

Long-form Privacy Notice

Privacy Notice

We care about your personal data

AWP Services Singapore Pte. Ltd. (“we, “us” “our”), a part of Allianz Partners SAS, is a Singapore authorised insurance company providing insurance products and services. Protecting your privacy is a top priority for us. This privacy notice explains how and what type of personal data will be collected, why it is collected and to whom it is shared or disclosed. Please read this notice carefully.

1. Who is the data controller?

A data controller is the individual or legal person who controls and is responsible to keep and use personal data in paper or electronic files. **AWP Services Singapore Pte. Ltd.** is the data controller as defined by relevant data protection laws and regulation.

2. What personal data will be collected?

We will collect and process various types of personal data about you as follows:

- Surname, first name
- Address
- Date of birth
- Gender
- Identification document number
- Telephone numbers
- Email address
- Credit/debit card and bank account details
- Lifestyle and other information

We will also collect where relevant and process “sensitive personal data” about you such as, for example data resulting from medical reports or from death certificates, your claims history, any criminal convictions, your genetic or biometric data etc.

3. How will we obtain and use your personal data?

We will collect and use your personal data that you provide to us and that we receive above you (as explained below) for a number of purposes and with your express consent unless applicable laws and regulations do not require us to obtain your express consent, as shown below:

Purpose	Your express consent?
<ul style="list-style-type: none">• Insurance contract administration (e.g., quotation, underwriting, claims handling)	<ul style="list-style-type: none">• Yes, where needed. However, where we need to process your personal data in order to underwrite your insurance and/or process your claim we will not obtain your express consent.
<ul style="list-style-type: none">• To administer debt recoveries	<ul style="list-style-type: none">• No

Purpose	Your express consent?
<ul style="list-style-type: none"> To inform you, or permit Allianz Group companies and selected third parties to inform you, about products and services we feel may interest you in accordance with your marketing preferences. You can change these at any time by contracting us as specified in section 9 below. 	<ul style="list-style-type: none"> Yes
<ul style="list-style-type: none"> For automated decision making (including profiling) for credit scoring purposes, to personalize your experience (by presenting products, services, marketing messages, offers, and content tailored to you), and to make other decisions about you using computerized technology such as assessing which products might be most suitable for you 	<ul style="list-style-type: none"> Yes, where needed. However, where we need to process your personal data in order to underwrite your insurance and/or process your claim we will not obtain your express consent.
<ul style="list-style-type: none"> Fraud prevention and detection 	<ul style="list-style-type: none"> No
<ul style="list-style-type: none"> Meet any legal obligations (e.g., tax, accounting and administrative obligations) 	<ul style="list-style-type: none"> No
<ul style="list-style-type: none"> To redistribute risk by means of reinsurance and co-insurance 	<ul style="list-style-type: none"> No

As mentioned above, for the purposes indicated above, we will process personal data we receive about you from public databases, third parties such as brokers and business partners, other insurers, credit reference and fraud prevention agencies, advertising networks, analytics providers, search information providers, loss adjustors, surveyors, intermediaries, premium finance companies, delegated authorities, lawyers.

For those purposes indicated above where we have indicated that we do not require your express consent or where we otherwise require your personal data to underwrite your insurance and/or process your claim, we will process your personal data based on our legitimate interests and/or to comply with our legal obligations.

We will need your personal data if you would like to purchase our products and services. If you do not wish to provide this to us, we may not be able to provide the products and services you request, that you may be interested in, or to tailor our offerings to your particular requirements.

4. Who will have access to your personal data?

We will ensure that your personal data is processed in a manner that is compatible with the purposes indicated above.

