

# Data protection regulations for the use of the mobile hallesche4u app

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# Data protection

Data security and data protection take priority at hallesche4u. For this reason we now inform you in detail about the processing of your personal data. Your data remain your property. Our systems undergo regular security audits and are constantly improved.

With hallesche4u we provide you with a mobile app for Android and iOS, which you can download and install on your mobile device. In these data protection regulations you will learn which of your personal data are processed by us during the use of the hallesche4u app, and which rights you are granted concerning these data.

## 1. Definitions

The law requires that personal data be processed lawfully, in good faith and in a manner that is transparent to the data subject ("lawfulness, fairness, transparency"). To ensure this, we would like to inform you of the legal definitions that are used in this Privacy Statement:

### 1.1 Personal data

"Personal data" means any information relating to an identified or identifiable natural person (hereinafter the "data subject"). A natural person is considered to be identifiable if he or she can be identified directly or indirectly, in particular by association with an identifier such as a name, an identification number, location data, an online identifier, or one or more special features which express the physical, physiological, genetic, mental, economic, cultural or social identity of the natural person.

### 1.2 Processing

"Processing" means any operation or set of operations which is performed on personal data, whether or not by automated means, such as collection, recording, organization, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

### 1.3 Restriction of processing

"Restriction of processing" means the marking of stored personal data with the aim of limiting its processing in the future.

### 1.4 Profiling

"Profiling" means any form of automated processing of personal data consisting of the use of personal data to evaluate certain personal aspects relating to a natural person, in particular to analyze or predict aspects concerning that natural person's performance at work, economic situation, health, personal preferences, interests, reliability, behavior, location or movements.

### 1.5 Pseudonymization

"Pseudonymization" means the processing of personal data in such a manner that the personal data can no longer be attributed to a specific data subject without the use of additional information, provided that such additional information is kept separately and is subject to technical and organizational measures to ensure that the personal data is not attributed to an identified or identifiable natural person

### **1.6. Filing system**

“Filing system” means any structured set of personal data which is accessible according to specific criteria, whether centralized, decentralized or dispersed on a functional or geographical basis.

### **1.7. Controller**

“Controller” means the natural or legal person, public authority, agency or other body which, alone or jointly with others, determines the purposes and means of the processing of personal data. Where the purposes and means of such processing are determined by European Union or Member State law, the controller or the specific criteria for its nomination may be provided for by European Union or Member State law.

### **1.8. Processor**

“Processor” means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller.

### **1.9. Recipient**

“Recipient” means a natural or legal person, public authority, agency or another body, to which the personal data is disclosed, whether a third party or not. However, public authorities which may receive potentially personal data in the framework of a particular inquiry in accordance with European Union or Member State law shall not be regarded as recipients. The processing of that data by those public authorities shall be in compliance with the applicable data protection rules according to the purposes of the processing.

### **1.10. Third party**

A “third party” means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorized to process personal data

### **1.11. Consent**

The “consent” of the data subject means any freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

## **2. Who is responsible for the hallesche4u app?**

Responsible for data protection issues:

Hallesche Krankenversicherung a.G. Reinsburgstr. 10  
70178 Stuttgart Germany

Phone: +49 - 711 - 6603 - 0 Fax: +49 -711 - 6603 - 333  
E-mail: [service@hallesche.de](mailto:service@hallesche.de)

## **3. To whom can questions concerning data protection be addressed?**

With questions concerning data protection, please contact our data security officer.

You can reach him by post at the listed address of the party responsible, with the addition “data security officer”, or via e-mail at [datenschutz@hallesche.de](mailto:datenschutz@hallesche.de).

## 4. General information on data processing

The data provided by you are hosted on servers of IBM Germany GmbH (including disaster recovery and backup IT centers). The IT center used for this purpose is located in Germany. The contractor is entitled to engage one or several subcontractors.

There is no legal obligation to provide us with personal data. However, we are unable to offer you most of the functions of the hallesche4u app without processing personal data.

We also refrain from automated decision-making according to Art. 22 GDPR, in particular from profiling.

