

## Information on the Processing of Personal Data

### Data Controller Details

Company Name: (SIB) Synthesis Insurance Brokers

Address: 9 Alkamenous Street, Athens, Attica, Postal Code 10439

GEMI No.: 145705203000

Tax Identification Number (TIN): 101447204

Telephone/Email: (+30) 213 023 9772, [contact@synthesisbrokers.gr](mailto:contact@synthesisbrokers.gr)

In this notice, references to the “**Company**”, “**we**”, or “**us**” refer to the company under the name “**(SIB) SYNTHESIS INSURANCE BROKERS**”, including its affiliated companies and subsidiaries. References to “**you**” or “**your**” refer to our clients and specifically to the natural person whose personal data are subject to processing.

This notice is provided in compliance with the General Data Protection Regulation (EU) 2016/679 (“**GDPR**”) and explains which personal data we may collect from you in the context of the insurance mediation services we provide, the purposes for which we use them, your rights, and the procedures we apply for their processing.

Our objective is to provide services of the highest quality standards, prioritizing the protection of your privacy, the security of your personal data, and compliance with applicable European and national data protection legislation.

### Personal Data We Collect and Process

We collect and process personal data relating to you that are included in your application for insurance mediation services, accompanying documents and supporting evidence, your insurance policy, as well as any other documents you may provide during our cooperation.

Personal data are provided voluntarily either directly by you or through other natural or legal persons acting on your behalf and upon your authorization (e.g., relatives, employers, or other designated persons).

Depending on the case, type of insurance, and nature of your request, personal data may include:

- **Identification Data:** Name, surname, date of birth, ID/passport number, social security number (AMKA), tax identification number (TIN/VAT), profession, etc.
- **Contact Data:** Telephone number, email address, postal address
- **Payment Data:** Bank account numbers and beneficiaries, TIN/VAT
- **Health Data (special categories/sensitive data):** Medical history, medical reports, and related documents
- **Financial Data:** Income, assets, etc.

## **Purpose and Legal Basis of Processing**

The Company processes your personal data for one or more of the following purposes

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### **A. Service of your request for the provision of insurance mediation services at the pre-contractual stage:**

We will process personal data concerning you during the stage of submission of the insurance application, as well as during the completion and the processing of questionnaires for the determination of your insurance needs. For this purpose, the legal basis of the processing of your personal data is the conduct of preparatory actions for the conclusion of your insurance contract with the insurance company at your request.

### **B. Provision of insurance mediation services (contractual stage):**

For the management of the insurance contract throughout its duration of validity or even after its termination, including the management of a claim for insurance compensation in case of occurrence of the insured risk. The legal basis of the processing is the execution of your insurance contract for which we mediate on behalf of the respective insurance company.

In the case of life and health insurance, for the fulfillment of the above processing purposes (A and B), and insofar as it concerns personal data related to your health, your explicit consent in the relevant form is required according to Article 9 of the GDPR. In case you do not wish to provide your consent, the Company will not be able to process your request. Your consent is freely revocable at any time. Also, in case you wish to withdraw your consent in the future, the Company will not be in a position to service requests related to your insurance contract.

### **C. Provision of advisory services of insurance mediation:**

We will process personal data concerning you for the service of requests for the provision of advisory services in relation to the type of insurance that you have selected or wish to select. The processing is necessary within the framework of the execution of your insurance contract.

### **D. Compliance with the legal and tax obligations of the Company:**

We will process personal data during the course of our cooperation and after its termination in order to ensure that the Company complies with the requirements of the applicable insurance and tax legislation, as well as the legislation relating to the prevention and suppression of money laundering from criminal activities and the financing of terrorism. The processing is necessary for the compliance of the Company with obligations arising from the applicable legislation.

### **E. Management of a request or complaint:**

We will need to process your personal data in order to examine and respond to any

requests or complaints. This processing is necessary for the compliance of the Company with obligations provided for in the applicable legal and regulatory framework.

