

Overview of the service providers of the Zurich Group Germany

We process your personal data in accordance with the rules of conduct for the handling of personal data by the German insurance industry and the consent you may have given to the collection and use of health data and the declaration of release from confidentiality as part of your insurance application or the processing of benefits. This also includes the transfer of data to service providers, insofar as this is necessary for the provision of the service. This list names such service providers and categories of service providers. Service providers or service provider categories that could receive special categories of data (e.g. biometric or health data etc.) are marked with ¹.

Individual service providers may also be based outside of the European Economic Area. Data can be transmitted to such service providers, for example, if this is absolutely necessary to fulfill the contract concluded with you. Otherwise, such a transmission will only take place if the appropriate level of data protection at the service provider's registered office is ensured by an adequacy decision by the European Commission (e.g. in the case of Switzerland) or by suitable guarantees, in particular the conclusion of the standard data protection clauses issued by the European Commission (these can ask us) is guaranteed. Service providers or categories based outside the European Economic Area are marked with ².

Group companies participating in the centralized data processing of the master data

Zurich Deutscher Herold Lebensversicherung Aktiengesellschaft	Zurich Insurance plc Branch Germany
Deutscher Pensionsfonds Aktiengesellschaft	DA Deutsche Allgemeine Versicherung Aktiengesellschaft

Service providers responsible for the above Group companies are active and where data processing is the main object of the activity

Service provider	Subject of the assignment
TDG Tele Dienste GmbH ¹	Customer service (e.g. telephony)
Zürich Beteiligungs-Aktiengesellschaft (Germany) ¹	Central services (e.g. law & taxes, auditing); Risk assessment, contract management, insurance sales and claims processing as well as IT services
Zurich Kunden Center GmbH ¹	Customer Service (e. g. telephone service)

Service providers who work for Zurich Insurance plc German branch (1st-5th, 7th), Zurich Deutscher Herold Lebensversicherung AG (2nd-5th) and DA Deutsche Allgemeine Versicherung AG (4th-6th). and where data processing is the main activity

Service provider	Subject of the assignment
1. DKV Deutsche Krankenversicherung AG ¹	Claim processing in health insurance for travel abroad
2. Rheinland Versicherungs AG ¹	Claim processing in the residual credit insurance with additional insurance included (incapacity to work/unemployment)
3. AXA Partners SAS ¹	Claim processing in the residual credit insurance for construction financing (BaufiSchutz) for unemployment and disability insurance
4. GDV Dienstleistungs-GmbH & Co KG	Various services (e.g. emergency and central call for German car insurers, procedures for electronic insurance confirmation)
5. informa HIS GmbH	Notice and Information System (HIS)
6. Dentolo Deutschland GmbH ¹	Central services in supplementary dental and animal health insurance (including contract management, insurance sales, claim processing and IT services)
7. Booking.com Transport Limited ^{1 2}	Contract and claims processing within the framework of insurance contracts concluded via booking.com (e.g. car hire excess insurance)

Categories of service providers responsible for the above Group companies are active and where the processing of personal data is not the main subject of the order or which are only active occasionally

Service provider category	Subject of the assignment
Address service provider	Update of address data
Archiving/Disposal Company ¹	File archiving and disposal of files/data carriers
Assistance service provider ^{1 2}	Assistance services
Call center	Telephone services
Printers	Printing services (printing/ mailing)
Electronic dispatch management	Shipping services (e-mail delivery)
Medical assessors and experts (doctors, psychologists, psychiatrists, etc.) ¹	Analysis, assessment and advice on rehabilitation and other medical measures
Other appraisers, experts, testing service providers ¹	Preparation of reports/expert opinions; Advice in special cases
Collection agency	Debt collection
IT and telecommunications service providers ^{1 2}	IT services (e.g. IT, telephony, network, maintenance)
Postal, communication or logistics service provider ¹	Mail processing, document management including digitization
Marketing agencies	Marketing actions
Market research company, analysis service provider ¹	Market research, web analysis
Credit agencies and research service providers (e.g. detective agencies) ¹	Credit rating and business information, research services
Law firms ¹	Legal services

Rehabilitation services and service providers for auxiliary and nursing as well as medical services ¹	Assistance services (e.g. advice on rehabilitation measures)
Reinsurers ^{1 2}	Involvement in the risk and benefit assessment in special cases
Claims service providers/renovators/workshops	Support in claims processing
Translators and interpreters	Translation and similar support services
Auditors	Testing services

Note: A transfer does not take place to all service providers, but possibly to individual service providers and only to the extent necessary and covered by a legal basis. Information on your rights regarding your data (e.g. a possible right to object) can be found with further information on data protection in the document "Information on the use of your data" from your contractual company on the website www.zurich.de/datenschutz.