## 5. What kind of data are processed for what purposes, and on what legal basis?

In this section we inform you about what data we collect from you and process, about the purpose, and about the legal basis we rely on.

### 5.1 Data collection by the app stores

During the download of the mobile app, the required information is transferred to the respective app store, in particular the user name, the e-mail- address and the customer number of your account, as well as the time of download, the payment information and the individual device ID number. We have no influence on this data collection and are not responsible for it. We only process the data to the extent necessary for the download of the mobile app to your mobile device.

### 5.2 Log files

During usage of the mobile app we collect data in so-called log files, which are technically necessary for us in order to offer you the functions of our mobile app and to safeguard the stability and security of the app.

The collected data, for example PartnerID, SessionID, timestamp or function used, do not disclose any information about your person. These data are not merged with other data sources.

We would like to inform you that the server log files may contain the IP address with which you surf. It will be stored for a maximum of 14 days and is then automatically deleted. The legal basis for the processing of the IP address is article 6, paragraph 1, sentence 1, letter f of the GDPR. We have a legitimate interest in guaranteeing the functionality, stability and security of our app by means of storing log files.

### 5.3 Cookies

for the above-mentioned data are stored on your mobile device when you use our mobile app. Cookies are small text files that are stored in the device memory of your mobile device and can be attributed to the mobile app used by you. Cookies can provide us with certain information. Cookies can neither execute programs nor transfer viruses to your mobile device. They serve to make mobile apps more user-friendly and effective.

The cookies we use do not contain any data that might be allocated to your person.

You can configure the settings of your mobile operating system according to your preferences and, for example, refuse to accept third-party cookies or all cookies. However, please note that in this case you may not be able to use all functions of our mobile app.

## **5.4 Insurance data Alte Leipziger– Hallesche**

The hallesche4u app functions as customer portal for persons who are insured with us. One of the options you have is to use the hallesche4u app for managing the insurance policies you hold with us. When you enter your contact data and contract number in the hallesche4u app, information about your contract, or contracts, will automatically be displayed in the app. In particular, the following information is processed: Your contact data, insurance number(s), type of insurance(s), premium amount, payment interval of the insurance(s), duration of the insurance(s), and insurance premiums.

The Alte Leipziger – Hallesche Group is entitled under article 6, paragraph 1, sentence 1, letter b) of the GDPR to process these data for the purpose of executing the insurance contract concluded with you.

## **5.5 Additional data you make available to us**

After the installation of our app, we ask you for your explicit consent that we may process and, in particular, store all information you send us via the app. It is your free decision whether you make these data available to us. On the basis of your consent, we are then entitled to process your personal data under article 6, paragraph 1, sentence 1, letter a) of the GDPR. Of course, your data will be processed strictly for the intended purpose. In the following, we will let you know which of the data you provide to us will be used for which purposes.

### **5.5.1 Registration data**

During registration for the hallesche4u service we ask you for your name, your date of birth, your e-mail address, your telephone number and your contract number. We require these data in order to allocate you to the existing insurance contracts and to provide you with the hallesche4u customer account.

### **5.5.2 Identification**

For security reasons and more precise identification, a cross-check of your data is required during registration. You may choose whether you wish to receive the activation data for the use of the hallesche4u app by post to the address stored in our system, or directly online. If you decide for the latter option, we ask you to identify yourself to us by means of a so-called video identification procedure.

For this purpose, we use the service “NECT IDENT” of Nect GmbH, Spaldingstraße 218, 20097 Hamburg (“NECT”). Before the identification process, NECT will ask for your consent to the collection and forwarding of your personal data. This usually includes a videographic or photographic recording of you, especially your face, as well as the data on your ID card. The legal basis for the processing of these data is therefore your consent under article 6, paragraph 1, sentence 1, letter a) GDPR. The rights concerned can be asserted with NECT.

NECT merely receives a pseudonymous ID number from us, which enables us to assign the data transmitted to us from NECT to your person.

