Information concerning the usage of your data

This information serves to inform you regarding the processing of your personal data by AXA and of your rights according to data protection law. This information also applies to insured persons where the insured person is not the policyholder, the policyholder shall pass this information on to the insured person.

Responsible for data processing:
The company named in the application or quote is responsible for data processing.

Telephone: 0221 148-52900
Fax: 0800 3557135
E-mail address: datenschutz@axa.de

You can contact our data protection officer by post at the address stated in the application or quote, for the attention of the "Datenschutzbeauftragter" – or via e-mail Datenschutz@axa.de

Purpose and legal bases of data processing
We process your personal data in observance of the EU General Data Protection Regulation (EU GDPR), the German Federal Data Protection Act (BDSG), the provisions relevant to data protection of the German Insurance Contract Act (VVG) and all other applicable laws. Furthermore, our company has signed up to the "Code of Conduct regulating the handling of personal data by the German insurance industry" which defines the above laws as relevant to the insurance industry. You can call these up via the Internet under www.axa.de/Datenschutz.

When you apply to take out insurance cover, we require the information you provide to conclude the policy and to appraise the risk we are about to undertake. If the insurance policy is concluded, we process this data to manage the insurance relationship, for example to issue the policy and for invoicing purposes. We require information regarding a claim in order to determine whether a claim to insurance benefits exists and to quantify the extent of any such loss/claim.

It is not possible to conclude or manage an insurance policy or to process a claim without having to process your personal data.

In addition, we require your personal data to draw up statistics specific to the insurance industry, e.g. to draw up new tables of rates (tariffs) or to comply with provisions issued by the supervisory authorities. We use data from all of the policies which exist with an AXA company to consider the customer relationship in its entirety, for example to advise on policy adjustments, supplementary cover options, to take decisions based on good will and also to provide comprehensive advice. Article 6, Para. 1 b) and Article 6, Para. 1 c) of the EU GDPR constitute the legal basis for such processing of personal data at the precontractual stage and for the purposes of the policy for and claims processing. Where particular categories of personal data (e.g. your health data when taking out a life insurance policy) are required, we will request your consent in accordance with Article 9, Para. 2 a) in connection with Article 7 EU GDPR. When we draw up statistics involving these data categories, this is performed on the basis of Article 9, Para. 2) EU GDPR in connection with Section 27 of the German Federal Data Protection Act (BDSG).

We process your data also to safeguard our legitimate interests or those of third parties in particular:

- to guarantee IT security and IT operations, including tests (if not already required for policy management purposes).
- to advertise our own insurance products and other products sold by AXA Group companies and their cooperation partners as well as for conducting market and opinion surveys.
- to prevent and investigate criminal offences; in particular, we use data analyses and research (also from publicly accessible sources) to detect signs of potential insurance fraud.
- for business management purposes within the company and within the AXA Group as a whole.
- for business management purposes and for the further development of processes, services and products.

In addition, we process your personal data in order to fulfil legal obligations such as, for example, supervisory authority requirements, retention periods according to commercial and fiscal law and to comply with our duty to advise. In this case, the respective legal provisions in connection with Article 6, Para. 1 c) EU GDPR serve as the legal basis for such data processing.

Should we wish to process your personal data for any purpose not specified above, we will inform you in this regard in advance in accordance with the legal provisions, on our website at (www.axa.de/Datenschutz), among other things.

Categories of recipients of personal data

Reinsurers:
We take out cover with special insurance companies (reinsurers) for the risks we insure. This may require us having to pass your policy and beneficial claims data on to a reinsurer company so that it itself may appraise the risk or the claim. In addition, by virtue of its expert knowledge, the reinsurer of our company may be called upon to assist us with the assessment of a risk or claim and with the appraisal of processes. We communicate your data to the reinsurer only if this is required to fulfil our insurance policy with you and only to the extent required to safeguard our legitimate interests.

Personal data is currently communicated to the following reinsurers:
- E+S Rück / Hannover Rück (hannover-re.com/datenschutz)
- General Reinsurance AG (de.genre.com/Datenschutz/HinweiseArt14DSGVO)
- Munich Re (munichre.com/de/service/information-gdpr/index.html)
- Swiss Re Europe S.A., German Subsidiary (swissre.com/privacy_policy.html)

Further information concerning the respective appointed reinsurer is available on their own websites, as listed above. You can also request information using the above-listed contact addresses.