#### **F. Marketing actions:**

Our Company, provided that you have given your explicit consent in the pre-contractual information form, will use your contact details in order to inform you about marketing actions and any new services and products. The processing is based on your consent, which is freely revocable at any time. In case you wish to withdraw your consent in the future, you will not be able to be informed about products, services and actions of the Company.

#### **Recipients**

The collection and processing of personal data is carried out by the competent authorized employees and partners of the Company and exclusively and only for the fulfillment of the aforementioned processing purposes. Furthermore, recipients of your personal data and of the data of any members dependent on you may be:

- a) legally operating insurance companies in Greece and/or within the EU and, possibly, insurance intermediaries cooperating with the Company,
- b) public services and authorities, such as for example the Bank of Greece, which supervises our operation, judicial authorities, etc., following the submission of a relevant lawful request and provided that this is absolutely necessary for the defense of lawful rights or the fulfillment of obligations of the Company,
- c) external advisors (legal advisors, accountants), companies providing postal services (courier) and providers of development and maintenance services of information technology applications, under the condition, in any case, of maintaining confidentiality.

In any case, the data that will be transmitted will be the minimum necessary and the conditions for their lawful processing will be met.

#### **Transfers of personal data to third countries outside the EEA**

As a rule, we do not transfer your data to countries outside the European Economic Area (EEA). If it is necessary within the framework of the provision of our services to transfer personal data concerning you to third parties established outside the EEA (including the United Kingdom), then such transfer will be carried out exclusively and only provided that there is a decision of the European Commission on an adequate level of protection of personal data in the specific country (adequacy decision) or provided that there are the appropriate safeguards provided by law (e.g. binding corporate rules, standard data protection clauses, etc.).

#### **Data Security**

The security of your personal data constitutes for us an absolute commitment. In order to achieve this, we implement all modern and appropriate for the purposes of the processing technical and organizational measures, the effectiveness of which we check at regular time intervals in order:

To protect your personal data from unauthorized access and inappropriate use.  
To ensure the integrity of the information systems.

### **Data Subjects' Rights**

Below your rights are described in detail, as they arise based on the GDPR:

- **Right of access:** You have the right to request information regarding your personal data that are held by organizations and to know how they are used.
- **Right to rectification:** You have the right to request the correction of inaccurate or incomplete data.
- **Right to erasure (right to be forgotten):** You have the right to request the deletion of your personal data under specific conditions.
- **Right to restriction of processing:** You have the right to request restriction of the processing of your data, if you contest their accuracy.
- **Right to data portability:** You have the right to request the transfer of your data to another service, provided that it is technically feasible.
- **Right to object:** You have the right to object to the processing of your data for reasons relating to your personal situation.

It is clarified that in case of exercise of the right to erasure (forgetting), restriction of processing and objection to processing, it may become impossible to provide the insurance mediation services that we provide to you.

Your request for the exercise of any of the above rights must be submitted in writing and bear your signature. Within 30 days, the request will be satisfied or you will receive information regarding the lawful justification for which its satisfaction is not possible.

Within this framework, you may contact the Data Protection Officer of our Company, by sending a relevant email to the address: [contact@synthesibrokers.gr](mailto:contact@synthesibrokers.gr) or by calling us by telephone at (+30) 213 023 9772. Additionally, you may send a relevant written letter to the postal address of the Company.

In any case, if you are not satisfied with the way we process your personal data, with our response to the exercise of your rights or if you consider that we violate our obligations regarding the protection of your data, you have the right to submit a relevant complaint to the Hellenic Data Protection Authority, using the following contact details:

Website: [www.dpa.gr](http://www.dpa.gr)

Postal address: Kifisias Avenue 1-3, Postal Code 115 23, Athens

Telephone center: (+30) 210 647 5600

Email: [contact@dpa.gr](mailto:contact@dpa.gr)