

CLAIM NUMBER:

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(boxes' compilation by ERGO Assicurazione Viaggi)



CLAIM REPORT FORM – INABILITY TO ATTEND THE EVENT

COMPLETE IN CAPITAL LETTERS

Claim Report Date - -

Claimant Surname

Claimant Name

Telephone number

eMail Address

ERGO Reiseversicherung AG
 Sede Legale
 Thomas-Dehler Straße 116
 D-81737 München

Sede Secondaria e Rappresentanza Generale per l'Italia
 Via Pola, 9
 I-20124 Milano

Claims Call Center
 Phone 02 0062 0261 (opt.3)
 Mon.-Fri. 9.00-20.00
 Sat. 9.00-14.00

INSURANCE COVER INVOLVED (on the basis on which the refund is requested)

Reimbursement of the ticket price owing to inability to attend the event **X**

Claims Dept.
 Phone 02 0062 0261 (opt.4)
 Mon., Wed. and Fri. 9.30-12.30
 Tue. e Thu. 14.30-17.30

POLICY RELATED DATA

ID ORDER NUMBER (e.g. for TicketOne) and/or POLICY NUMBER (e.g. for Getticket)

POLICY PURCHASE CHANNEL (name of the partner, sito web, etc. – e.g. TicketOne, Getticket)

Fax 02 7641 6862

E-Mail
claims@ergoassicurazioneviaggi.it

Posta Certificata
ergoassicurazioneviaggi@legalmail.it

Internet
www.ergoassicurazioneviaggi.it

INSURED PARTY DATA

Surname

Name

Address

Post Code

Residence

Birth Date - -

National Insurance Nr.

Telephone Number

eMail Address

Codice Fiscale, Partita IVA e iscrizione al Registro delle Imprese di Milano n. 05856020960 - REA 1854153

Capitale Sociale: € 26,53 Mln

Albo delle Imprese di Assicurazione e Riassicurazione istituito presso l'IVASS n. I.00071.

Società abilitata all'esercizio della attività assicurativa in Italia in regime di stabilimento ai sensi dell'art. 23 del D.Lgs 7/9/2005 n. 209 (comunicazione IVASS in data 27/9/2007, n. 5832).

Member of ETI Group
 European Travel Insurance Group

PERSONAL DATA OF INSURED PARTIES WITH THE SAME POLICY

	SURNAME	NAME	BIRTH DATE
1			
2			
3			
4			
5			
6			
7			

EVENT RELATED DATA

EVENT TICKET PROVIDER (enter TicketOne, or the name of the Partner, Agency, web site, etc.)

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TICKET PURCHASE DATE

POLICY PURCHASE DATE

EVENT DATE

NUMBER OF TICKETS

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SINGLE TICKET PRICE

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TOTAL TICKET COST

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EVENT NAME

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EVENT LOCATION

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CLAIM RELATED DATA

INCIDENT DATE

BRIEF DESCRIPTION OF THE EVENT (cause, events, symptoms, dates, etc)

DOCUMENTS TO ENCLOSE

	Tick if included
1 ERV policy certificate (if available)	<input style="width: 20px; height: 15px;" type="checkbox"/>
2 Original tickets (if not collected at event location)	<input style="width: 20px; height: 15px;" type="checkbox"/>
3 Confirmation of tickets booked or purchased	<input style="width: 20px; height: 15px;" type="checkbox"/>
4 Medical certificates if cancellation is due to illness, or accident, or disability, etc.	<input style="width: 20px; height: 15px;" type="checkbox"/>
5 Death certificate if cancellation is due to the death of the insured or related persons	<input style="width: 20px; height: 15px;" type="checkbox"/>
6 Documents relating to the reason for cancellation if not due to illness	<input style="width: 20px; height: 15px;" type="checkbox"/>

ANY OTHER INSURANCE COVER

Do you have any other insurance policies covering the event reported here?

YES NO

INSURANCE COMPANY

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POLICY NUMBER

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Documents to enclose in the event of other insurance cover:

Insurance certificate of Company involved

Policy conditions of Company involved

BANK DETAILS

Name of account holder (parent/guardian if a minor)

Bank name/City

IBAN code

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BIC/SWIFT code

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WAIVER and collection of consent for the processing of personal data of the insured person (Regulation (EU) 2016/679).

I, the undersigned _____, having taken note of the information on the processing of personal data already provided by ERGO Assicurazione Viaggi at the time of signing the insurance contract and, in any case, hereafter reported as „ANNEX 1“, expressly authorize the Operation Center and ERGO Assicurazione Viaggi - ERGO Reiseversicherung AG - General Representation for Italy - to process my personal data, including particular data, freely provided by me and collected here, in compliance with EU regulation 2016/679 as well as national legislation and the provisions of the Privacy Guarantor currently in force, in particular those included in chapter "4.3.1 Processing of special categories of data" of the above mentioned Policy.