Intermediaries:
If your insurance matters are taken care of by an intermediary (agent or broker), your intermediary will process the application, policy and claims data required for the management of your policy. Our company also communicates this data to the intermediary looking after your insurance matters if he/she requires the information to liaise with you and advise you regarding your insurance and financial services arrangements.

Data processing in the Group:
Specialised companies and domains of our Group of companies carry out specific data processing activities centrally, on behalf of the affiliated companies. If an insurance policy exists between you and one or several companies of our Group, your data may be processed by a Group company centrally for the administration of your address details, for our customer care service, for policy and claims management purposes, for collections and disbursements or for the collective processing of post. Our list of service providers contains the names of the companies involved in centralised data processing.

External contractors and service providers:
To fulfil our contractual and legal obligations we may call upon some services provided by external contractors and service providers.

A list of the contractors and service providers we commission, with whom we enjoy established and not merely temporary working relationships, is attached; the promptly and regularly updated version is also available on the Internet under www.axa.de/datenschutz for your information.

Further recipients:
In addition, we may communicate your personal data to further recipients such as authorities in order to fulfil statutory reporting obligations (e.g. social insurance carriers, financial authorities or law enforcement authorities).

Duration of data storage
We delete your personal data as soon as it is no longer required for the above-specified purposes. It may happen that personal data is retained for the period during which claims are asserted against our company (statutory limitation period of three or up to thirty years).

In addition, we store your personal data if we are required to do so by law. Corresponding burdens of proof and retention requirements are derived from the German Commercial Code (HGB), the fiscal code and the Money Laundering Act. The retention periods according to these are up to 10 years.

Data subjects’ rights
You can request disclosure of your stored personal data at the above-specified contact address. In addition, under certain conditions, you can demand the amendment or deletion of your data. You may also have the right to restrict the processing of your data and the right to be issued with a copy of the data you have provided in a structured, current and machine-readable format.

Right of objection
You have the right to object to the processing of your personal data for direct marketing purposes. Where we process your data to safeguard legitimate interests, you may object to the processing thereof if your particular situation constitutes grounds for an objection to data processing.
Right to complain
You have the right to lodge a complaint with the above-specified data protection officer or a data protection authority. The data protection authority responsible for us is:
Landesbeauftragte für Datenschutz und Informationsfreiheit
Nordrhein-Westfalen
Kavalleriestraße 2 – 4
40213 Düsseldorf

Detection and Information System of the (German) Insurance Industry
The undertakings of the German insurance industry use a detection and information system (Hinweis- und Informationsystem – HIS of informa GmbH) to appraise the risks specified in an application, to establish the facts when assessing claims and in order to combat insurance fraud. This requires the exchange of certain personal data with the HIS. Further information in this regard is contained in the attached HIS information.

Exchange of data with previous insurance providers
In order to be able to check and supplement, where required, the information you provide at the time the policy is taken out (e. g. for consideration of an existing no-claims bonus for Motor insurance) or the information you provide in the event of a claim, we may, to the extent required, exchange personal data with the previous insurance provider you named in the application.

Credit information
Where required to safeguard our legitimate interests, we can make enquiries with the associations of Creditreform e. V. or Schufa Holding AG to obtain information regarding your general payment history.

Within the scope of the insurance relationship, AXA communicates personal data obtained from the application, the management and termination of this business relationship as well as data concerning non-compliant behaviour or fraudulent behaviour to the SCHUFA Holding AG, Kormoranweg 5, 65201 Wiesbaden. Article 6, Para. 1, Letter b and Article 6, Para. 1, Letter f of the EU GDPR constitute the legal bases of such communications. Information on the basis of Article 6, Para. 1, Letter f EU GDPR may be disclosed only where required to safeguard the legitimate interests of AXA or of third parties and provided that this does not outweigh the interests or fundamental rights and fundamental freedoms of the person concerned, which call for the protection of personal data. The exchange of data with SCHUFA also serves to fulfil legal obligations to conduct checks of the creditworthiness of customers (Sections 505a and 506 of the German Civil Code – BGB). The SCHUFA processes the data it receives and also uses such data for scoring purposes in order to provide its contractual partners in the EEA and in Switzerland and possibly other third countries (where an Adequacy Decision of the EC exists) with information, among other things for the appraisal of the creditworthiness of natural persons. Further information regarding the activities performed by the SCHUFA can be derived from the SCHUFA information sheet according to Article 14 EU GDPR and also online under www.schufa.de/datenschutz.

