

Data protection information of the Karl Köllner GmbH Versicherungsmakler and Karl Köllner GmbH Marine Insurance Brokers (hereinafter referred to as "Karl Köllner", "we", "us")

Name and address of the controller

Karl Köllner GmbH Versicherungsmakler/
Karl Köllner GmbH Marine Insurance Brokers
Valentinskamp 70
D-20355 Hamburg

Phone +49 (0) 40 - 374954-0
info@karl-koellner.de

Karl Köllner is a subsidiary of Aon Versicherungsmakler Deutschland GmbH, Caffamacherreihe 16, 20355 ("Aon").

Address of the data protection officer

Group Data Protection Officer Aon/Karl Köllner
Museumstraße 1
A-6020 Innsbruck

Phone: +43 (0) 664 814 28 65
e-mail: datenschutz@aon.de

Data subjects can contact our data protection officer directly at any time with any questions or suggestions regarding data protection.

Purpose of the processing of personal data and the legal basis for data processing by Karl Köllner

Karl Köllner can **inform** you about **products and services** and keep you up to date about innovations and developments. Karl Köllner bases the legal basis for processing your data on your consent or Karl Köllner's legitimate interest. The legitimate interest of Karl Köllner is to inform (potential) customers about new products and developments on the insurance market or to invite (potential) customers to events in order to maintain or build a bond and to present and maintain Karl Köllner as a brand.

Karl Köllner processes its **customers'** data for the purpose of providing **classic insurance broker services** such as the provision of offers from insurance companies, the conclusion of insurance solutions, risk analyses, support in the settlement of claims and claims arising from the insurance contract. Karl Köllner bases the lawfulness of this data processing on the **order** placed by you, **pre-contractual measures or the fulfilment of the contract concluded with you**. If we process special categories of personal data (so-called sensitive data), such as health data, Karl Köllner will obtain your consent for this data processing in advance. Without the provision of your data, Karl Köllner cannot offer you any services and this data is therefore necessary for the conclusion of a contract with Karl Köllner or for the processing of claims and the examination of claims.

Please note that once you have given your consent, you can withdraw it at any time with effect for the future. The legality of the data processing based on the consent remains unaffected until revocation. You are welcome to use the contact details of Karl Köllner or the contact details of the data protection officer to revoke your consent (see contact details at the beginning of the data protection information).

You can also object to the use of your data for marketing purposes at any time. You are welcome to use the "opt-out option" in any newsletter sent to you by e-mail or use the contact details of Karl Köllner or the contact details of Karl Köllner's data protection officer (see contact details at the beginning of the data protection information).

If you are listed as an **insured person under an insurance contract or as a third party claimant and beneficiary in claims/claims**, we may inform you as follows:

The purposes of data processing are to provide you with insurance cover and/or to process your claims arising from an insurance contract. Your data is processed on the basis of the legitimate interest of Karl Köllner and the policyholder as the owner of the insurance contract (Art 1 (1f) GDPR) and on the basis of legal obligations, e.g. in the case of liability claims (Art 1 (1c) GDPR) or on the basis of your consent (Art 6 (1a) GDPR), whereby you can revoke your consent at any time with effect for the future. Karl Köllner's legitimate interest is to provide its customers with the services agreed in accordance with the brokerage contract or power of attorney, which includes the settlement of claims arising from insurance contracts, including claims against insured persons and third party claimants or beneficiaries under insurance contracts.

As a rule, we receive your data directly from you, from the policyholder, from experts and insurance companies commissioned to examine your claims.

Z. For example, the following categories of your personal data may be processed if necessary: Name data, address data, contact data, dates of birth, pension data, salary data, health data, data on other insurances, information on claims arising from insurance contracts, occupation or professional authorisations, information on leisure activities, proposals, bank data, etc.

Recipients or categories of recipients of personal data

- Insurers, co-brokers, etc., insofar as this is necessary to provide, administer and manage the services you have requested.
- Transmission of data to the owner of the respective insurance contract, provided that you are listed as an insured person for this insurance contract or as a third party claimant and beneficiary in cases of damage and claims.
- Legal advisors, experts, loss adjusters and loss investigators if this is necessary for the ~~negotiation~~ exercise or defence of legal claims, insurance claims or other claims of a similar nature.
- Processors, whereby we outsource our processing operations to suppliers and ~~contracts~~ ~~contracts~~, such as IT service providers for the provision and maintenance of the broker management programme or for the provision of printing and IT solutions, service providers for the provision of newsletters, who process personal data on our behalf. These processing operations remain under our control and are carried out in accordance with our security standards and on instructions.
- Successor to the company, if applicable, if Karl Köllner is sold in whole or in part to another organisation, acquired by it or merged with it.
- Karl Köllner is part of Aon Versicherungsmakler Deutschland GmbH, Caffamacherreihe 16, 20355 ("Aon" for short). Data may be passed on within the Aon Group.

