



UNIQA neživotno osiguranje a.d.o.  
 Milutina Milankovića 134 G, 11070 Belgrade  
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## Voluntary Health Insurance

# Claim Notification Form

### Policy number

<input type="text"/>	<input type="text"/>	<input type="text"/>
Claim number	Policy number	Document number

### Policyholder

(If the Policyholder is a natural person and the Insured is a minor, please state the full name of a parent of the Insured)

<input type="text"/>		<input type="text"/>
Last name, first name / Name of a legal entity		Phone number
<input type="text"/>	<input type="text"/>	
Postal code	Place, street name and number	

### Insured

<input type="text"/>		<input type="text"/>		
Last name, first name		National Identification Number		
<input type="text"/>	<input type="text"/>			
Postal code	Place, street name and number			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Occupation (at the time of loss event occurrence)*	E-mail*	Phone number (land-line or mobile)		
*Mandatory field				
<input type="text"/>				
What organization is he/she employed at, or what organization is he/she a member of?				
<input type="text"/>				
What tasks does he/she perform in this organization (precise description of a post)?				
<input type="text"/>				

## Data on the insured event

Occurrence date	<input type="text"/>	<input type="text"/>	<input type="text"/>
	day	month	year

Please state in what health institution you received treatment with regard to this insured event, the cause of the insured event occurrence and the diagnosis given.

Total costs:

### Required documents:

1. A claim notification form
2. A medical report including diagnosis
3. A prescription for medicines/aids
4. The original receipt for medical services
5. A copy of the Insured's ID card
6. A copy of RSD current account card held by the Insured - Insurance beneficiary

I hereby declare that I have answered all the questions truly and completely.

I hereby agree that the Insurer - UNIQA neživotno osiguranje a.d.o. - in the claim handling process, as may deem necessary, may be granted access to all the documents and obtain information from third parties with regard to the current and previous health conditions of the Insured (a medical record, specialist office reports, records - medical history in healthcare institutions and the like).

By signing this document, I confirm that I am familiar with and that I agree with the Personal Information Processing Information, which is attached to this document and form an integral part thereof.

In \_\_\_\_\_, on \_\_\_\_\_.

The compensation is to be paid into the account number \_\_\_\_\_, held with \_\_\_\_\_  
 (RSD current account number) (Name of bank)

\_\_\_\_\_  
 Full name of the Insurance Beneficiary Signature of the Insured - Insurance Beneficiary

Tick the appropriate box



## INFORMATION ON PERSONAL DATA PROCESSING

### INFORMATION ON THE CONTROLLER

**UNIQA neživotno osiguranje a.d.o. Belgrade, with its seat in Belgrade**, 134/G Milutin Milankovic Street, Company Number: 20289414, TIN:104990662 (hereinafter referred to as: the Insurer/Controller) is licensed to carry out non-life insurance business in the Republic of Serbia. In carrying out its registered business activity, the Insurer defines the purpose and manner of processing its clients' personal data in line with the Law on Personal Data Protection (hereinafter referred to as: the Law), as well as other relevant primary and secondary legislation governing the field of personal data processing, and as such it is the Controller of such data.

Controller's Contact Details:

Address: 134g Milutin Milankovic Str., 11070 Belgrade

Telephone: + (381) 11 20 24 100

E-mail: info@uniqa.rs

### PERSONAL DATA PROTECTION OFFICER

The Insurer has, following the Law, designated a personal data protection officer, whom you may contact in case of any questions concerning your personal data and exercising your rights set forth by the Law.

Personal Data Protection Officer's Contact Details:

Telephone: + (381) 11 2024100

E-mail: zastita.podataka.nezivotno@uniqa.rs

### THE PURPOSE OF AND LEGAL BASIS FOR PERSONAL DATA COLLECTING AND PROCESSING

The Insurer collects and processes personal data for the purpose of entering into insurance contracts and exercising rights and fulfilling obligations therefrom.