Communication of data to a third country
If we communicate personal data to a service provider outside of the European Economic Area (EEA), data will be communicated only if the European Commission has confirmed the adequacy of data protection afforded by the third country or in cases where other adequate data protection guarantees (e. g. binding internal corporate data protection guidelines, EU standard contract clauses or EU-US Privacy Shield) exist. Detailed information in this regard and also regarding the level of data protection afforded by our service providers can be requested using the contact information referred to above.

Automated individual case decisions
On the basis of the risk information you provide us with as requested in the application, we reach a fully-automated decision whether to conclude or cancel the policy and also regarding any potential risk exclusions or the amount of premium you will be required to pay.

A fully automated decision regarding our obligation to pay compensation, bonuses and additional benefits/services is reached. based on the information you provide in the event of a claim, on the data stored in relation to your policy (and, where applicable, information received from third parties in this regard). The fully-automated decisions are based on rules to weight information as predefined by the company. This means that when an application is received, the calculation and appraisal takes place on the basis of actuarial criteria and calculations.

Insofar as automated individual case decisions are taken in the cases described above, you have the right to request intervention by an individual representing the competent entity, to put your own point of view across and to contest the decision. This right shall not be granted if your request was accommodated in full.
Information regarding the exchange of data with informa HIS GmbH on the basis of Articles 13 and 14 EU GDPR

We would hereby like to inform you that upon conclusion of an insurance policy or within the scope of claims processing we may communicate your personal data (surname, first name, date of birth, address, previous addresses) and data referring to the subject of the insurance cover (e.g. vehicle identification data or address of the building) to informa HIS GmbH (HIS enquiry). On the basis of this data, informa HIS GmbH checks whether any information concerning yourself and/or the subject of your insurance cover is stored in the “Hinweis- und Informationssystem der Versicherungswirtschaft” (HIS) – the Detection and Information System of the (German) Insurance Industry – which may indicate an increase in risk or irregularities relating to a claim. Such information is available only if it was previously reported to the HIS by an insurance provider (HIS log); The reporting insurance provider may have informed you separately in this regard. Data stored in the HIS based on information lodged in the HIS is communicated to us, the insurance provider requesting information, by informa HIS GmbH.

You can find additional information about the HIS at: www.informa-his.de

Objective of data processing by iHIS
informa HIS GmbH, as an entity responsible for data protection, operates the “Hinweis- und Informationssystem der Versicherungswirtschaft” (HIS) – the Detection and Information System of the (German) Insurance Industry. It processes personal data in the system to assist the insurance industry with its processing of insurance applications and claims. This data contains information regarding increased risks or anomalies which may indicate irregularities (e.g. where one and the same insured loss has been claimed from different insurance providers).

Legal basis of data processing
informa HIS GmbH processes personal data on the basis of Article 6, Para. 1f) EU GDPR. This is permitted insofar as such processing is necessary to safeguard the interests of the entity responsibly or those of a third party and provided that this does not outweigh the interests and the fundamental freedoms of the person concerned, which call for the protection of personal data.

informa HIS GmbH itself does not take any decisions regarding the conclusion of an insurance policy or the settlement of claims. Its sole role is to provide insurance companies with the information they require to reach its respective decisions.

Origin of the data stored by informa HIS GmbH
The data contained in the HIS stems exclusively from insurance companies which lodge the information with the HIS.

Personal data categories
On the basis of the HIS enquiry, informa HIS GmbH – depending on the type or line of insurance – stores the data contained in the enquiry with the personal data used (surname, first name, date of birth, address, previous addresses) and information concerning the subject of the insurance (e.g. vehicle or building information) together with a record of the insurance company requesting the information. When information is lodged with the HIS, which you may possibly have been informed about separately by the insurance company, informa HIS GmbH stores information concerning increased risks or anomalies, which may indicate irregularities, only to the extent that such information was lodged in the HIS. In the Life insurance line of business, this may, for example, involve information about possible burdens (without reference to health data) and sum insured / pension level. In the case of vehicles, the information stored may concern write-offs, notional claim invoices or anomalies in connection with a previous claim. Building-related data refers to the number of claims and time period over which the building claims were made.

