

Data protection information according to Art. 13 and 14 GDPR

1. Name and contact details of the data controller and of the external data protection officer

simplesurance GmbH, Am Karlsbad 16, 10785 Berlin, Tel.: 0800 724 88 95
(free of charge | Mon. - Fri. 9:00 a.m. - 7:00 p.m.)

The data protection officer of simplesurance GmbH can be contacted at the address above, to the attention of the data protection officer, or via email at dataprotection@simplesurance.de.

2. Data processing by simplesurance GmbH

2.1 Purposes of data processing and legitimate interests pursued by simplesurance GmbH or a third party

Personal data is processed by us insofar necessary for the provision of the services offered, in particular to offer you an insurance product or to provide information, but also for reporting and processing claims, for billing and identification purposes and to contact you if necessary. For any queries, we will use your telephone number and/ or e-mail address as provided by you during the conclusion of the contract. In order to fulfil the contract, we transfer your personal data to insurers. When you take out the insurance using the order section integrated into the respective website of simplesurance GmbH's distribution partner, or when you complete your purchase using the distribution partner app, we will receive the personal data necessary for the conclusion of the insurance contract (such as name, address, date of birth, postal or e-mail address, telephone number, details of the device to be insured, purchase price, etc.). The data transfer is HTTPS-encrypted and is thus protected against unauthorised access by third parties. Your personal data is returned to our distribution partners to the extent necessary for billing and payment of the commission.

We can also process the data you provide in order to inform you about other interesting products from our portfolio, or to send you e-mails with technical information (Art. 6 para. 1 lit. f GDPR). You can object to this processing at any time via e-mail to dataprotection@simplesurance.de without incurring in any costs, other than the transmission costs according to the basic tariffs. If you object to this processing, the processing of the contact data for advertising purposes will be blocked. We would like to point out that in exceptional cases, even after receipt of your objection, advertising emails may still be sent temporarily. This may occur due to the time technically necessary and does not mean that your objection was ignored by us. Thank you for your understanding. You will also find a notice for objection in every advertising e-mail.

After the conclusion of the insurance contract or following the settlement of a reported claim, we may ask you to rate our services. Submission of the review is voluntary and you can object to the processing of your data for this purpose at any time via e-mail to dataprotection@simplesurance.de without incurring any costs, other than the transmission costs according to the basic tariffs. You can find detailed information regarding the rating process and the service providers used in our privacy policy: www.simplesurance.co.uk/privacy

2.2 Legal bases for data processing

simplesurance GmbH processes personal data in accordance with the General Data Protection Regulation (also through third party service providers). Processing takes place on the basis of consent and pursuant to Art. 6 Para. 1 lit. b and lit. f GDPR, insofar the processing is necessary for the fulfilment of obligations of a contract to which the data subject is a party, for the conduction of the necessary pre-contractual activities or if the processing is necessary to safeguard the legitimate interests of the data controller or a third party and the legitimate interests are not overridden by the interests or fundamental rights and freedoms of the data subject who require the personal data protection. We forward your data to our distribution partners to the extent required, provided that they were involved in the purchase process. The legal basis for this is Art. 6 Para. 1 lit. f GDPR, legitimate interest of a third party, interest of our distribution partners in billing and receiving payment of their commission.

For the processing of the IP address, Article 6 Paragraph 1 lit. f GDPR applies. In this case, our legitimate interest is the security of our systems.

We use your address data and advertising selection criteria on the basis of Art. 6 Paragraph 1 lit. f GDPR, in order to send you information and offers from us and form our affiliated company simplesurance Broker GmbH. If you do not wish this, you can always object to the processing of your data for advertising purposes by e-mail to dataprotection@simplesurance.de.

Our customer satisfaction surveys are based on Art. 6 para. 1 lit. f GDPR. In this case, our legitimate interest is direct advertising, increasing customer satisfaction and improving our services.

2.3 Categories of personal data processed

Personal data, e.g. surname, first name, maiden name, date of birth, place of birth, address, insurance data (in some cases also special personal data categories), processing data, payment data, contract data, usage data, communication data, consent data.

2.4 Categories of recipients of personal data

All information that you provide us while taking out the insurance is stored in a server located in a country of the European Union ("EU") and transferred to the responsible departments within the company to fulfil the contract and to process your enquiries and requests. In order to fulfil the contract, we transfer your data to insurers. We transfer your data to our distribution partners to the extent required, provided they were involved in the purchase process. To provide our services, we use third party service providers. Such third party service providers are data processors and we concluded with them a data processing agreement in accordance with Art. 28 GDPR. You can find more information in our general privacy policy: www.simplesurance.co.uk/privacy

2.5 Data transfer outside the EU (Art. 13 para. 1 lit. f GDPR).

We transfer your data to service providers based in third countries (provided that the European Commission has issued a corresponding adequacy decision on these or standard contractual clauses have been concluded). Such service providers established in third countries are data processors with whom we have entered into a data processing agreement in accordance with Art. 28 GDPR.

2.6 Duration of data storage

Due to commercial and tax law requirements, we are obliged to retain your address, payment and order data for a period of ten years. In particularly justified cases, we also retain the data for longer periods, for example if the data retention is required for legal reasons (e.g. to enforce rights).



The duration of data storage for advertising purposes does not follow any rigid principles and is based on the assumption whether storage is necessary for advertising purposes. We also follow the principle of deleting data for advertising purposes after 2 years following the contract termination or after 2 years following the end of the advertising activities. Objections to processing for advertising purposes will not be deleted.

3. Data subjects rights

In addition to the right to revoke the consent you provided, you also have the following rights if the respective legal requirements are met: the right to data access according to Art.15 GDPR, the right to rectification according to Art. 16 GDPR, the right to erasure according to Art. 17 GDPR, the right to restriction of processing according to Art. 18 GDPR, the right to data portability according to Art. 20 GDPR and the right to lodge a complaint to a supervisory authority. We would also like to point out that you can object to the future processing of your personal data pursuant to Art. 21 GDPR at any time. The objection can, in particular, be made against processing for direct advertising purposes. You can enforce your rights as follows: by post to Simpleurance GmbH Datenschutz, Am Karlsbad 16, 10785 Berlin; by email to: dataprotection@simpleurance.de; by phone at Tel.: 0800 724 88 95 (free of charge | Mon. - Fri. 9:00 a.m. - 6:00 p.m.).

You can also contact the supervisory authority responsible for simpleurance GmbH, the Berlin Authority for Data Protection and Freedom of Information.

Status: July 2023