Personal data collecting and processing is necessary to enter into and fulfil the insurance contract entered into with the data subject or to undertake actions at a data subject's request prior to entering into the insurance contract.

Personal data collecting and processing is necessary for abiding by the legal obligations of the Insurer.

Entering into insurance contracts includes the processing of your data in order for the Insurer to take your proposal in consideration and assess whether the risk it is undertaking is acceptable for insurance and under what terms and conditions, to establish the insurance premium amount, the sum insured and all insurance elements, taking into account all the relevant circumstances.

To fulfil the insurance contract the processing of your data is required so as to exercise rights and fulfil obligations of the Contracting Parties arising out from such a contract, which includes:

- Assessing whether the insurance contract can be changed and under what conditions;
- Resolving claims, which includes claim assessment and claim settlement;
- Establishing whether the right to make a sum insured payout exists;

- Insurance contract administration;
- Exercising our rights from the insurance contract, which includes the collection of insurance premium and recourse receivables;

### Ensuring correctness and validity of your data.

Fulfilment of our obligations

We will process your data in order to meet our legal obligations, which include:

- Defining your needs and requests before entering into the insurance contract, and in case of insurance investment products this also includes the check whether products are proper given your specific circumstances;
- Risk diversification by means of re-insurance and co-insurance in order to protect our clients' interests and meet the obligations that we have undertaken;
- Complaints and extra-judicial dispute resolutions;
- Obligations provided by the Law on Anti-Money Laundering and Counter-Terrorism Financing;
- Obligations set forth by tax regulations, such as the Accounting Law;
- Meeting obligations set forth with a purpose of enforcing authorizations of supervisory bodies of the Republic of Serbia (the Ministry of Internal Affairs, state prosecution in charge, tax administration and sl.) and other activities from within the jurisdiction of the Regulator in the field of insurance (the National Bank of Serbia);
- The obligation to conduct the audit set out by the Law.

Processing of your data based on a legitimate interest of the Insurer is subject to specific regulations that provide for making objections on your part at any time to such processing and to profiling based on such processing. In that case, we shall not process your data based on the legitimate interest unless we demonstrate there are legitimate causes to process them overriding your interests, rights and freedoms. If there are any specific rules regarding your right to object, we shall specifically state them. Based on the legitimate interest, the Insurer shall process your data to:

- prevent and detect insurance frauds and frauds and embezzlements in general;
- in case of objections to data processing for such purposes we deem the legitimate causes of protecting interests of the Insurer, our clients and legal order to override your interests, rights and freedoms;
- make, exercise or defend legal requests irrespective of whether they are in court proceedings or administrative proceedings or any other extra-judicial proceedings;
- in case of any objections to data processing for such purposes, we deem legitimate causes of protecting interests of the Insurer and our clients to override your interests, rights and freedoms;
- for direct marketing purposes, which includes profiling and involves the promotion of products offered on the market by the Insurer directed towards a Contractual Party for the duration of contractual relationship;



- in this case, if you object to it, we shall not process your data anymore for such purposes;
- carry out a survey of your satisfaction with a service provided.

In this case, if you object to it, we shall not process your data anymore for client segmentation purposes, which includes profiling with an aim to provide clients with additional benefits which do not affect entering into or fulfilling of insurance contracts. In this case, if you object to it, we shall not process your data anymore and you shall not be able to use additional benefits anymore.

#### • A third party's legitimate interest

Your data may be processed in order to prevent insurance frauds as well as frauds and embezzlements in general based on legitimate interests of other insurance undertakings with which we share data for such purposes.

#### Your consent to processing (agreement)

Providing personal data based on your consent for processing for the purpose of sending notifications of informative and promotional activities with regard to work of the Insurer, as well as conducting a survey of your satisfaction with the Insurer's work does not pose a contractual liability and a condition precedent to enter into or fulfil contracts. If you refuse to provide certain data for those purposes, this shall not affect the process of entering into or fulfilling the contract. Your consent may be recalled at any time, where the recall of consent does not affect the lawfulness of processing which is based on your consent up to that moment.