Categories of recipients of personal data
The only recipients of personal data are insurance companies based in Germany and, in individual cases, the public investigation authorities involved in investigation procedures.

Data retention period
informa HIS GmbH stores information about individuals in accordance with Article 17, Para. 1 lit. a) EU GDPR for a certain period only. Information regarding HIS queries is deleted after two years, to the exact date.

The following retention periods apply to information lodged with the HIS:
- Personal data (name, address, date of birth) as well as data concerning vehicles and buildings are deleted at the end of the fourth year following the first time the data was stored. If, during the period specified above, a further report is lodged regarding an individual, this triggers an extension of the storage of the personal data by a further four years. The maximum period of data storage in such cases is 10 years.
- Data stemming from the Life insurance line of business is deleted at the end of the third year after the data was stored for the first time in connection with policies which were subsequently not concluded.

Data subjects' rights
Each data subject (person concerned) has the right to information, to deletion and to limit the processing of his/her data. These rights according to Articles 15 to 18 EU GDPR can be asserted against informa HIS GmbH at the address specified below. In addition, it is possible to contact the supervisory authority responsible for informa HIS GmbH (the data protection officer responsible for the German state of Hesse) – Der Hessische Datenschutzbeauftragte, Gustav-Stresemann-Ring 1, 65189 Wiesbaden.

According to Article 21, Para. 1 EU GDPR, data processing can be objected to for reasons which arise from the special situation of the person concerned, by contacting the address indicated below.

If you would like to know which data informa HIS GmbH has stored concerning yourself, your vehicle or your building, and to whom certain data has been communicated, informa HIS GmbH will be happy to provide such information. You can submit a request for personal information to the company free of charge. Please take into consideration the fact that informa HIS GmbH is not permitted to provide any information over the telephone for data protection reasons, as it is not possible to clearly identify the caller. In order to provide any misuse by third parties, informa HIS GmbH will require you to provide the following information:
- Surname (where applicable, name at birth), first name(s), date of birth.
- Current address (street, house number, postcode and town/city) and possibly previous addresses over the past five years.
- Where applicable, the Vehicle Identification Number. Enquiries regarding vehicles will require enclosure of a copy of the registration certificate I or II as proof of ownership.
- Enquiries regarding a building will require enclosure of the last insurance certificate or other document confirming proof of ownership (e.g. a copy of the excerpt from the land register or the sale contract).

If you – on a voluntary basis - attach a copy of your ID card (front and back) this will make it easier for informa HIS GmbH to identify you and save it from making further possible enquiries. You can also apply to receive personal information via the Internet at: www.informa-HIS.de/selbstauskunft/.

The company and the data protection officer can be contacted at:
informa HIS GmbH
Keuzberger Ring 68
65205 Wiesbaden
Telephone: 0611/880870-0
The company data protection officer at informa HIS GmbH can also be contacted at the above address, FAO: Abteilung Datenschutz (DP Dept.), or via e-mail at: his.datenschutz@informa.de.
SCHUFA - Information Sheet according to Article 14 EU GDPR

1. Name and contact details of the competent entity and of the company Data Protection Officer
   SCHUFA Holding AG, Kormoranweg 5, 65201 Wiesbaden, Tel.: +49 (0) 6 11-92 78 0
   The company data protection officer at SCHUFA can be contacted at the above address,
   FAQ: Abteilung Datenschutz (DP Dept.), or via e-mail at datenschutz@schufa.de

2. Data processing by SCHUFA

2.1 Purposes of data processing and legitimate interests pursued by SCHUFA or a third party
   SCHUFA processes personal data to provide legitimate recipients with information so they can appraise the
   creditworthiness of natural and legal persons. This involves the calculation and communication of score values.
   It makes information available only if a legitimate interest is presented in an individual case and processing is permissible
   having taken all of the interests into account. A legitimate interest exists, in particular,
   before entering into business transactions which carry a risk of financial default. The
   credit check serves to safeguard the recipient against losses in credit business and, at
   the same time, it opens up the possibility to safeguard borrowers against getting into
   excessive debt by providing advice. The processing of data is also carried out to prevent
   fraud, to verify integrity, to prevent money laundering, to verify identity and age, for
   address research, for customer services or risk management purposes as well as for
   the application of prices and T&Cs. SCHUFA shall communicate any changes in the purposes
   of data processing in accordance with Article 14, Para. 4 EU GDPR.