### **5.5.3 Biometric data (TouchID/FaceID)**

You have the option to unlock the hallesche4u app with your fingerprint via the respective sensor of your mobile device (TouchID) or with face recognition via the camera of the device (FaceID), in order to protect your hallesche4u account from unauthorized access. The biometric data thus collected, as well as features derived from them, are not transferred to hallesche4u. The app only uses the service provided by your device for verification. Via the operating system of your mobile device we only receive the information whether the scanned data match with the data registered in the operating system, and, in the case of success, we carry out an automatic log-in with the deposited log-in data. You can deactivate this function at any time in the app settings.

#### **5.5.4 Invoices**

Furthermore, the hallesche4u app offers you the option to conveniently send us refundable invoices with your smartphone. The invoices you have submitted via the app will be stored by us in encrypted form in order to ensure their special protection. The invoices will be used by us for the purpose of verification and reimbursement only and will not be passed on to third parties. The legal basis for this is article 6, paragraph 1, letter 1 and letter b of the GDPR.

#### **5.5.5 Other requests**

When you contact us via contact form, e-mail or telephone, your inquiry, including all personal data resulting from it, will be stored and processed by us for the purpose of handling your request. We will not pass on these data without your consent. These data are processed on the basis of article 6, paragraph 1, sentence 1, letter b) GDPR, provided that your inquiry is related to the fulfillment of a contract concluded with us, or is necessary for the execution of pre-contractual measures. Otherwise, processing is based on article 6, paragraph 1, sentence 1, letter f) GDPR, since we have a legitimate interest in the effective processing of inquiries addressed to us. Furthermore, we are also entitled to the processing of the above-mentioned data under article 6, paragraph 1, sentence 1, letter c) GDPR, since we are legally obliged to enable swift electronic contact and direct communication with us.

Of course, your data will be used strictly for the purpose of processing and responding to your inquiry only and will be deleted again after final processing, unless we are subject to legal storage obligations.

### **6. How long will my personal data be stored?**

We will store personal data that are required for the execution of contracts concluded with you as long as the contractual relationship lasts. Beyond that, we only store this data if there are legal storage obligations.

We will delete other data, which you provide to us voluntarily, when you delete your hallesche4u user account or revoke your consent to processing.

### **7. Will personal data be passed on to third parties?**

On principle, we will not pass on your data to third parties outside the Alte Leipziger– Hallesche Group without your explicit consent.

However, just like any modern company we cooperate with contract processors, in order to be able to offer you an uninterrupted, top-quality service. In the following we will inform you about when, and how, we pass on data that concern you to our external partner service providers.

When we cooperate with external service providers, orders are regularly processed on the basis of article 28 GDPR. For this purpose, we conclude respective agreements with our partners in order to ensure the protection of your data. We only use carefully selected order processors for the processing of your data. They are bound by our instructions and are regularly controlled by us. We only commission external service providers who have made sure that all data processing procedures are carried out in accordance with the data protection regulations.

We cooperate with the following service providers:

#### **7.1 SDA**

SDA SE Open Industry Solutions, Reeperbahn 1, 20359 Hamburg, (“SDA”) supports us with the technical support and improvement of the hallesche4u app.

We have a legitimate interest in the technical support of our app service by professional service providers, in order to be able to offer you a functioning and fail-safe app. We are therefore authorized according to article 6, paragraph 1, sentence, 1 letter f) GDPR to pass on personal data to our partner SDA.

## **8. What rights exist regarding to personal data?**

In this section we inform you about your rights in relation to your personal data.

### **8.1 Revocation of consent**

Insofar as the processing of personal data is based on a granted consent, you have the right to revoke this consent at any time. The revocation of consent does not affect the lawfulness of the processing that has been taken place due to the consent until the revocation. For exercising your right of revocation, you can contact us at any time.

### **8.2 Right to confirmation**

You have the right to request confirmation from a responsible party as to whether we process personal data that concern you. You can request the confirmation at any time via the contact details given above.