With this waiver I also authorize the Operation Center and ERGO Assicurazione Viaggi to acquire any other information necessary for the management of the claim reported here, always in compliance with current regulations, even if concerning illnesses and / or disabilities caused by accident, both past and present, about me and through me.

Aware that in case of refusal it will not be possible for the Operation Center and ERGO Assicurazione Viaggi to process my data belonging to particular categories,

I AGREE I DON'T AGREE to the processing of the attached data.

DATE __/__/____ SIGNATURE _____

WAIVER and collection of consent for the processing of personal data of third parties [Regulation (EU) 2016/679]. Warning: Provide a release for each third party involved.

I, the undersigned _____, having taken note of the information on the processing of personal data hereafter reported as „ANNEX 1“, I hereby authorize the Operation Center and ERGO Assicurazione Viaggi - ERGO Reiseversicherung AG - General Representation for Italy - to process my personal data, including particular data, freely provided by me and collected here by the complainant, in compliance with EU regulation 2016/679 as well as national legislation and the provisions of the Privacy Guarantor currently in force, in particular those included in chapter "4.3.1 Processing of special categories of data" of the above mentioned notice. With this waiver I also authorize the Operation Center and ERGO Assicurazione Viaggi to acquire any other information necessary for the management of the accident reported here, always in compliance with current regulations, even if concerning illnesses and / or disabilities caused by injury, both past and present, about me and through the complainant who, in turn, will refer to me.

Aware that in case of refusal it will not be possible for the Operation Center and ERGO Assicurazione Viaggi to process my data belonging to particular categories,

I AGREE I DON'T AGREE to the processing of the attached data.

DATE __/__/____ SIGNATURE _____

DECLARATION

I the undersigned _____, hereby declare that the information provided is true and correct to the best of my knowledge and belief and I am aware that providing any false or misleading information could result in the loss of insurance cover.

DATE __/__/____ SIGNATURE _____

FORM OF SHIPMENT OF THE DOCUMENTATION LISTED ABOVE:

If you find yourself in possession of the original tickets, all documentation must be sent by registered letter with acknowledgement of receipt, **within 5 calendar days from the event that caused the non-participation to the concert/show**, to our offices located at the following address:

If, on the contrary, you were supposed to collect your tickets at the event venue, you will be able to send all the documentation (with the exception, of course, of the tickets), besides by registered letter with acknowledgement of receipt to the previously written address, also by PEC to the address below, **always within 5 calendar days from the event that caused the non-participation to the concert/show**.

ERGO Assicurazione Viaggi
Ufficio Liquidazione danni
Via Pola, 9 20124 Milano

ergoassicurazioneviaggi@legalmail.it
(receives only from PEC addresses)

Information on the protection of personal data

The Data Controller, as defined below, hereby intends to advise you on the processing purposes and methods of your personal data and your rights in accordance with EU Regulation 2016/679 (hereinafter 'GDPR¹') relating to the protection of individuals with reference to the processing of personal data and its free circulation.

1. Data Controller

The Data Controller is ERGO REISEVERSICHERUNG AG, General Agent for Italy, with registered office at Via Pola 9, 20124 Milan (hereinafter also ERGO Assicurazione Viaggi or the 'Company'). You can contact our Data Protection Manager at the above address or at the following email address: trattamento_privacy@ergoassicurazioneviaggi.it

2. The data processed

We can process identifying and contact personal data, data on the insurance event (the trip), tariff and premium applied, any incidents occurring and, with your consent, data relating to your preferences, consumption habits and behaviour for the insurance purposes² shown in this information sheet. Such data is supplied directly by you or comes from third parties, such as when the insurance contract is automatically combined with the trip acquired.

3. Processing method

We process your personal data in compliance with Regulation EU 2016/679 using manual (processing of paper files and documents) and automated methods and logics strictly related to the purposes. The processing is protected by adequate security measures. The company does not publish personal data.

4. Legal purposes and bases of processing

4.1 Contractual purposes

If you want to stipulate an insurance policy, we need to process your personal data to acquire information preliminary to the contract, complete the said contract and also, subsequently, manage any claims. Art. 6, sub-paragraph 1(b) of the GDPR gives the legal base for our administrative and accounting processing connected with the contractual and precontractual obligations; these include remote communication techniques such as telephonic customer service. Provision of the data, which shall be kept for the period the contract is in force, is compulsory. If the contract is cancelled for any reason, the data shall be stored in relation to the legal regulations (ten years).