2.2 Legal bases of data processing
   SCHUFA processes personal data on the basis of the provisions of the EU GDPR. Process-
   sing is carried out on the basis of declarations of consent and on the basis of Article 6,
   SchuFA processes personal data on the basis of the provisions of the EU GDPR. Proces-
   sing is carried out on the basis of declarations of consent and on the basis of Article 6,
   Para. 1 (f) EU GDPR insofar as processing is required to safeguard the legitimate interests
   of the entity responsible or those of a third party and provided that this does not
   weigh the interests or fundamental rights and fundamental freedoms of the person
   concerned, which call for the protection of personal data. Declarations of consent can
   be withdrawn at any time with respect to the contractual partner concerned. This applies
   also to declarations of consent which were issued before the EU GDPR entered into
   force. Withdrawal of a declaration of consent shall not affect the legality of personal
   data processed before consent was withdrawn.

2.3 Data origin
   SCHUFA receives its data from its contractual partners. These are institutes, finance
   companies and payment service providers based in the European Economic Area, in
   Switzerland and potentially in third countries (where an Adequacy Decision of the EC
   exists) in order to carry a risk of financial default (e.g. banks, savings banks, cooperative
   banks; credit unions; mutual savings banks, credit card companies, factoring companies
   and leasing companies) as well as other contractual partners which use SCHUFA pro-
   duced scores. Information concerning accounts documented without justified reason (e.g. current accounts, credit cards,
   telecommunication accounts or power supply accounts), information regarding contracts which, by law, require
   verification of evidence (e.g. accounts subject to protection orders, basic accounts)
   as well as sureties and trading accounts which are managed on the credit side,
   immediately following the announcement of termination.

   Data from the debtors’ lists of the central enforcement courts after three years to the
   exact day, but earlier if SCHUFA is provided with proof that the central enforcement
   court has deleted such data.

   Information concerning one to consumer/bankruptcy proceedings or residual debt exemption
   proceedings after three years, exactly to the day of termination of the bankruptcy
   proceedings or the granting of exemption from residual debt. Earlier deletion can also
   take place in special individual cases.

   Information concerning the rejection of an application to file for bankruptcy due to a lack of assets,
   the lifting of safety measures or regarding the refusal to grant exemption from residual debt after three years, to the exact day.

   Previous addresses relating to individuals remain stored for a period of three years to the
   exact day; this is followed by a subsequent examination of whether these need to be stored for another three years. They are subsequently deleted as of the
   exact day, if a longer period of storage for identification purposes is not necessary.

3. Data subjects’ rights
   Each data subject has the right to request SCHUFA to provide information according to
   Article 15 GDPR, has the right to have data amended according to Article 16 GDPR,
   has the right to have data deleted according to Article 17 GDPR and has the right to limit data
   processing according to Article 18 GDPR. SCHUFA has opened a service center to handle
   the concerns of private customers; it can be contacted by post at SCHUFA Holding AG,
   Privatkunden ServiceCenter, Postfach 13 34 41, 50474 Köl
   ?+49 (0) 6 11-92 78 0 and using an Internet form at www.schufa.de. In addition, it is pos-
   sible to contact the data protection officer responsible for the German state of Hesse,
   which is the supervisory authority responsible for SCHUFA. Declarations of consent
   can be withdrawn at any time with respect to the contractual partner concerned.

