

We, AWP P&C S.A., Austrian Branch ("AWP") appreciate your use of our app "Allianz Travel" ("App"). The protection of your personal data is important to us and we want you to feel secure when using our App. In the following, we inform you about the processing of your personal data and the rights to which you are entitled under data protection law.

You can find further information on the app in the license and terms of use for the app "Allianz Travel".

This statement may be updated from time to time. We will inform you of this accordingly. The last line indicates when the declaration is last updated.

1. Person responsible for data processing

Responsible for the processing of your personal data in connection with the app is

AWP P&C S.A., Austrian Branch
Hietzinger Kai 101 - 105A-1130 Wien.

The data protection officer can be reached by post at the above address with the addition - Data Protection Officer - or by e-mail at datenschutz-azpat@allianz.com.

2. Purposes of data processing

We process your personal data in compliance with the EU General Data Protection Regulation (GDPR) and in consideration of all other applicable laws.

2.1. When registering/using the app.

The processing of personal data is necessary for the conclusion and performance of the contract.

- a) In order to be able to use services in the app in connection with your existing insurance contract with us, your registration is required. AWP collects your email address and your insurance policy number in the first step.

When you log in to the app (with your insurance policy number and e-mail address), the following information is transferred from our systems to the app.

- E-mail address
- Insurance policy number
- First and last name
- Start and end date of your insurance
- Insured persons
- Insurance policy and additional insurance documents

We process the data mentioned for guaranteeing the full use of the app. This information is stored until you log out of the app. After that, it will be deleted.

b) When you use the app, we also collect the following information:

- IP address of the terminal device and other technical characteristics such as the content requested
- Device number
- Operating system used
- Language used
- Installation UUID
- Instance IDs
- Android IDs. IdentifierForVendor (IDFVs)
- General device information, e.g. device model, operating system and orientation, RAM and hard disk size Network operator (based on mobile country and network code)
- Radio/network information (e.g. Wi-Fi, LTE, 3G)
- Signal strength
- Jailbroken or rooted status of the device
- Battery level and battery charge status
- Current geo-coordinates of the device (only after your consent (Art. 6 para. 1 a GDPR), for access to local emergency numbers, for viewing the "Assistance Around me" function and for receiving safety and security alerts in your destination)
- Other information you provide to us via the app

c) We also use the e-mail address for our own advertising purposes, e.g. to present new products or services to you. If you do not wish to receive advertising from us, you can. You can object to the future use of your data at any time without incurring transmission costs other than those according to the basic tariff. Please also note the information on your right of objection under point 8.

d) If you have consented (in accordance with Art. 6 para. 1 lit a GDPR) to participate in customer satisfaction surveys, the app will display an active, anonymous survey. You can ignore or cancel your participation.

e) If you have consented when installing the app or using it for the first time (Art. 6 para. 1 a GDPR), the app uses push notifications. Push notifications are messages sent by the app to your device and displayed there in a prioritised manner. You can deactivate the receipt of push notifications at any time in the settings of your device.

In addition, we use analysis tools and other services in the app. You can find more detailed explanations about this in section 6 of this declaration.

2.2. When reporting a claim via the app

The insurance policy number provided by you on an insured event as part of the online claims notification in our app is processed for the settlement of the insured event. No other data will be used.

Insofar as special categories of personal data, such as health data, are collected, the agreements made with you shall apply.

2.3 Further purposes

We may also process your personal data to comply with legal requirements, such as logging consent in accordance with § 12 of § 96 ff Telekommunikationsgesetz 2003 (TKG2003).

3. Categories of recipients of the personal data

The personal data collected from you in connection with your registration or use of the app may be forwarded to third parties if this is necessary for the operation of the app or your consent has been given.

Recipients may be, for example:

- IT service providers
- Analytics services (e.g. follow Analytics, Firebase)
- Third-party providers (e.g. Google Places, FlightStats, World Aware)
- Government agencies (due to legal obligations)

4 Legal basis for the processing

The legal basis for the processing of your personal data by AWP is Art. 6 para. 1 lit. b GDPR (contract performance and pre-contractual measures, use of the app, processing of the insurance claim), Art. 6 para. 1 lit. a GDPR (consent, here use of analysis and tracking tools), Art. 6 para. 1 lit. c GDPR (fulfilment of legal requirements, e.g. storage) Art. 6 para. 1 lit. f GDPR (own legitimate interests of the responsible party). Our legitimate interest lies in the sending of advertising messages. In no case do we use the collected data for the purpose of drawing conclusions about your person. You can revoke the consent given to us at any time via the menu item "Settings".

5. Place of data processing

Data processing regularly takes place within the European Economic Area (EEA). If we transfer data to service providers outside the EEA, the transfer within the Allianz Group takes place based on binding corporate rules, the so-called "Binding Corporate Rules", which have been approved by the data protection authorities. These are part of the "Allianz Privacy Standard". These corporate rules are binding for all companies of the Allianz Group and ensure an adequate protection of personal data. The "Allianz Privacy Standard" and the list of Allianz Group companies that comply with it can be found here:

<https://www.allianz.com/de/datenschutzprinzipien.html#TabVerticalNegative21828854285>

In cases where the "Allianz Privacy Standard" is not applicable, the transfer to third countries is carried out in accordance with Art. 44 - 50 GDPR.