For the stated purposes, your personal data may be disclosed to the following parties who operate as third party data controllers:

- Public authorities, other Allianz Group companies, other insurers, co-insurers, re-insurers, insurance intermediaries/brokers, and banks

For the stated purposes, we may also share your personal data with the following parties who operate as data processors under our instruction:

- Other Allianz Group companies, technical consultants, experts, lawyers, loss adjustors, repairers, medical doctors; and service companies to discharge operations (claims, IT, postal, document management); and
- Advertisers and advertising networks to send you marketing communications, as permitted under local law and in accordance with your communication preferences. We do not share your personal

data with non-affiliated third parties for their own marketing use without your permission.

Finally, we may share your personal data in the following instances:

- In the event of any contemplated or actual reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in any insolvency or similar proceedings; and
- To meet any legal obligation, including to the relevant ombudsman if you make a complaint about the product or service we have provided to you.

5. Where will my personal data be processed?

Your personal data may be processed both inside and outside of the European Economic Area (EEA) by the parties specified in section 4 above, subject always to contractual restrictions regarding confidentiality and security in line with applicable data protection laws and regulations. We will not disclose your personal data to parties who are not authorized to process them.

Whenever we transfer your personal data for processing outside of the EEA by another Allianz Group company, we will do so on the basis of Allianz' approved binding corporate rules known as the Allianz Privacy Standard (Allianz' BCR) which establish adequate protection for personal data and are legally binding on all Allianz Group companies. Allianz' BCR and the list of Allianz Group companies that comply with them can be accessed here <http://www.allianz.com/en>. Where Allianz' BCR do not apply, we will instead take steps to ensure that the transfer of your personal data outside of the EEA receives an adequate level of protection as it does in the EEA. You can find out what safeguards we rely upon for such transfers (for example, Standard Contractual Clauses) by contacting us as detailed in section 9 below.

Your personal data may be stored on a data centre located on premises or on a cloud solution.

6. What are your rights in respect of your personal data?

Where permitted by applicable law or regulation, you have the right to:

- Access your personal data held about you and to learn the origin of the data, the purposes and ends of the processing, the details of the data controller(s), the data processor(s) and the parties to whom the data may be disclosed;
- Withdraw your consent at any time where your personal data is processed with your consent;
- Update or correct your personal data so that it is always accurate;
- Delete your personal data from our records if it is no longer needed for the purposes indicated above;
- Restrict the processing of your personal data in certain circumstances, for example where you have contested the accuracy of your personal data, for the period enabling us to verify its accuracy;
- Obtain your personal data in an electronic format for you or for your new insurer; and
- File a complaint with us and/or the relevant data protection authority.

You may exercise these rights by contacting us as detailed in section 9 below providing your name, email address, account identification, and purpose of your request. You may also make an access request by completing the Data Access Request Form available via <https://www.allianz-assistance.com.sg/privacypolicy/>.

7. How can you object to the processing of your personal data?

Where permitted by applicable law or regulation, you have the right to object to us processing your personal data, or tell us to stop processing it (including for purposes of direct marketing). Once you have informed us of this request, we shall no longer process your personal data unless permitted by applicable laws and regulations.

You may exercise this right in the same manner as for your other rights indicated in section 6 above.

8. How long do we keep your personal data?

We will retain your personal data for seven years from the date the insurance relationship ends unless a longer retention period is required or as permitted by law.

- Policy information – 7 years from expiry, completion, or cancellation
- Claims information – 7 years from settlement of claim
- Complaint information – 7 years from receipt of complaint

We will not retain your personal data for longer than necessary and we will hold it only for the purposes for which it was obtained.

9. How can you contact us?

If you have any queries about how we use your personal data, you can contact us by telephone, email or post as follows:

AWP SERVICES SINGAPORE PTE. LTD.

Data Protection Officer

79 Robinson Road, #09-01, Singapore 068897

+65 6395 4716

Email: DataProtectionSG@Allianz.com

10. How often do we update this privacy notice?

We regularly review this privacy notice. We will ensure the most recent version is available on our website <https://www.allianz-assistance.com.sg/privacy-policy/> and we will tell you directly when there's an important change that may impact you. This privacy notice was last updated on **28 July 2025**.