4. Scoring
   SCHUFA information can be supplemented by so-called score values. Scoring involves a forecast of future events drawn up on the basis of previously accumulated information
   and past experiences. The calculation of all Score values at SCHUFA is essentially based
   on the information SCHUFA has stored on a data subject, which is also shown in the information according to Article 15 EU GDPR. In addition, SCHUFA takes the provision
   of Section 31 of the German Federal Data Protection Act (BDSG) into account in the
   scoring. Based on the entries concerning an individual, he or she is assigned to a statistical
   group of persons who had similar entries in the past. The applied procedure is described
   as a “logistic regression” and it is an established and historically tried and tested stati-
   stical and mathematical method of forecasting risk probabilities. The following types of
   data are used by SCHUFA to calculate the score, whereby not every type of data is included in
   each individual score calculation: General data (e.g. date of birth, gender or number of
   addresses used in business transactions), previous payment disruptions, credit activity in the
   previous year, credit usage, long credit history and address data (only where there
   is little personal information relevant to credit available). Certain information is neither
   stored nor taken into consideration in the calculation of the score values, e.g.: Infor-
   mation according to Article 9 EU GDPR.

   SCHUFA. In any event, a SCHUFA score alone is not reason enough to refuse to conclude
   a contract. Further information concerning the scoring of creditworthiness or on how to
   identify conspicuous circumstances is available under www.schufa-wissen.de

2.6 Data storage period
   SCHUFA stores personal data for a certain period only. The defining criterion for the
   setting of this time limit is “necessity”. SCHUFA has defined indicative time limits for the
   examination of the necessity to continue to store and to delete personal data. As a rule,
   the general period of storage of personal data is three years to the exact day of comple-
   tion of processing. Other rules for deletion apply to other types of data:
   Information regarding enquires after 12 months, to the exact day.
   Information regarding inquiries after 12 months, to the exact day.
   Information regarding inquiries after 12 months, to the exact day.
   Information regarding inquiries after 12 months, to the exact day.
   Information regarding inquiries after 12 months, to the exact day.
Overview of AXA Group service providers

according to the declaration of consent and release from the duty
to maintain confidentiality

Group companies involved in joint master data processing procedures:

- AXA ART Versicherung AG
- AXA Bank AG
- AXA Customer Care GmbH
- AXA Direktberatung GmbH
- AXA easy Versicherung AG
- AXA Konzern AG
- AXA Krankenversicherung AG
- AXA Lebensversicherung AG
- AXA MATRIX Risk Consultants Deutschland, ZN der AXA Matrix Risk Consultants S.A., Paris
- AXA Service & Direct Solutions GmbH

Service provider with data processing as their main assignment (listed individually):

<table>
<thead>
<tr>
<th>Commissioning company</th>
<th>Service provider</th>
<th>Subject/purpose of the commission</th>
<th>Health data</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Group Companies</td>
<td>AXA Konzern AG</td>
<td>Application, policy and claims processing, broker L&amp;S</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>AXA Group Solutions S.A.</td>
<td>Operation of group-wide IT applications</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>AXA Logistic &amp; Service GmbH</td>
<td>Postal services, application, policy and claim processing</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>AXA Technology Services Germany GmbH und GIE AXA Tech Belgium</td>
<td>Computer centre operator</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>AXA Customer Care Center GmbH</td>
<td>Customer call centre/Customer Care</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>AXA Krankenversicherung AG</td>
<td>Customer call centre</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>AXA Assistance Deutschland GmbH</td>
<td>Customer call centre</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>GIE AXA</td>
<td>Hosting, data selection</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>GDV Dienstleistungs GmbH</td>
<td>Data transfer with intermediaries and service providers</td>
<td>No</td>
</tr>
<tr>
<td>AXA ART Versicherung AG</td>
<td>ACS Information Technologies UK Limited</td>
<td>Computer centre operator</td>
<td>No</td>
</tr>
<tr>
<td>AXA Krankenversicherung AG</td>
<td>ViaMed GmbH</td>
<td>Claims examination</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>ROLAND Assistance GmbH</td>
<td>Disease management</td>
<td>Yes¹</td>
</tr>
<tr>
<td></td>
<td>MedicalContact AG</td>
<td>Disease management</td>
<td>Yes¹</td>
</tr>
<tr>
<td></td>
<td>Sanvartis GmbH</td>
<td>Disease management</td>
<td>Yes¹</td>
</tr>
<tr>
<td></td>
<td>IMB Consult GmbH</td>
<td>Medical appraisals</td>
<td>Yes¹</td>
</tr>
<tr>
<td></td>
<td>unternehmen online GmbH &amp; Co. KG</td>
<td>Operation of online applications (acceptance of offer/application)</td>
<td>Yes</td>
</tr>
<tr>
<td>AXA Lebensversicherung AG</td>
<td>AXA Bank AG</td>
<td>Portfolio management for fund policies</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>April Deutschland AG</td>
<td>Portfolio and claims processing</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Vorsorge Lebensversicherung AG</td>
<td>Application and claims processing (ERGO and Munich Re payment system)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>unternehmen online GmbH &amp; Co. KG</td>
<td>Operation of online applications (acceptance of offer/application)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>SP Consult AG</td>
<td>Applications and claims processing, portfolio administration</td>
<td>No</td>
</tr>
<tr>
<td>AXA Versicherung AG/</td>
<td>AXA Assistance Deutschland GmbH</td>
<td>Disease management, motor insurance for credit card holders, portfolio management, claims processing for rental vehicle insurance policies, tradesmen and service provider network, recording new claims</td>
<td>Yes¹</td>
</tr>
<tr>
<td>AXA easy Versicherung AG/</td>
<td>April Deutschland AG</td>
<td>Portfolio and claims processing</td>
<td>Yes</td>
</tr>
<tr>
<td>DBV Deutsche Beamtenversicherung AG</td>
<td>Versicherungsgenossenschaft medi-part GmbH</td>
<td>Claims processing</td>
<td>Yes¹</td>
</tr>
<tr>
<td></td>
<td>Actino GmbH</td>
<td>Requesting medical information</td>
<td>Yes¹</td>
</tr>
<tr>
<td></td>
<td>Inter Partner Assistance S.A.</td>
<td>Breakdown and roadside assistance services</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Öconsult Aseksuranzermittlung OHG</td>
<td>Examination of recourse</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Categories of service providers where data processing is not the main subject of the contract and/or the service is provided by many different service providers:

