bodies • Courts • Other Insurers (<i>under court order</i>)

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Business Partners and Visitors			
Manage relationships	<ul style="list-style-type: none"> Contact Details 	<ul style="list-style-type: none"> Legitimate interests (to maintain an accurate client and partner relationship management platform) Consent 	<ul style="list-style-type: none"> Service Providers
Administer contracts	<ul style="list-style-type: none"> Contact details 	<ul style="list-style-type: none"> Performance of a contract 	
Marketing	<ul style="list-style-type: none"> Contact details Marketing 	<ul style="list-style-type: none"> Legitimate interests (to communicate to Business Partners about events, services or products which may be of interest to their sector) Consent 	<ul style="list-style-type: none"> Service Providers
Run events and host office visitors, accommodate website visitors	<ul style="list-style-type: none"> Website of Office Visitor 	<ul style="list-style-type: none"> Legitimate interests (to organise and host events which may be of interest to Business Partners) Consent 	<ul style="list-style-type: none"> Service Providers
Applicable to all			
Transfer books of business	<ul style="list-style-type: none"> All (where relevant to the book) 	<ul style="list-style-type: none"> Legitimate interests (to structure our business appropriately) Legal obligation (insurance transfer scheme under applicable law) Consent The 'insurance purposes' exemption 	<ul style="list-style-type: none"> Courts Purchaser Professional advisors

Activity	Type of information collected	The basis on which we use the information	Who we may disclose the information to
Sale or organisation of a Chubb company	All	<ul style="list-style-type: none"> • Legitimate interests (<i>to structure our business appropriately</i>) • Legal obligation (<i>insurance transfer scheme under applicable law</i>) • Consent • The ‘insurance purposes’ exemption 	<ul style="list-style-type: none"> • Purchaser • Professional advisors
Recording of telephone calls	<ul style="list-style-type: none"> • Contact Details; • Claim Details; • Other information shared in the context of the call 	<ul style="list-style-type: none"> • Legal obligation • Legitimate interests (<i>to train staff, to provide evidence of intention to enter into an insurance contract, to help resolve complaints, to improve customer service or to detect fraud</i>) 	<ul style="list-style-type: none"> • Service Providers • Regulators • Courts • Law Enforcement Agencies

Updated November 2019