

List of service providers

At this point, we would like to inform you about the recipients and categories of recipients who may process data of our policyholders on behalf of ELEMENT Insurance AG within the scope of the execution of insurance contracts in Ireland by means of the following continuously updated list.

Depending on the product selected, this may also include health data or personal data protected under other laws (e.g. the content of the insurance contract). The list represents an overall view of all service providers, the use of service providers may vary per product. Further information can be found in the insurance documents provided.

For questions or suggestions, please feel free to contact us at datenschutz@element.in.

01 Service providers used in all products

The following service providers are used in all insurance products of ELEMENT Insurance AG to fulfill the contract.

Service provider	Main object of the assignment	Processing of health data	Transfer to third countries ¹
Amazon Web Services EMEA SARL.	Cloud hosting services and data storage	Partially ²	No ³
Telekom Deutschland GmbH Microsoft Ireland Operations Ltd.	Software applications for office operations	Partially ²	No ³
Salesforce.com Germany GmbH	Customer management program used in claims processing	Partially ²	No ³

02 Service providers used in products distributed by our partner Warranty Expert DE, GmbH in Ireland

The following service providers are used in the insurance products of ELEMENT Insurance AG to fulfill contracts in Ireland.

Service provider	Main object of the assignment	Processing of health data	Transfer to third countries ¹
Warranty Expert DE GmbH,	Service provider in the fields of contract processing, collection, dunning and claims handling		No No

03 Other categories of service providers

The following service providers are used as required. However, the automated processing of personal data is not the main subject of the order or the service providers are only commissioned on a one-off or short-term basis.

Service provider	Main object of the assignment	Transmission of health data
Lettershops /printershops	Carrying out mailing	Partly ²
Doctors	Support in claims and benefits processing	Partly ²
Lawyers	Legal advice, assistance with claims and benefits processing	Partly ²
Loss assessors/experts	Determination of the amount and cause of damage	Partly ²
Reinsurer	Evaluation of insurance inquiries	Partly ²
Payment service provider	Payment processing	No
Tax advisor/ auditor	Accounting, participation in annual financial statements	No
Detective agencies	Fraud prevention in individual cases	Partly ²
Collection agencies	Debt collection	No
Address investigator	Address verification	No

¹ Third countries are countries that are not members of the European Union or the European Economic Area.

² Health data is processed in the context of contractual relationships and claims processing only if this is necessary for the fulfillment of the contract.

³ We use some service providers who have relationships with service providers in third countries due to their integration into a group structure. However, your data is stored and processed exclusively in Europe, and we also ensure the security of your data by using further technical and organizational means as well as contractual agreements with the service providers.