Transfer of data to third countries

We **generally** process personal data of natural persons in the **European Union or the EEA**.

In certain cases, data may be exchanged or transferred within the Aon Group worldwide and also to third countries outside the EU/EEA. This is the case, for example, if you commission us with the provision, review or other servicing of international insurance solutions. In this case, the provision of insurance solutions for companies takes centre stage and therefore no data of natural persons outside the EU/EEA is processed. Data is generally transferred to countries that have an adequacy decision from the European Commission. For data transfers to countries without an adequacy decision, Karl Köllner takes the necessary data protection guarantees, such as the conclusion of the European Commission's standard contractual clauses between data exporters and data importers, the preparation of data transfer impact assessments and additional technical and organisational measures.

On your behalf, we transmit data to your subsidiaries worldwide and international insurance companies. We will be happy to provide you with additional information or send you a copy of Karl Köllner's data protection guarantees. If you have any questions, you can use the contact details of Karl Köllner as the controller or the contact details of the data protection officer.

Duration of data retention and deletion

Karl Köllner will only process your data for as long as is necessary to fulfil the purpose for which it was collected or as required by statutory retention periods. Your data will not be stored or processed for any longer than this. Your data is subject to a regular deletion routine.

Collection of general data and information on the homepage of Karl Köllner

When you visit Karl Köllner's website, a number of server log files are saved each time you visit. These can be recorded:

- (1) the browser types and versions used
- (2) the operating system used by the accessing system
- (3) the website from which an accessing system reaches our website (so-called referrer)
- (4) the sub-websites via which an accessing system accesses our website
- (5) the date and time of access to the website
- (6) an Internet Protocol address (IP address)
- (7) the Internet service provider of the accessing system
- (8) other similar data and information used for security purposes in the event of attacks on our information technology systems.

When using this general data and information, we do not draw any conclusions about the data subject. Rather, this information is required in order to

- (1) to deliver the content of our website correctly,
- (2) to optimise the content of our website and, where applicable, the advertising for it,
- (3) to ensure the long-term functionality of our information technology systems and the technology of our website,
- (4) and to provide law enforcement authorities with the information necessary for prosecution in the event of a cyberattack.

This anonymously collected data and information is therefore analysed by us statistically and with the aim of increasing data protection and data security in our company in order to ultimately ensure an optimal level of protection for the personal data processed by us. The anonymous data of the server log files are stored separately from all personal data provided by a data subject.

SSL encryption

This site uses SSL encryption for security reasons and to protect the transmission of confidential content, such as the enquiries you send to us as the site operator. You can recognise an encrypted connection by the fact that the address line of the browser changes from "http://" to "https://" and by the lock symbol in your browser line.

If SSL encryption is activated, the data you transmit to us cannot be read by third parties.

Your rights under the applicable data protection regulations

To assert your rights, please use the contact details of the controller or the data protection officer listed on the first page.

You have the following rights:

- Right to information: You can request that Karl Köllner provides you with information as to whether Karl Köllner processes your data and, if so, which data is processed.
- Right to rectification: You can demand that Karl Köllner corrects and/or completes your data.
- Right to erasure: You can request Karl Köllner to erase your data. Karl Köllner stores your data in accordance with legal requirements and the company's internal erasure concept.
- Right to restriction of processing: You can request Karl Köllner to restrict the processing of your data at any time.
- Right to data portability: You have the right to have Karl Köllner provide you with your data in a structured, commonly used, machine-readable format.
- Right to object: If Karl Köllner bases the processing of your data on its own legitimate interest, you can object to this data processing at any time.
- Revocation of consent: You can revoke your consent at any time with effect for the future. To do so, please use the contact details of Karl Köllner or the contact details of the data protection officer, which are listed at the beginning of the data protection information. In addition, you can use the so-called opt-out function in every information e-mail from Karl Köllner to stop receiving any further information from Karl Köllner in this regard.
- Right to lodge a complaint with the supervisory authority: You have the right to lodge a complaint with a data protection authority. In particular, you can contact the data protection authority responsible for your place of residence or your federal state.

Right to lodge a complaint with the competent supervisory authority

If you are of the opinion that your rights are being or have been violated by us when handling your personal data, you can contact the responsible state supervisory authority for data protection.

The address of the state data protection officer responsible for us or the responsible supervisory authority is:

The Hamburg Commissioner for Data Protection and Freedom of Information
Klosterwall 6
D-20095 Hamburg

Phone: 040/428 54-40 40
Fax: 040/428 54-40 00

E-Mail: mailbox@datenschutz.hamburg.de
Homepage: <https://www.datenschutz-hamburg.de>