

Data Protection Statement on the processing of personal data collected for insurance claim purposes

Protecting your privacy is of the utmost importance to the European Patent Office (EPO). We are committed to respecting and protecting your personal data and ensuring your rights as a data subject. All data of a personal nature that identifies you directly or indirectly will be processed lawfully, fairly and with due care.

This processing operation is subject to the EPO Data Protection Rules ([DPR](#)).

The information in this communication is provided pursuant to Articles 16 and 17 of the DPR.

This statement refers to the processing of personal data contained in communication documents for PD 44.

1. What is the nature and purpose of the processing operation?

Personal data are processed for the handling and settlement of damage claims.

2. What personal data do we process?

The categories of personal data processed are as follows:

- full name
- email address
- private address (for externals)
- license plate and car insurance contract number - if a car damage is concerned
- pictures, video recordings when needed
- any other data shared by the party involved.

3. Who is responsible for processing the data?

The processing of personal data is carried out under the responsibility of the *DG4 - PD 44 – General Administration* acting as the EPO's delegated data controller.

4. Who has access to your personal data and to whom is it disclosed?

The personal data are disclosed on a need-to-know basis to Insurance team in D Planning, EPO's broker Marsh special department "smart claims", coordinating the claim handling with the respective insurance company, e.g., EPO's liability insurer, EPO's buildings- and property insurer; EPO's car insurer, depending on the damage and the insurance area concerned.

Personal data might be disclosed to third-party service providers. Next to EPO's insurance broker and respective insurer this is done only when the damage was caused by any EPO third-party service provider and claim cannot be settled with EPO's insurer.

Personal data will only be shared with authorised persons responsible for the corresponding processing operations and are not used for any other purposes or disclosed to any other recipients.

5. How do we protect and safeguard your personal data?

We take appropriate technical and organisational measures to safeguard and protect your personal data from accidental or unlawful destruction, loss, alteration and unauthorised disclosure or access.

All personal data are stored in secure IT applications according to the EPO's security standards. Appropriate levels of access are granted individually only to the abovementioned recipients.

The following base security measures apply:

Obligation of secrecy is contractually agreed with EPO's broker Marsh and the contracted EPO insurer.

Personal data are shared with common e-mail inbox insurance@epo.org, current access rights given to Insurance team only.

Personal data is received typically via e-mail or via completed [damage claim form](#) (template) by Operation Office / security team members and/ or the party involved.

The necessary usage of personal data for any claim handling is communicated to the third party involved.

Any means of communication containing personal data like forms, templates, documents are kept in the common inbox only, in the dedicated damage claim handling folder.

When communicating with third parties the following notice will be inserted in the signature: "Personal data is collected in case of damage claim handling and used for settlement only. Data will be deleted after completion of the claim.

6. How can you access, rectify and receive your data, request that your data be erased, or restrict/object to processing? Can your rights be restricted?

You have the right to access, receive your personal data, to request rectification, to request deletion -and to request restriction and object to the processing of your data, as outlined in Articles 18 to 24 of the EPO Data Protection Rules.

If you would like to exercise any of these rights, external users should write to DPOexternalusers@epo.org, otherwise contact the delegated data controller at DPL.PD44@epo.org. In order to enable us to respond more promptly and precisely, you always need to provide certain preliminary information with your request. We therefore encourage you to fill in this [form](#) (for externals) or this [form](#) (for internals) and submit it with your request.

We will reply to your request without undue delay, and in any event within one month of receipt of the request. However, according to Article 15(2) of the DPR, that period may be extended by two further months if necessary, taking into account the complexity and number of requests received. We will inform you of any such delay.

7. What is the legal basis for processing your data?

Personal data is processed in accordance with Article 5(a) DPR: Processing necessary for the management and functioning of the EPO.

8. How long can data be kept?

Personal data will be kept only for the time needed to achieve the purposes for which it is processed (team management).

Personal data will be deleted after a maximum of 3 months after final claim settlement. Recordings of meetings are deleted after 2 months.

In the event of a formal appeal/litigation, all data held at the time of the formal appeal/litigation shall be retained until the completion of its process.

Furthermore, an annual clean up exercise is performed in addition.

9. Contact information

If you have any questions about the processing of your personal data, please write to the delegated data controller at DPL_PD44@epo.org

You can also contact our Data Protection Officer at dpo@epo.org.

Review and legal redress

If you consider that the processing infringes your rights as data subject, you have the right to request review by the controller under Article 49 DPR and the right to seek legal redress under Article 50 DPR.