

# Data Privacy Policy

This Privacy Policy outlines how the Company manages your personal information and how you can contact us about this Policy

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## Privacy Policy

**We are committed to protect and safeguard the privacy of your personal information.**

National Reinsurance Corporation of the Philippines (the “Company”) is committed to protecting the personal data privacy of the individuals we encounter in conducting our business. This Privacy Policy describes what personal data we collect, for what purpose and use, how we collect these data through different means, and how we handle, retain and protect them.

### 1. Protecting Your Privacy

You expect your personal and sensitive personal information to be properly collected, used and protected. This Privacy Policy outlines how the Company manages your personal information and how you can contact us about this Policy.

The Company is bound by the Philippine Data Privacy Act of 2012 and the Implementing Rules & Regulations of the National Privacy Commission.

### 2. What do we do?

Generally, the Company provides reinsurance products and services to insurance and reinsurance companies, either directly or through intermediaries.

### 3. What kind of information do we collect and hold?

The kind of personal information we usually collect and hold depends on the nature of our interactions and relationship with you. We collect personal information from life insurance applications of our customers, personal data of our employees and contractors (including candidates that apply for roles at Company) and contact details of persons from our business partners, suppliers and service providers.

In particular, the kind of personal information that we collect and hold may include:

- Full name and address (personal or business address), date of birth, gender and occupation
- SSS, Philhealth, HDMF and tax identification numbers;
- Employment details, salaries, and employment history;
- Other contact details including email address, phone and facsimile numbers;
- Financial information and records; and
- Complaint details (in the event that you make a complaint).

We may also collect information about you when required or authorized by law. For example, we require your personal data to verify your identity under Republic Act No. 9160 or the Anti-Money Laundering Act of 2001.

#### **4. How do we collect personal information?**

We usually collect personal information by various means including in person, electronically, such as by email, electronic data transfer, imaged documents, by telephone, by fax, and manually by paper or other hard copy documentation.

#### **5. From whom do we collect personal information?**

We may collect personal information from you directly, or through our clients, third parties, our related entities, service providers or other organizations including:

- Insurers, insurance brokers, reinsurance brokers or other reinsurers
- Industry and professional associations;
- Insurance intermediaries, agencies and their authorized representatives and distributors;
- Facilitators and service providers such as lawyers, loss adjusters, assessors, accountants, investigators, advisers, researchers, experts, contractors, IT experts and providers, credit or financial providers or institutions, actuaries, and their agents and subcontractors;
- Doctors, medical service providers and other providers and experts;
- Publicly available information such as those found on websites;
- Statutory or government organizations, bodies or agencies; and
- Your employer.

If you provide us with personal information about another person, you have the obligation to seek their consent to do so or tell them that you are disclosing their personal information to us, and inform them for what purpose you are doing so. In this case you should give them, or make them aware of, this Privacy Policy.

#### **6. How do we hold personal information?**

We usually hold the personal information we collect on electronic databases maintained in our Information Technology (IT) systems, and in tangible form locally. Only authorized Company personnel has access to the personal information collected.

We have reasonable security measures in place to secure the electronically held personal information including firewalls, protection against malware and secure logon procedures.

We have reasonable procedures for holding tangible information including electronic building entry and storage procedures.

We will only retain your information for as long as necessary for the purpose for which they were collected or as required by law and regulation. We will destroy your personal data when its retention is no longer required by purpose, law or regulation.

Personal data shall be disposed or discarded in a secure manner that would prevent further processing, unauthorized access, or disclosure to any other party or the public, or prejudice the interests of the data subjects.

## 7. What are the purposes for which we collect, hold, use and disclose personal information?

Generally, the purpose of collecting, holding, using and disclosing your personal information is for one or more of the following:

- providing reinsurance products and services as part of managing and dealing with our businesses;
- administering and managing reinsurance claims and dealing with third party providers, making payments and seeking recoveries;
- dealing with our business partners and contacts, agents and third party service providers;
- dealing with complaints and inquiries;
- managing, administering and facilitating our businesses including IT services, accounting, recruitment, record keeping, and organizing corporate events; and
- other activities relating to the operations and conducting our business, including those that may be required or permitted by law.

To comply with legal and regulatory mandates, we submit required information to government agencies, like the Insurance Commission (IC) and the Securities and Exchange Commission (SEC).

## 8. How you can access, correct or complain about your personal information held by us?

You can access personal information we hold about you, subject to any practical, contractual and legal restrictions or exemptions, if you request access to it. You also have a right to request correction of the personal information that we hold about you, or complain on how we manage it.

To request access or correction of your personal information, or to file a complaint, please contact our Data Protection Officer as follows:

**In person or in writing:** Data Protection Officer, Risk & Compliance Office, 31st Floor, BPI-Philam Life Makati, 6811 Ayala Avenue, Makati City, Philippines,

**By phone:** +63 (2) 988-7498

**By fax:** +63 (2) 988-7459

**By email:** [compliance@nrpc.com.ph](mailto:compliance@nrpc.com.ph)

We will respond to your request for access within a reasonable time.

There may be some cost to you to cover the cost of retrieving and processing the information. We may also require you to formally prove that you are the individual to whom we hold the personal information upon.

We will promptly acknowledge your concern, investigate it and respond to you. We will attempt to respond to you within 15 business days from receiving your concern but in any event no later than 30 business days. If we need further information about your concern, we will contact you.