

What personal data do we collect?

Type of information	Examples
<ul style="list-style-type: none"> Contact information 	Name, address, email and telephone number.
<ul style="list-style-type: none"> General information 	Family status, date and place of birth, and physical characteristics (appropriate to the circumstances).
<ul style="list-style-type: none"> Education and employment information 	Educational background, employer details and employment history, skills and experience, professional licenses, memberships and affiliations.
<ul style="list-style-type: none"> Insurance and claim information 	Policy and claim numbers, relationship to policyholder, insured, claimant or other relevant individual, date and cause of property damage, loss or theft, injury, disability, activity records (for example, driving records), travel information and other information relevant to insurance policy issuance, and claim assessment and settlement.
<ul style="list-style-type: none"> Government and other official identification numbers 	Social security number, passport number, tax identification number, driver's license number.
<ul style="list-style-type: none"> Financial information and account details 	Bank account number, or other financial account number and account details, credit history, credit reference information and credit score, assets, income, and other financial information, account log-in information for If Digital Services.
<ul style="list-style-type: none"> Medical condition and health status 	Current or previous physical, mental or medical condition, health status, pregnancy, injury or disability information, medical diagnosis, medical procedures performed and treatment given, personal habits (for example, smoking or consumption of alcohol), prescription information, and medical history.
<ul style="list-style-type: none"> Other sensitive information 	Information about being a member of a trade union, when your insurance solution (content, price) is depending on your membership. Information about legal procedures, frauds or crimes related to you, for example, as part of liability claims or as part of physical injuries handled due to a crime. Political opinions, we might, on a case-to-case basis and depending on local regulations processes data related to your political view to fight money laundering, terrorist financing and financial crimes.
<ul style="list-style-type: none"> Telephone & video recordings 	Recordings of telephone and video held with our representatives, including recordings of in- and outgoing telephone calls to our representatives and call centers (all calls are not being recorded). Video surveillance recording in our premises.
<ul style="list-style-type: none"> Vehicle telematics 	Vehicle information collected by us from your car such as routing, navigation, speeding, driving habits, vehicle usage data including distance covered, vehicle's technical information (related to wear & tear and maintenance).
<ul style="list-style-type: none"> Photographs 	Images (including photographs and pictures) created in connection with our insurance or other business activities, including for claims assessment, administration and settlement, claim disputes, or for other relevant purposes as permitted by law.
<ul style="list-style-type: none"> Interactions with us and customer contacts 	E-mails, chats, online meetings, contact history, letters, information gathered during your visits on our webpage and on If Digital Services.

<ul style="list-style-type: none"> Information to detect, investigate or prevent crime, including fraud and money laundering 	<p>Insurers commonly collect, hold and share information about their previous dealings with policyholders and claimants with the intention of the detection, investigation and prevention of insurance fraud (unclear insurance claims), money laundering and other criminal activities.</p>
<ul style="list-style-type: none"> Information enabling us to provide products and services 	<p>Location and identification of property insured, travel plans, age categories of individuals to be insured, details of the risks to be insured, prior accident or loss history, and cause of loss, status as company officer or director, or partner, or other ownership or management interest in an organisation, history of disputes, civil or criminal proceedings or formal investigations involving you, and information about other insurance held.</p> <p>For example</p> <ul style="list-style-type: none"> Vehicle insurance, registration number, vehicle type and qualities, driving history, photographs. Property insurance, location, property qualities and constructions, age of the property, equipment and machinery, forest information, security and surveillance, occupants, photographs. Liability insurance, details of the dispute, claim or proceedings involving you. Travel insurance, hotel bookings, plane tickets, information about trips and other events. Accident and loss history in If, prior loss history (insurers commonly share information about their previous dealings with policyholders and claimants). Loss information from other insurers, information from shared loss registers. Information about activities or animals, sport activities, extreme sports or competitive sports, dogs, horses or other animals.
<ul style="list-style-type: none"> Marketing preferences, marketing activities and customer feedback 	<p>Marketing preferences and information relating to customer satisfaction surveys. To improve our marketing communications, we may collect information about interaction with, and responses to, our marketing communications.</p>
<ul style="list-style-type: none"> Online activity information & Social Media 	<p>We will receive personal information about you when you use If Digital Services; this may include your IP address and other online identifiers (to the extent that they are personal information), and other personal information that you provide to us online. We may also receive Information posted on social media and made public (i.a. customer feedback from Facebook or publicly information on LinkedIn about your profession).</p>
<ul style="list-style-type: none"> Information from If's Whistleblowing channels 	<p>Information received in whistleblowing reports and collected for investigating reports.</p>
<ul style="list-style-type: none"> Supplemental information from other sources 	<p>We and our service providers may supplement the personal information we collect with information obtained from other sources (for example, publicly available information from online social media services and other information resources, third party commercial information sources, and information from our group companies and business partners).</p>