<table>
<thead>
<tr>
<th>Commissioning company</th>
<th>Service provider category</th>
<th>Subject/purpose of the commission</th>
<th>Health data</th>
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<tbody>
<tr>
<td>All Group Companies</td>
<td>Address investigator</td>
<td>Address verification</td>
<td>No</td>
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<tr>
<td></td>
<td>Appraisers/medical experts/advisors</td>
<td>Application/claims/recourse appraisal/advvisory services</td>
<td>In some cases¹</td>
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<tr>
<td></td>
<td>Assistance coordinators</td>
<td>Assistance services</td>
<td>In some cases¹</td>
</tr>
<tr>
<td></td>
<td>Market research companies</td>
<td>Market research, customer satisfaction analysis</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Marketing agencies/providers</td>
<td>Marketing campaigns</td>
<td>No</td>
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<td></td>
<td>Letter shops/print shops</td>
<td>Postal items/newsletters (e-mail)</td>
<td>Yes</td>
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<tr>
<td></td>
<td>File storage</td>
<td>Storage of files</td>
<td>Yes</td>
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<tr>
<td></td>
<td>IT service providers</td>
<td>Maintenance/operation/development of systems/applications/ online services</td>
<td>Yes</td>
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<td></td>
<td>Law firms</td>
<td>Debt collection</td>
<td>Yes</td>
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<tr>
<td></td>
<td>Collection agencies/credit agencies</td>
<td>Processing of receivables/proof of existence</td>
<td>No</td>
</tr>
<tr>
<td></td>
<td>Reinsurers</td>
<td>Monitoring</td>
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<tr>
<td></td>
<td>Disposal firms</td>
<td>Waste and rubbish disposal</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>Route planner</td>
<td>Claims processing/appointment coordinator</td>
<td>No</td>
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<td></td>
<td>Rehabilitation service providers</td>
<td>Rehabilitation management</td>
<td>Yes</td>
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<td></td>
<td>Service companies</td>
<td>Claims and portfolio processing in mass business (Engineering insurance)</td>
<td>No</td>
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<td></td>
<td>Agent/intermediary</td>
<td>Processing of applications, benefits and claims, advisory services</td>
<td>In some cases¹</td>
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<td></td>
<td>Customer service hotline</td>
<td>Temporary customer service hotline for special business, customer care services</td>
<td>Yes</td>
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<tr>
<td>AXA Krankenversicherung AG</td>
<td>Supplier of medical remedies and aids</td>
<td>Delivery of medical remedies and aids</td>
<td>Yes</td>
</tr>
</tbody>
</table>

¹ with separate consent