



Notice concerning the processing of personal data for the purposes of the Road Traffic Accident Claims Direct Settlement Agreement

Better with every move.

The company with the corporate name “**LEASEPLAN HELLAS Commercial Vehicle Rental and Fleet Management Services Single Member S.A.**”, trading as “**Ayvens Greece**”, with registered seat at Maroussi, Attica at 6-8 Agisilaou St. (hereinafter the “**Company**” or “**we**” or “**us**”), hereby provides you with this notice (hereinafter the “**Notice**”) concerning the processing of your personal data in the context of its participation in the Road Traffic Accident Claims Direct Settlement Scheme (hereinafter the “**Amicable Settlement Scheme**”) as a claims representative in Greece of the foreign insurance company Euro Insurances DAC (company code 1164).

This Notice is relevant to you if you are:ε:

- (a) an insured person and/or driver and/or passenger of the Company's leased vehicle and
- (b) an insured person and/or driver and/or passenger of a vehicle insured with a third party insurance company.

How Amicable Settlement works

The Amicable Settlement Scheme is a system for the direct settlement of claims arising from road traffic accidents among insurance companies participating in the relevant Agreement, with IT/data-processing and general technical support provided by the Clearing Office of the Hellenic Association of Insurance Companies (**HAIC**). Under this scheme, the insurance company of the driver who is not at fault (the “direct insurer”) undertakes to settle the claim and then the relevant amounts are offset between the insurance companies. To facilitate this, personal data is exchanged between the insurance companies involved and the Clearing Office.

What personal data do we process and where does that data come from?

As part of the Amicable Settlement Scheme, we process the following categories of personal data:

- **Identity and communication data:** name-surname, home address, phone number, email address, tax ID number, ID Card details, signature or other identification details.
- **Vehicle and accident data:** date, time and place of accident, vehicle registration number, type of vehicle, insurance contract details, description of accident conditions, accident sketch, photographs of vehicles, information about who was at fault, and any other information considered necessary to settle the loss.
- **Claim particulars:** the amount of compensation for material damage, cost of repair, expert reports.
- **Bodily harm data (special category):** information about bodily harm, recovery time, medical certificates, health insurance.

Sources of data:

(a) Insured persons and/or drivers and/or passengers of the Company's leased vehicles: Personal data is collected directly from them (via accident declarations / amicable declaration forms) or from the insurance company with which the vehicle is insured.

(b) Insured persons and/or drivers and/or fellow passengers of a vehicle insured with a third-party insurance company: Personal data is collected from third party sources, and in particular from your insurance company, in the context of us communicating with it to implement the Amicable Settlement scheme.

Purposes and legal basis for processing

We process your personal data for the following purposes:

Purpose of processing

Implementation of the Amicable Settlement Agreement and settlement of road accident claims, including communication between the insurance companies involved, checking whether the drivers held valid insurance, calculation of compensation and payment thereof

Legal basis

(a) For insured persons (if they are also drivers) of the Company: Processing is necessary for the performance of a contract to which you are a contracting party (Article 6(1)(b) GDPR)

For drivers of vehicles insured by the Company (where the insured person and the driver are not the same person): The Company's legitimate interest (Article 6(1)(f) GDPR) which consists in managing insurance claims in the context of the Amicable Settlement Agreement.

(b) For insured persons and/or drivers of vehicles insured with a third party insurance company: Legitimate interest (Article 6(1)(f) GDPR) which consists in managing insurance claims in the context of the Amicable Settlement Agreement.

Purpose of processing

Legal basis

Processing of personal injury data (special categories of data)

(a) In the case of insured persons (and drivers) of the Company, processing is done: since it is necessary for the performance of a contract to which you are a contracting party (Article 6(1)(b) GDPR) and based on your consent (Article 9(2)(a) GDPR) - which will be requested in a separate document.

For drivers of vehicles insured by the Company (where the insured person and the driver are not the same person): The Company's legitimate interest (Article 6(1)(f) GDPR) and based on your consent (Article 9(2)(a) of the GDPR) - which will be requested in a separate document.

(b) For insured persons and/or drivers of vehicles insured with a third party insurance company: Legitimate interest (Article 6(1)(f) GDPR) and based on your consent (Article 9(2)(a) GDPR) - which will be requested in a separate document.

Establishment, exercise or defence of legal claims or defence against third party claims

Legitimate interest (Article 6(1)(f) GDPR)

Recipients of personal data

As part of the Amicable Settlement scheme, your personal data, may, where appropriate, be disclosed to the following recipients:

- **Third party insurance companies** participating in the Amicable Settlement scheme, who act as independent controllers. The list of participating insurance companies is available on the HAIC website. (It is available [here](#)).
- **HAIC's Clearing Office**, which accepts compensation payment notices, informs the insurance companies about each claim file, sets off claims and keeps statistical data.
- **Experts and medical experts** in the context of assessing material damage and bodily harm.

- **Judicial, prosecuting and investigating authorities.**
- **Legal advisors and external advisors** of the Company so that it can establish, exercise or defend legal claims.
- **IT service providers** (data hosting, system support and maintenance, email service).

In the context of our cooperation with the above recipients, any transfer of your personal data outside the EU/EEA to achieve the above processing purposes, due to notification of data to them, will be based on an adequacy decision of the European Commission or will be subject to appropriate and suitable safeguards and conditions to ensure an adequate level of data protection, e.g. data transfer agreements based on standard contractual clauses approved by the European Commission. For more information about how the Company protects personal data when they are transferred outside the EU/EEA or to obtain a copy of the safeguards we apply to protect personal data when it is transferred outside the EU/EEA, please contact us using the contact details of the Company's Data Protection Officer: privacy-officer.gr@ayvens.com.

Data retention period

Your personal data will be retained for such time as is necessary to achieve the processing purposes referred to in this Notice, including the period required for full set-off between the insurance companies involved, and for the establishment, exercise or rebuttal of legal claims (e.g. until the statute-barring period elapses).

Your rights

Under the conditions laid down in the applicable legislation, you have the following rights relating to the protection of your personal data:

- **Right to rectification:** If you believe that your personal data is not accurate or needs to be updated, you have the right to request that inaccurate personal data be corrected and that incomplete data be supplemented.
- **Right to erasure:** Under certain conditions (e.g. when the data is no longer needed or has been unlawfully processed) you can ask the Company to delete it.
- **Right to restrict processing:** If you consider that your personal data is not accurate or processing is unlawful or the data is no longer needed by the Company or you have objections to processing, you are entitled to demand that processing be restricted.
- **Right to object:** You can object to the processing of your personal data by the Company on grounds relating to your particular circumstances, unless there are compelling and legitimate grounds for processing it which take precedence over your interests, rights and freedoms. You are also entitled to raise objections when a decision relating to you is based exclusively on automated processing, including profiling, and that decision generates legal effects or significantly affects you.
- **Right of portability:** You can request that your data be received in a structured, commonly used and machine-readable format and that it be sent to another controller.

You can learn more about your rights by visiting the Hellenic Data Protection Authority's website (www.dpa.gr).

How to make a complaint

You are entitled to seek recourse to the Hellenic Data Protection Authority on issues relating to the processing of your personal data by the Company. The Hellenic Data Protection Authority is based in Athens at 1-3 Kifissias Ave., GR-11523. More information about the Authority's competences and how to submit a complaint can be found on the website www.dpa.gr.

How to contact the Company

If you wish to exercise any of the above rights or want clarifications about the processing of your personal data, you can contact us at the following address: 6-8 Agisilaou St., Marousi, Attica GR-15123 or by email to the address: privacy-officer.gr@ayvens.com.