6. Use of analysis tools and other services

The analysis and tracking measures listed below and used by us are carried out based on Art. 6 para. 1 p. 1 a) GDPR. With the analysis and tracking measures used, we want to ensure a needs-based design and the ongoing optimisation of our app.

The respective data processing purposes and data categories can be found in the corresponding analysis and tracking tools.

6.1 Follow Analytics

Follow Analytics is used for targeted advertising and promotion based on the app activity of users. We aim to send targeted push / in-app notifications to better engage the user. The user will be notified about new app features / services, insurance etc.

Follow Analytics will be integrated into the app code when the device starts the app. An anonymous ID is automatically assigned to the device when it is first started. Follow Analytics captures all app activity from the device in a raw format. With the raw data, internal processes can be carried out to ensure a user-friendly display of the app.

For more details, please see the privacy policy of Follow Analytics: <https://followanalytics.com/privacy/>

6.2 Firebase (Google)

We use Firebase to ensure the stability, performance and user-friendliness of our app. The following features are used for the use of the Allianz Travel App:

- a) Cloud Messaging: Firebase Cloud Messaging (FCM) provides a reliable and efficient connection between the app server and the end device to send and receive messages and push notifications across iOS, Android and the web. Firebase generates a calculated key that consists of the app's identifier and its device identifier. This key is stored on our push platform by with the settings you have chosen in order to provide you with the content according to your wishes. Firebase servers cannot draw any conclusions about the requests of users or determine any other data related to a person. Firebase serves solely as an intermediary.

This service is free of charge.

- b) Crashlytics: Helps track, prioritise and resolve stability issues affecting app quality in real time. The user can receive real-time alerts for possible immediate action for new, past and emerging issues.
- c) Performance Monitoring: Shows how the app is performing from the user's perspective. Through automatic monitoring with HTTP / S, we detect the user's network latencies. Response times, success rates, payload sizes and payload waiting time are measured.

- d) Analytics: Shows data on user behaviour in the iOS and Android apps to make better decisions on product and marketing measures.
- e) Remote configuration: Here, the behaviour and appearance of the app can be changed while the app is running. New content and split tests - adapted to different target/user groups - in order to develop improvements to the app without having to the app without the need for App Store approval.

For more details, see Firebase's privacy policy: <https://firebase.google.com/support/privacy>

6.3 In addition, we have integrated third-party services that provide their services on their own responsibility (Art. 6 (1) sentence 1 lit b) GDPR). Whether, for what purposes and on what legal basis further processing for the third-party provider's own purposes takes place can be found in the third-party provider's privacy policy.

The data protection information of the third-party provider.

a) WorldAware

WorldAware offers products and services on global geopolitical, terrorist, environmental, health and other threats. The operator of World Aware is WorldAware Inc, 185 Admiral Cochrane Drive, Suite 300 Annapolis, Maryland 21401. The app uses the service provider's information to send its users local, up-to-date security alerts via push messages. Users will receive local messages if they have enabled location tracking.

WorldAware's privacy policy can be viewed at the following link:<https://www.worldaware.com/privacy-policy>

b) Google Places

In order to be able to display services and places in the user's vicinity, the app uses Google Places as a service provider. The operator of Google Places is Google Ireland Limited, Gordon House, Barrow Street, Dublin 4, Ireland. This enables the user to be shown, for example, the way to a doctor or the nearest police station.

Further details on the data protection provisions and the location function in Google can be found here: <https://policies.google.com/technologies/location-data?hl=de>

c) FlightStats

FlightStats is used in the app for the function that allows the user to track a flight. FlightStats is operated by Reed Business Information Limited, Quadrant House, The Quadrant, Sutton, Surrey, SM2 5AS UK. The user selects the flight themselves and no personal data is shared with the service provider.

Details of FlightStats' privacy policy can be found here: <https://www.flightstats.com/company/legal/privacy-policy>

7. Duration of data storage

We will only process your data for the period necessary to achieve the purpose of the processing and to comply with legal obligations.

8. Data subject rights

You have the right to obtain information about the data stored by us and to have incorrect data corrected. You also have the right to erasure, the right to object to processing, the right to restrict processing and the right to data portability.

Withdrawal of your consent to data processing

Some data processing operations are only possible with your explicit consent (Art. 6 para. 1 it a GDPR). You can revoke consent you have already given by post or e-mail. The lawfulness of the data processing carried out until the revocation remains unaffected by the revocation. (Art. 7 para. 3 GDPR).

Right of objection

You may object to the processing of your data for direct marketing purposes at any time. If you object, your personal data will subsequently no longer be used for direct marketing purposes (objection pursuant to Art. 21 (2) GDPR).

If we process your data to protect legitimate interests (Art. 6 (1) (f) GDPR), you may object to this processing for reasons arising from your particular situation (objection pursuant to Art. 21 (1) GDPR).

If you wish to complain about the handling of your data, you can contact the above-mentioned data protection officer. You also have the right to lodge a complaint with a data protection supervisory authority.

Status: May 2021