## What personal information are used for what purpose?

| ТҮРЕ   | A.<br>Communi<br>cate | B.<br>Assessme<br>nts and<br>decisions | C. Insurance , claims and assistanc e services, and other products and services | D.<br>Payment<br>&<br>Premium | E.<br>Improve<br>quality &<br>staff,<br>training | F.<br>Prevent,<br>detect<br>and<br>investigat<br>e crime. | G.<br>Research<br>and data<br>analysis | H. Marketin g & Personali sed experienc e | I. Business operation s and IT infrastruc ture | J. Manage complain ts, feedback & queries | K. Comply with applicabl e laws and regulator y obligatio ns | L.<br>Establish<br>and<br>defend<br>legal<br>rights | M.<br>Reinsuran<br>ce |
|--|-----------------------|--|---|-------------------------------|--|---|--|---|--|---|--|---|-----------------------|
| Contact information                                  | <b>/</b>              | <u></u>                                | <u></u>   | <b>/</b>                      | <u></u>  | <b>/</b>  | <b>\</b>                               | <u></u>                                   | <u></u>  | <b>\</b>                                  | <u></u>  | <u></u>   | <b>/</b>              |
| General information                                  | <u></u>               | <u></u>                                | <u></u>   | <u> </u>                      | <u></u>  | <u> </u>  | <u> </u>                               | <u> </u>                                  | <u></u>  | <u> </u>                                  | <u> </u>   | <u> </u>  | <u> </u>              |
| Education and employment information                 |                       | <u> </u>                               | <u></u>   | <u> </u>                      | <u> </u>   | <u> </u>  | <u> </u>                               | <u> </u>                                  | <u> </u>                                       | <u> </u>                                  | <u> </u>   | <u> </u>  | <u> </u>              |
| Insurance and claim information                      |                       | <b>/</b>                               |   | <b>/</b>                      | <b>/</b>   | <b>/</b>  | <b>/</b>                               | <u></u>                                   | <b>/</b>                                       | <b>/</b>                                  | <u></u>  | <b>\</b>  | <u></u>               |
| Government and other official identification numbers |                       |  | <u> </u>  |                               |  |   |  |   |  |   |  | <u> </u>  | <u> </u>              |
| Financial information and account details            |                       | <u> </u>                               | <u> </u>  | <u> </u>                      | <u> </u>   | <u> </u>  | <u> </u>                               | <u> </u>                                  | <u> </u>                                       | <u> </u>                                  | <u> </u>   | <u> </u>  |                       |
| Medical condition and health status                  |                       | <u></u>                                | <u> </u>  | <u> </u>                      |  | <u> </u>  | <u> </u>                               |   | <u> </u>                                       | <u> </u>                                  | <u> </u>   | <u> </u>  | <u> </u>              |
| Other sensitive information                          |                       | <b>/</b>                               | <b>/</b>  | <u> </u>                      |  | <u> </u>  | <b>\</b>                               |   | <b>/</b>                                       | <b>/</b>                                  | <b>/</b>   | <u> </u>  | <u> </u>              |
| Telephone & video recordings                         | <b>/</b>              | <b>/</b>                               | <b>/</b>  |                               | <b>/</b>   | <b>\</b>  | <b>\</b>                               |   | <b>/</b>                                       | <b>/</b>                                  | <b>/</b>   | <b>\</b>  | <u> </u>              |
| Video surveillance                                   |                       |  |   |                               |  | <u></u>   |  |   |  |   |  |   |                       |
| Vehicle Telematics                                   | <u> </u>              | <u></u>                                | <u></u>   | <u> </u>                      | <u></u>  | <u> </u>  | <u> </u>                               | <u></u>                                   | <u></u>  | <u> </u>                                  | <u></u>  | <u> </u>  | <u></u>               |
| Photographs  |                       | <u> </u>                               | <u></u>   |                               | <u> </u>   | <u> </u>  | <u> </u>                               |   | <u> </u>                                       | <u> </u>                                  | <u></u>  | <u> </u>  | <u> </u>              |

| Interactions with us and customer contacts                                    | <u> </u> | <u></u>  | <u> </u> | <u> </u> | <u></u>  | <u> </u> | <u> </u> | <u></u>  | <u></u>  | <u> </u> | <u> </u> | <u> </u> |  |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|--|
| Information to detect, investigate or prevent crime                           |          |          | <u></u>  |          |          |          |          |          | <u></u>  |          |          |          |  |
| Information<br>enabling us to<br>provide products<br>and services             |          |          |          |          |          |          |          |          |          |          |          |          |  |
| Marketing<br>preferences,<br>marketing activities<br>and customer<br>feedback |          |          |          |          |          |          |          |          |          |          |          |          |  |
| Online activity information   | <u> </u> | <b>/</b> | <u> </u> |          | <u> </u> | <b>/</b> | <u> </u> |  |
| Information from<br>If's Whistleblowing<br>channels                           |          |          |          |          |          |          |          |          |          |          |          |          |  |
| Supplemental information from other resources                                 | <u></u>  |          | <u></u>  |          | <u></u>  | <u></u>  |  |