Basic information for new customers

well insured worldwide

Important information:

1. Company and address

DR-WALTER GmbH
Eisenerzstrasse 34
53819 Neunkirchen-Seelscheid
Germany
Commercial register: Siegburg HRB 4701
USt.-Id-Nr. DE 212252105

2. Managing Directors

Dipl.-Kfm. Reinhard Bellinghausen (CEO),
Timo Dreger (COO)

3. Status of the intermediary in accordance with Industrial Code, report and registration

DR-WALTER GmbH acts as an insurance agent for one or multiple clients in accordance with §34d par. 1 Industrial Code. The competent authority is IHK Bonn/Rhein-Sieg, Bonner Talweg 17, 53113 Bonn, T +49 228 2284 0, F +49 228 2284 170, info@bonn.ihk.de, www.ihk-bonn.de.

DR-WALTER GmbH is registered in the register of insurance intermediaries under the number D-QAMW-L7N-VQ-57.

4. You can verify this information at any time with the registration body:

DIHK | Deutsche Industrie- und Handelskammer, Breite Str. 29, 10178 Berlin, Germany, T +49 30 20308 0, info@dihk.de, www.dihk.de, register retrieval at www.vermittlerregister.info or call 0180-6005850 (0,20 €/call)

5. Consulting and compensation

As part of its role as an insurance intermediary, DR-WALTER GmbH provides consulting in accordance with the legal requirements and receives a commission by the product provider for successful mediation of an insurance contract. As a result, this commission shall not be paid by you but is already part of the insurance premium. DR-WALTER GmbH does not receive any additional compensation in connection with the mediation.

6. Interest in insurance companies

DR-WALTER GmbH has a direct interest of 100% in the voting rights of DR-WALTER Versicherungsmakler GmbH. No insurance company or parent company of an insurance company has a direct or indirect interest of more than 10% in voting rights or capital of DR-WALTER GmbH.

7. Arbitration bodies for extrajudicial resolution

Versicherungsombudsmann e.V.
(insurance ombudsman)
Postfach 08 06 32, 10006 Berlin

Ombudsmann private Kranken- und Pflegeversicherung
Postfach 06 02 22, 10052 Berlin

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 2247 9194 -0
For questions about existing contracts:	+49 2247 9194 -41
For questions about notices of claim and claims:	+49 2247 9194 -31

DR-WALTER GmbH
Eisenerzstrasse 34
53819 Neunkirchen-Seelscheid
Germany

info@dr-walter.com
www.dr-walter.com

TÜV NORD CERT GmbH – Geprüfte Service-Qualität – Freiwillige Prüfung gem. TN-Standard AZ5-SG08

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Data protection – the most important facts in brief

DR-WALTER GmbH has been entrusted with extensive powers of attorney by various insurance companies. Within the scope of these powers of attorney, DR-WALTER GmbH performs a wide range of tasks that require the processing of personal data. The protection of your personal data is very important to us.

Data controller

DR-WALTER GmbH
Eisenerzstraße 34
53819 Neunkirchen-Seelscheid
T +49 2247 9194-0; F +49 2247 9194-40

E-Mail: datenschutz@dr-walter.com

Purposes of processing

Processing only takes place to the extent necessary for the establishment, implementation, or termination of an insurance relationship, in particular for application processing, risk assessment, fulfillment of advisory obligations, verification of a benefit obligation, and claims settlement. In addition, we process data for the purposes of combating abuse, as well as for advertising, market research, and opinion polling.

Categories of personal data

Depending on the type of contract, we process in particular:

- Master data (e.g., name, address, date of birth)
- Contract data (e.g., insurance number, tariff information)
- Health data (e.g., diagnoses, treatments, medications)
- Communication data (e.g., emails, letters)
- Payment data (e.g., bank details)

Legal basis for processing

We only process your data if this is permitted. This is the case, for example, if you have given us your consent, if we need to fulfill your contract, or if we are legally obliged to do so. In certain situations, we also process data to protect legitimate interests, such as to prevent fraud or to enforce claims. We only use your data for advertising and marketing with your express consent. We also only process health data with your consent, for example for risk assessment or performance review. You can revoke your consent at any time for the future.

Recipients of the data

We only disclose personal data if this is necessary for the execution of the insurance contract, to fulfill legal obligations, or based on legitimate interests. If we use external service providers for data processing, this is done exclusively based on a data processing agreement in accordance with Art. 28 GDPR. These service providers are carefully selected, checked for data protection compliance, and are obliged to process personal data only in accordance with our instructions and in compliance with appropriate technical and organizational measures.

In addition, it may be necessary to transfer your personal data to other recipients, such as authorities, to comply with legal reporting requirements (e.g., social security agencies, tax authorities, or law enforcement agencies).

Duration of data processing

We store personal data for the duration of the business relationship (initiation, execution, termination) and in accordance with statutory retention requirements. Once the purposes and legal obligations no longer apply, the data is deleted or anonymized.

Rights of data subjects

- Right to information, Art. 15 GDPR
- Right to rectification, Art. 16 GDPR
- Right to erasure, Art. 17 GDPR
- Right to restriction of processing, Art. 18 GDPR
- Right to object, Art. 21 GDPR
- The objection must be sent to the above-mentioned controller.

To exercise the above rights, data subjects may contact the controller at any time in writing or by email (datenschutz@dr-walter.com).

Right to lodge a complaint with a supervisory authority, Art. 77 GDPR

Data subjects have the right to lodge a complaint with a data protection supervisory authority. You can contact the authority responsible for us in Germany as follows:

Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen
Postfach 20 04 44
40102 Düsseldorf,
Germany
E-Mail: poststelle@ldi.nrw.de

Data security

We protect your personal data using a variety of technical and organizational measures that are state-of-the-art and are regularly reviewed and further developed.

We continuously adapt our measures to current security requirements and risks in order to ensure a level of protection that is appropriate to the risk at all times.

You can find complete information on data protection here: https://www.dr-walter.com/en/data-protection-notice/