### **8.3 Right to information**

Insofar as personal data are processed, you may request information about this data and the following information at any time:

- the purposes of processing;
- the categories of personal data that are processed;
- the recipients, or categories of recipients, to whom the personal data have been disclosed, or will be disclosed, in particular in the case of recipients in third countries or international organizations.;
- if possible, the intended duration for which the personal data will be stored, or, if this is not possible, the criteria for the determination of this duration;
- the existence of a right to correction or deletion of the personal data concerning you, or a right to limiting the processing by the responsible party, or a right to appeal against this processing;
- the existence of a right to appeal to a supervisory authority;
- if the personal data are not collected from the person to whom they relate, all available information on the origin of the data;
- the existence of an automated decision-making, including profiling, according to article 22, paragraphs 1 and 4 GDPR, and – at least in these cases – relevant information on the logic involved and the scope and intended impact of such processing on the person concerned.

If personal data are transferred to a third country or an international organization, you have the right to be informed about the appropriate guarantees according to article 46 GDPR in connection with the transfer. We will provide a copy of the personal data that are subject of the processing. For all further copies that you may personally request, we are entitled to charge an appropriate fee based on the administrative costs. If you make the request electronically, the information must be provided in a standard electronic format, unless stated otherwise. The right to receive a copy according to paragraph 3 must not impair the rights and freedoms of other persons.

### **8.4 Right to correction**

You have the right to request that we correct any incorrect personal data concerning you without any delay. Taking into account the purposes of processing, you have the right to request the completion of incomplete personal data – also by means of a supplementary declaration.

## 8.5 Right to deletion (“Right to be forgotten”)

You have the right to demand from the responsible party that personal data concerning you will be immediately deleted, and we are obliged to delete personal data immediately if one of the following reasons applies:

- The personal data are no longer necessary for the purposes for which they were collected or otherwise processed.
- The person concerned withdraws the consent on which the processing was based according to article 6, paragraph 1, sentence 1, letter a) or article 9, paragraph 2, letter a) of the GDPR, and there exists no other legal basis for the processing.
- The affected person objects the processing according to article 21, paragraph 1 GDPR and there exist no overriding legitimate reasons for the processing, or the affected person objects the processing according to article 21, paragraph 2 GDPR.
- The personal data have been processed unlawfully.
- The deletion of the personal data is necessary to comply with a legal obligation according to Union law or the law of the member states to which the responsible party is subject.
- The personal data have been collected in relation to services of the information society according to article 8, paragraph 1 GDPR

If the responsible party has made the personal data public and if he is obliged to delete them according to paragraph 1, reasonable measures, including technical measures, shall be taken under consideration of the available technology and the costs of implementation to inform those in charge of processing the personal data that a person concerned has requested that all links to these personal data, or copies or replications of these data, shall be deleted.

The right to deletion (“right to be forgotten”) does not apply insofar as the processing is necessary

- for exercising the right to freedom of expression and information;
- for fulfilling a legal obligation that demands the processing according to Union law or the law of the member states to which the responsible party is subject, or for performing a task that is in the public interest or exercises official authority vested in the responsible party;
- for reason of public interest in the area of public health according to article 9, paragraph 2, letters h) and i), as well as article 9, paragraph 3 GDPR;
- for purposes of archiving in the public interest, for scientific or historical research, or for statistical purposes according to article 89, paragraph 1 GDPR, insofar as the right specified in paragraph 1 is likely to make impossible, or might seriously impede, the attainment of the purposes of this processing, or
- to assert, exercise, or defend legal claims.

## 8.6 Right to limitation of the processing

You have the right to request from us the limitation of the processing of your personal data if one of the following conditions applies:

- the accuracy of the personal data is disputed by the person concerned, for a period of time that enables the responsible party to assess the accuracy of the personal data;
- the processing is unlawful and the person concerned refuses the deletion of the data and instead requests that the use of the personal data shall be limited;
- the responsible party no longer needs the personal data for the purposes of the processing, but the person concerned needs them for asserting, exercising or defending their rights, or
- the person concerned has objected to the processing according to article 21, paragraph 1 GDPR, as long as it is not yet certain whether the legitimate reasons of the responsible party overrule those of the person concerned.

