Dear customers and interested parties,

DR-WALTER GmbH is the leading expert in insuring private and business travel as well as stays abroad. As an insurance intermediary, we offer selected international health insurance policies that we developed together with renowned insurance companies. As your reliable partner, we offer you:

Real human contact

We place a high value on the relationship with you. That’s why you will always have a personal contact at DR-WALTER – instead of calling an anonymous call center. Our staff of more than 100 is there for you and your questions. Having someone to talk to in person is both helpful and essential, especially in case of a claim.

Experience and safety

From holiday travel to crisis situations – we are the leading expert for your international insurance policies. For more than 60 years, we have developed and brokered insurance policies for private and business stays abroad. Thanks to our long-term cooperation with more than 40 insurance companies, we can provide you with worldwide insurance cover.

We are there for you!

Kind regards
Reinhard Bellinghausen

Our contact data are:

For general requests as well as questions about products and the conclusion of a contract: +49 (0) 22 47 91 94 -0

For questions about existing contracts: +49 (0) 22 47 91 94 -41

For questions about notices of claim and claims: +49 (0) 22 47 91 94 -31

DR-WALTER GmbH
Eisenerzstrasse 34
53819 Neunkirchen-Seelscheid
Germany

info@dr-walter.com
www.dr-walter.com
We are pleased that you are insured with DR-WALTER. In order to give you a feeling of security as to how we handle your personal data, we would like to give you some information.

1. Who is responsible for the processing of your personal data?
   DR-WALTER GmbH
   Eisenerzstraße 34
   53819 Neunkirchen Seelscheid
   Germany
   T +49 (0)22 47 91 94 -0
   F +49 (0)22 47 91 94 -40
   info@dr-walter.com
   www.dr-walter.com
   Commercial register: Siegburg HRB 4701
   VAT Id No.: DE 212252105

2. Managing Directors
   Dipl.-Kfm. Reinhard Bellinghausen (CEO),
   Angelika V. Kolmer (COO)

3. Data Protection Officer
   Sandra Karnstedt-Panienka
datenschutz@dr-walter.com

4. For what purpose and on what legal basis do we process your personal data
   We require your personal data in order to process your applications and contracts, for the handling of claims as well as for individual advice and support. This data includes customer data such as your address data, anonymized IP addresses, clustered demographic and geographical data, insurance contract data, data on insurance benefits, bank details, and, if applicable, data from experts, process and complaints data as well as data on physicians, clinical facilities and health data.

   The careful handling of your sensitive data is important to us. We have established rules of conduct for handling your personal data which are based on the rules of conduct of the GDV Gesamtverband der Deutschen Versicherungswirtschaft e.V. (German Insurance Association). More information: https://www.dr-walter.com/en/data-protection/personal-data.html

   The legal basis for the processing of personal data for contractual and pre-contractual purposes is Art. 6 para. 1 letter b DS-GVO. To the extent that special categories of personal data (e.g. health data) are required for this purpose, DR-WALTER obtains consent in accordance with Art. 9 para. 2 letter j DSGVO in conjunction with Art. 27 BDSG. A consent given can be revoked at any time in accordance with Art. 21 DS-GVO.

5. Who are the recipients of your personal data?
   a) Internal departments of the DR-WALTER who are involved in the execution of the respective business processes.
   b) Public bodies which collect data on the basis of legal requirements (e.g. social security institutions, tax authorities, courts, BAFin).
   c) External contractors (insurance companies and service companies).
   d) Other external bodies such as credit institutions (insurance benefits and collection of insurance premiums), brokers and insurance agencies within the scope of intermediary activities and central contact offices of the insurance associations.

6. Which service providers do we cooperate with?
   At https://www.dr-walter.com/en/data-protection/list-of-service-providers.html you will find a list of all service providers with whom we cooperate.

7. What measures do we take to protect your data?

8. What rights do you have?
   We will be pleased to inform you if and which of your personal data were processed by us. Furthermore, you have the right to know for which purpose we process your data, which categories of personal data we have processed, who has received your data and for how long we store your data. Should your personal data be incorrect, we will be happy to correct them. If you have any questions, please contact Sandra Karnstedt-Panienka at datenschutz@dr-walter.com. If you are of the opinion that we do not adhere to data protection regulations, you have the option of contacting the competent supervisory authority:

   Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen
   (State Commissioner for Data Protection and Freedom of Information North Rhine-Westphalia)
   Kavalleriestraße 2-4
   40213 Düsseldorf
   Germany
   T +49 (0)211 38 424 -0
   F +49 (0)211 38 424 -10
   poststelle@ldi.nrw.de