

Overview of the service providers of Real Garant Versicherung AG and Real Garant GmbH Garantiesysteme

Real Garant Versicherung AG offers repair cost and warranty insurance for motor vehicles.
 Real Garant GmbH Garantiesysteme sells and handles warranty systems and offers all kinds of services in the vehicle sector.

We process your personal data in accordance with the rules of conduct for the handling of personal data by the German insurance industry and the consent you may have given as part of your insurance application or benefit processing. This also includes the transfer of data to service providers, insofar as this is necessary for the provision of the service. This list names such service providers and categories of service providers. Service providers or categories of service providers that could receive special categories of data (such as biometric or health data, etc.) for this purpose are labelled ¹

Individual service providers may also be located outside the European Economic Area. Data may be transferred to such service providers, for example, if this is absolutely necessary for the fulfilment of the contract concluded with you. Otherwise, such a transfer will only take place if the appropriate level of data protection at the registered office of the service provider is guaranteed by an adequacy decision of the European Commission (e.g. in the case of Switzerland) or by suitable guarantees, in particular the conclusion of the standard data protection clauses issued by the European Commission (you can request these from us). Service providers or categories based outside the European Economic Area are marked with ¹.

Group companies participating in the centralised data processing of master data

- Real Garant GmbH Guarantee Systems
- Real Garant Versicherung AG
- Zurich Insurance Europe AG (branch office for Germany)
- DA Deutsche Allgemeine Versicherung Aktiengesellschaft

Service providers who work for the above-mentioned Group companies and whose main activity is data processing

Service provider	Object of the assignment
Zürich Beteiligungs-Aktiengesellschaft (Germany)	Central services (e.g. legal & tax, auditing)

Categories of service providers who work for the above-mentioned Group companies and for whom the processing of personal data is not the main object of the contract or who only work occasionally

Service provider category	Object of the assignment
Archiving/disposal companies	File archiving and disposal of files/data carriers
Assistance service provider ¹	Assistance services
Call centre	Telephone services
Print shops	Printing services (printing/postal dispatch)
Other appraisers, experts, testing service providers	Preparation of expert opinions/expertises and advice in special cases
IT and telecommunications service provider ¹	IT services (e.g. IT, telephony, network, maintenance)
Personnel leasing companies	Incoming mail processing/document management
Marketing agencies	Marketing campaigns
Market research company, analysis service provider	Market research, web analysis
Credit agencies and research service providers	Credit and credit reports
Law firms	Legal services
Reinsurer	Involvement in risk and performance assessment in special cases
Claims service providers/refurbishers/repair shops	Support in claims processing
Translators and interpreters	Translations and similar support services
Auditor	Testing services
Credit institutions	Credit/debit note
Co-operation partner (manufacturer)	Information on product sales and reports
Service provider for vehicle analysis	Evaluation of vehicle data on damage repair options or causes

Note: Data is not passed on to all service providers, but if necessary to individual service providers and only to the extent necessary and covered by a legal basis. Information on your rights with regard to your data (such as a possible right of objection) can be found with further information on data protection in the document "Information on the use of your data" of your contracting company on the page www.realgarant.com/de-de/datenschutz/. Status: May 2024