

Data protection information for Albatros customers and interested parties

Korrespondenzanschrift:

Albatros Versicherungsdienste GmbH
Albatros Financial Solutions GmbH
Postfach 3253, 53832 Troisdorf

We, Albatros Versicherungsdienste GmbH and Albatros Financial Solutions GmbH (hereinafter referred to as "Albatros", "we", "us") as a company of the Delvag Group and the Lufthansa Group, take the protection of your privacy very seriously and process your personal data strictly in accordance with the requirements of the EU-General Data Protection Regulation (GDPR) and other relevant data protection regulations. In the following, we would like to inform you about the processing of your data.

§ 1 Data responsible

You wish insurance broking and/or administration of your contractual relationships with insurers, building societies and/or investment companies and/or other companies with which we, Albatros Versicherungsdienste GmbH and/or Albatros Financial Solutions GmbH cooperate, on the basis of the existing contractual relationship (hereinafter also contract). The data responsible in accordance with the GDPR are:

Albatros Versicherungsdienste GmbH

Anschrift: Venloer Straße 151-153, 50672 Köln
Telefon: +49 (0)221 8292-002
Fax: +49 (0)221 8292-246
E-Mail: zentrale@albatros.de

for the area of brokering and administration of contracts towards insurers, and/or the

Albatros Financial Solutions GmbH

Anschrift: Venloer Straße 151-153, 50672 Köln
Telefon: +49 (0)69 696-9977
Fax: +49 (0)69 696-9978
E-Mail: service@albatros.de

for the area of brokering and administration of contracts towards building societies and/or investment companies and/or other companies.

Questions regarding data protection:

If you have any questions about data protection, you are welcome to contact us using the contact details above or by email datenschutz@delvag.de. You can also directly address your enquiry to our Group Data Protection Officer:

Lufthansa Konzerndatenschutz-Beauftragter

Deutsche Lufthansa AG
Lufthansa Aviation Center
Airportring
60546 Frankfurt/Main
E-Mail: datenschutz@dlh.de

§ 2 Purposes and legal basis of data processing

For the purpose of advising on and brokering insurance, pension provision, financial investment products, loan agreements and general financial services, as well as for the conclusion and support of your aforementioned contracts, as well as for pre- and post-contractual purposes, it is necessary to process your data, as well as, if applicable, the data of co-insured persons or persons to be co-insured. The processing of your personal data may also include your special

categories of personal data, such as health data in the context of the procurement of occupational disability insurance, private health insurance, term life insurance or support in the event of a claim.

We process your data exclusively for the aforementioned purposes and our obligations arising therefrom. The processing of your personal data is carried out on the legal basis of the performance of the contract pursuant to Art. 6 para. 1 p. 1 lit. b) GDPR as well as the fulfilment of legal obligations pursuant to Art. 6 para. 1 p. 1 lit. c) GDPR. With regard to the processing of special categories of personal data, we obtain your consent in accordance with Art. 9 (2) a) in conjunction with Art. 7 GDPR. Furthermore, the processing of your data may be based on a legitimate interest pursuant to Art. 6 (1) p. 1 lit. f) GDPR, for example in the case of a legal succession. If you have given us consent to process personal data for certain purposes (e.g. sending advertising), this processing is lawful on the basis of your consent (Art. 6 para. 1 sentence 1 lit. a) GDPR). Consent given can be revoked at any time with effect for the future.

The necessity and the scope of the data processing depend on the advising and brokering services you request.

§ 3 Who receives your data or from whom do we receive your data?

Your data is generally collected directly from you. Furthermore – depending on the individual case – we receive data from the recipients listed below as well as from publicly accessible sources.

Your data will only be passed on to the extent necessary for the respective purpose of processing. For example, in the context of cover enquiries, conclusion of contracts, contract administration and processing of benefit and claims cases, it is necessary to pass on your data and, if applicable, the data of co-insured or co-insuring persons to other bodies or to receive such data from them. Categories of recipients or sources of personal data outside the intermediary company are:

- Insurers licensed with the Federal Financial Supervisory Authority and maintaining a branch office in the Federal Republic of Germany;
- Credit institutions licensed by the Federal Financial Supervisory Authority and maintaining a branch in the Federal Republic of Germany;
- building societies;
- Cooperating insurance brokers, sub-brokers;
- Providers of units or shares in domestic open-ended investment funds, open-ended EU investment funds or open-ended investment funds that may be distributed in accordance with the German Investment Code;
- Providers of units or shares in domestic closed-ended investment funds, closed-ended EU investment funds or foreign closed-ended investment funds that may be distributed in accordance with the Capital Investment Code;
- Providers of asset investments within the meaning of § 1 paragraph 2 of the Asset Investment Act;
- Tipsters or companies for which we act as tipsters;
- Insurance ombudsmen;
- social insurance institutions;
- Federal Financial Supervisory Authority (BaFin);
- External order processors (service companies pursuant to Art. 28 GDPR).
- In addition, we work with broker pools in accordance with Art. 6, (1), b) GDPR insofar as this is necessary for the brokerage or administration of the product you have requested. We currently cooperate with the broker pool Jung, DMS & Cie. POOL GmbH, Söhnleinstr. 8, 65201 Wiesbaden.
- Your data may be transferred to third parties if this is necessary for the fulfilment of our legal obligations in accordance with Art. 6, (1), c) GDPR (e.g. Money Laundering Act).

It may happen that personal data is transferred to third countries or international organisations. For your protection and the protection of your personal data, appropriate safeguards are provided for such data transfers in accordance with and in compliance with the legal requirements (in particular the application of EU standard contractual clauses) or there is an adequacy decision issued by the EU Commission (Art. 45 of the GDPR).

§ 4 Duration of data processing

As a matter of principle, we only process your data as long as it is required for the fulfilment of our contractual (incl. pre- and post-contractual) and legal obligations and the associated purposes. If the data is no longer required for the fulfilment of our obligations, it is regularly deleted, unless its further processing for a limited period of time is necessary to fulfil statutory retention obligations (e.g. from commercial or tax law) or to preserve evidence within the framework of the statutory limitation periods.

§ 5 Rights of the data subject

You have the following legal rights:

- Right of access by the data subject – Art. 15 GDPR
- Right to rectification – Art. 16 GDPR
- Right to erasure ("right to be forgotten") – Art. 17 GDPR
- Right to restriction of processing – Art. 18 GDPR
- Right to data portability – Art. 20 GDPR
- Right to object – Art. 21 GDPR
- Right to withdraw your consent – Art. 13 Abs. 2 lit.c) GDPR

§ 6 Right of complaint

You have the option to lodge a complaint with us, datenschutz@delvag.de, the above-mentioned Group Data Protection Officer or with a data protection supervisory authority. You are free to choose a supervisory authority and are not bound by any criteria. The data protection supervisory authority responsible for us is:

Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen
Postfach 20 04 44, 40102 Düsseldorf
Telefon: +49 (0)211/38424-0
E-Mail: poststelle@ldi.nrw.de

Up to date

You can also access the current version of our data protection information on our [website](#).