Personal data processing based on legal grounds for taking actions at your request prior to entering into insurance contracts, fulfilling insurance contracts, fulfilling our legal obligations, the legitimate interest of preventing and detecting frauds (including third party's legitimate interests) poses a legal and contractual liability necessary for entering into or fulfilling contracts. If you refuse to provide certain data, the Insurer will not be able to meet its legal or contractual obligations which will result in the inability to enter into or fulfil obligations from the insurance contract.

Providing personal data based on direct marketing legitimate interests, carrying out a survey of your satisfaction, client segmentation and your consent to processing (agreement) for advertising (marketing) purposes does not pose a legal or contractual obligation and a condition required to enter into or fulfil contracts. If you refuse to provide certain data for those purposes, it shall not affect the ability to enter into or fulfil the contract.

#### CLASSES OF PERSONAL DATA THAT WE PROCESS AND THE MANNER OF COLLECTING THEM

The personal data that we collect depend on a processing purpose and type of insurance contract you are entering into or are intending to enter, or regarding a request to exercise insurance rights.

Those primarily include the data without which the insurance contract cannot be entered into or fulfilled, and they include:

- basic personal data (name and surname, residing address, contact details, national identification number, data on the date of birth, gender, identification document when set out so);

- personal data required for risk assessment (education and work experience, job title and job-related data, data on the absence from work, health data, financial data and data on a social status and lifestyle, data on received earnings and income, data on trips planned and travel expenses, family members related data);
- data on the insured subject-matter (identification numbers, properties, locations and sl.);
- data on the loss event (circumstances of a loss occurring as a result of an event occasioned by the insured peril);
- data necessary to undertake actions in line with our legal obligations (due diligence of a party, accounting, tax reporting, accounts held with corporate banks, and sl.).

We collect personal data by defined functionalities of our information system, in a manner described by Insurer's processes, and by using corporate documents (forms, requests and sl.).

Depending on a processing purpose and type of insurance contract, collecting may be carried out through:

- your statement,
- by gaining insight into your identification documents or your documentation and documents or documentation of the given insurance;
- by taking copies of your identification documents or your documentation, and documents or documentation of the insured subject-matter when so prescribed by the Law or our internal regulations.

We primarily collect personal data directly from you by submitting a proposal for entering into the insurance contract, based on the very entering into the insurance contract, through forms, by telephone or e-mail communication.

For purposes set out by the Law, we can obtain your data from authorized persons, such as: insurance agents, insurance brokers, state authorities, other insurance undertakings or associations, assessors, lawyers or financial institutions.

#### TO WHOM WILL YOUR PERSONAL DATA BE DISCLOSED

Your data shall be processed solely for the purposes stated hereunder, based on the Law. So as to achieve such purposes, your data, depending on the need, will be disclosed to the following categories of recipients:

- State authorities in charge
- Affiliated parties within UNIQA Group
- State insurance institutes
- Insurance brokers
- Insurance agents
- Insurance and reinsurance undertakings
- Debt collection companies and financial institutions
- Healthcare institutions and doctors
- Authorized experts (lawyers, detectives, medical expert witnesses, assessors, marketing and other experts)
- Providers of information services, printing services and delivery
- Sanction list check and politically exposed persons list check service providers
- Claim processing and assistance service providers (if agreed)

All the recipients shall process your data in line with our instructions and based on the concluded Agreement on personal data



processing following, in the process, adequate technical and organizational measures to ensure the protection of your rights. Exclusions are government authorities which in line with the law process personal data for specific purposes following personal data protection rules governing such processing purpose.

#### **WHERE WILL YOUR PERSONAL DATA BE PROCESSED**

We process your data in the Republic of Serbia. In case of any potential transfer of personal data outside the state borders, such transfer shall only be carried out if permitted by the Law, or if such country has a proper level of data protection or if proper safeguards are in place in line with the Law (e.g. binding business rules, standard contractual clauses).