If processing has been restricted according to the above-mentioned conditions, these personal data – apart from being stored – shall only be processed with the consent of the person concerned, or for



asserting, exercising or defending legal claims, or for protecting the rights of another natural or juridical person, or on the grounds of an important public interest of the Union or a member state. In order to exercise the right to limit the processing, the person concerned may contact us at any time via the contact details given above.

### **8.7 Right to data portability**

You have the right to receive your personal data that you have provided to us in a structured, regular and machine-readable format. Furthermore, you have the right to transfer these data to another responsible party, without any hindrance from the responsible party to whom the personal data have been made available, provided that:

- the processing is based on a consent according to article 6, paragraph 1, sentence 1, letter a) or article 9, paragraph 2, letter a), or on a contract according to article 6, paragraph 1, sentence 1, letter b) GDPR, and
- the processing is carried out by means of automated procedures.

When exercising the right to data portability according to paragraph 1, you have the right to require that the personal data are directly transferred from one responsible party to another responsible party, insofar as this is technically feasible. Exercising the right to data portability does not affect the right to deletion ("right to be forgotten"). This right does not apply to processing that is required for a task that is carried out in the public interest or in the exercise of public authority vested in the responsible party.

### **8.8 Right of objection**

You have the right to object at any time, on grounds arising from your particular situation, against the processing of personal data concerning you that is carried out according to article 6, paragraph 1, letter e) or f) GDPR; this also applies to profiling that is based on these provisions. The responsible party shall no longer process the personal data, unless he can give proof of compelling reasons for the processing which are worthy of protection and outweigh the interests, rights and freedoms of the person concerned, or unless the processing serves to assert, exercise or defend legal claims.

When personal data are processed for the purpose of direct advertising, you have the right to object at any time against the processing of your personal data for the purpose of such advertising, including profiling, to the extent it is linked to such direct advertising. If you object to processing for the purposes of direct advertising, the personal data shall no longer be processed for these purposes.

In context with the use of services of the information society, and notwithstanding Directive 2002/58/EG, you may exercise your right of objection by means of automated procedures where technical specifications are used.

You have the right to object, on grounds arising from your particular situation, against the processing of personal data concerning you, which are processed or scientific or historical research or for statistical purposes according to article 89, paragraph 1, except when such processing is necessary for carrying out a task in the public interest. You may exercise your right of objection at any time by contacting the respective responsible party.

We point out that in the event of objection you will no longer be able to use our app.

### **8.9 Automated decisions in individual cases, including profiling**

You have the right not to be made subject to a decision that is solely based on automated processing – including profiling –, which has a legal effect on you or significantly impairs you in a similar way. This shall not apply if the decision:

- is necessary for the conclusion or fulfillment of a contract between the person concerned and the responsible party,

- is permitted by law of the Union or the member states to which the responsible party is subject, and if these legal provisions contain appropriate measures for safeguarding the rights and freedoms as well as the legitimate interests of the person concerned, or
- is made with the express consent of the person concerned.
- The responsible party will take appropriate measures to safeguard the rights and freedoms as well as the legitimate interests of the person concerned, which includes at least the right to obtain the intervention of a person from the responsible party, to express their point of view, and to appeal against the decision.
- The person concerned may exercise this right at any time by contacting the respective responsible party.

#### **8.10 Right to appeal to a supervisory authority**

Without prejudice to any other administrative or judicial remedy, you also have the right to appeal to a supervisory authority, in particular in the member state in which you reside, or work, or in the place where the alleged infringement has occurred, if the person concerned deems that the processing of personal data relating to them is in breach of this regulation.

#### **8.11 Right to an effective judicial remedy**

Without prejudice to any available administrative legal remedy or extrajudicial remedy, including the right to appeal to a supervisory authority according to article 77 GDPR, you have the right to an effective judicial remedy if you deem your rights under this regulation to have been infringed as a result of a processing of your personal data in breach of this regulation.

### **9. Children and young people**

Our offer is principally aimed at adults. Children and young people under the age of 16 must not transmit any personal data to us without the consent of their legal guardians.

### **10. Amendments**

Due to the rapid development of the internet and data protection law, we expressly reserve the right to amend these data protection regulations.