#### **FOR HOW LONG WILL WE KEEP YOUR PERSONAL DATA**

The Insurer shall ensure that the data be stored in a form which enables your identification within the time limits defined by the processing purpose, legal regulations setting out data retention periods, applicable rules defining statute of limitations periods on debt, and internal acts setting out data retention periods for the purpose of protecting the rights and interests of stakeholders from the insurance contract or the rights and interests of the Insurer, making sure that proper technical and organizational safeguards of your rights and freedoms are applied.

#### **WHAT ARE YOUR RIGHTS WITH REGARD TO PERSONAL DATA**

In defined cases with regard to your data you may exercise the following rights:

- the right to be informed about whether the Insurer processes your data, the right of access if they are processed and to be informed about processing;
- the right to erasure (if applicable);
- the right to data rectification and completion;
- the right to restrict processing if, for example, you dispute the accuracy of the data or legal basis for processing until the data are rectified or until the legal basis for processing is established;
- the right to object in case of the processing we carry out based on our legitimate interests and third party's legitimate interests or for public interest purposes;
- the right to data portability (if applicable);
- the right to be excluded from the decision that is solely based on automated processing, including profiling, that produces legal consequences which apply to you or which significantly affect you in a similar way (if applicable).

Your rights may be exercised by sending a written request at e-mail: [zastitapodataka@uniqa.rs](mailto:zastitapodataka@uniqa.rs) or at the address: 134g Milutin Milankovic Street 11070 New Belgrade or by submitting requests at any branch office of the Insurer.

#### **AUTOMATED DATA PROCESSING AND PROFILING**

Your personal data will be subject to profiling in the following events, based the consent that you provided to the Insurer:

- Direct marketing,
- Promotional campaigns,
- Client segmentation.

Automated processing and profiling, producing legal effects for the purpose of entering into insurance contracts will be applied in case of:

- Establishing whether insurance investment products are fit and proper;

In accordance with your investment goals, risk appetite and risk tolerance, financial situation, including knowledge and experience in the field concerned by investing, we will assess what insurance investment product is fit and proper for you, in order to establish whether you belong to the target market. In this case, we ensure the right of human intervention, the right to express one's own opinion and the right to dispute a decision.

- Making a premium calculation taking into account past losses If you suffered a loss in the past insurance period and the respective insurance terms and conditions and applicable tariff define how it affects a premium amount, the premium will be increased or reduced by the adequate percentage amount.

- Making a premium calculation taking into account the location of the insured subject-matter

By entering the location of the property insured in the application, we assess the amount of certain risks of loss event occurrence and that way we set the insurance premium.

- By online purchasing.

The data entered via online purchase portal and your choices will be automatically processed and will affect the final insurance contract that you are concluding. The said can apply to the insured subject-matter (e.g. the space of real estate in property insurance) or your choice of the insurance package (e.g. a choice of package which includes several coverages).

#### **DATA SECURITY**

The Insurer, in line with applicable local laws, internationally recognized standards and internal acts, properly protects personal data against destruction, loss, tampering or unauthorized access. The Insurer shall undertake all necessary technical, employee and organizational measures of data protection, according to established standards and procedures required to safeguard the data against loss, destruction, unauthorized access, tampering, disclosing and any other form of unlawful processing.

#### **THE RIGHT TO OBJECT TO THE CONTROLLER AND THE SUPERVISORY BODY**

At any time you may object to your data processing to the supervisory body, that is to the Commissioner for personal data protection in Serbia if you believe that we, while carrying out processing, breached the Law.

#### **UPDATING INFORMATION**

The Controller regularly challenges the information about personal data processing and checks whether it depicts the manner in which the Insurer processes personal data. The latest version can invariably be found on the Insurer's website: [www.uniqa.rs](http://www.uniqa.rs).