4.2 Legal purposes

The company processes your personal data for obligations arising from laws (such as anti-money laundering checks, fraud protection, compulsory notifications for tax purposes, etc.), Community regulations and also regulations issued by supervisory and control authorities or other legally entitled bodies. Art. 6, sub-paragraph 1(b) of the GDPR gives the legal base for the processing we have to carry out in compliance with the legal requirements, regulations and provisions of the legally entitled authorities. Provision of the data is compulsory. The data shall be stored for the period prescribed by the legal requirements and, in detail, ten years from the date of termination of the contract for any reason or the date of a binding decision by a legally entitled authority (such as a court sentence) subsequent to the said termination.

4.3 Purposes that need your consent

Your consent to processing, which you can give by ticking the boxes corresponding to your choice on the enclosed form and revoke at any time, is necessary for:

4.3.1 Processing of particular data categories³

In compliance with Articles 7 and 9, sub-paragraph 1(a) of the GDPR, we need your written consent, which shall form the legal base for processing, to handle certain categories of personal data [as in the case of payment of claims that entail physical damage]. Failure to give consent shall make it impossible for the company to carry out the operations shown in square brackets above, and shall also occur at the time of any subsequent revocation. The particular data categories shall be processed up to the time of revocation or termination, for any reason, of processing and stored for the prescribed time (10 years).

¹ General Data Protection Regulation

² They include preparation and conclusion of insurance policies; collection of premiums; settlement of claims; settlement for other causes; expiry benefits; reinsurance; co-insurance; prevention and detection of insurance fraud and related legal actions; establishment, exercise and defence of insurer's rights; fulfilment of other specific legal or contractual obligations; analysis of new insurance markets; management and internal control; statistical activities.

³ Personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, as well as processing of genetic data, biometric data intended to uniquely identify a natural person, data concerning the health or sex life or sexual orientation of the person or, again, legal or judicial data.

4.3.2 Processing for marketing

Commercial promotion shall be by postal correspondence and electronic communications or telephone calls, also via automated call systems, fax, e-mail, text or MMS messages, and communications in the social media you are registered with. Promotional contacts will be activated by our Company only in the case of a contracting individual who has expressed positive consent to the relevant type of promotional activity (direct marketing, third-party marketing, resulting from profiling).

4.3.2.1 Marketing of its own and group products/services

The company intends to process the personal data to send promotional and commercial notifications relating to its own products and services and those of other group companies, and also make direct sales, market research, survey the quality of the products and services provided, also based on the analysis of such data already in its possession. Consent to processing [Art. 6, sub-paragraph 1(a) of the GDPR] gives the legal base for processing and failure to give consent shall make it impossible for the company to send such notifications, without consequences for your requests and assets. The data shall be processed up to the time of revocation or termination, for any reason, of the processing. If you have given consent to the profiling as per the Point below, marketing shall only take the data relating to the last 12 months into consideration.

4.3.2.2 Transfer of data to third parties for commercial purposes

The company may transfer personal data to third party companies who, as independent data controllers, will process it to market their own products and services. The list, divided by the commodity category of such parties with which the rights set out by the GDPR for the person concerned can be exercised, can be viewed in the website www.ergoassicurazioneviaggi.it. Consent to processing [Art. 6, sub-paragraph 1(a) of the GDPR] gives the legal base for processing and failure to give consent shall make it impossible for the company to transfer the data, without consequences for your requests and assets. The data shall be processed up to the time of revocation or termination, for any reason, of the processing. Except for processing carried out by the parties to which it has been transferred, the data shall be stored for the prescribed time (10 years).

4.3.2.3 Profiling

The company can indicate and offer services or products more appropriate for you by processing your personal data, preferences, consumer habits and behaviour with or without the aid of electronic tools. Consent to processing [Art. 6, sub-paragraph 1(a) of the GDPR] gives the legal base for processing and failure to give consent shall make it impossible for the company to carry out such profiling, without consequences for your requests and assets but preventing the company from making targeted offers. The data shall be processed up to the time of revocation or termination, for any reason, of the processing. The profiling shall only take the data relating to the last 12 months into consideration.

4.3.2.4 Automated decision-making process, including profiling

The company can process some of your data to take decisions based only on automated processing, including profiling. In particular, the company takes account of existing business (stipulation of other insurance contracts and liquidated claims) to propose/apply the most favourable tariffs to subsequent contracts. Consent to processing [Art. 6, sub-paragraph 1(a) of the GDPR] gives the legal base for processing and failure to give consent shall make it impossible for the company to carry out such profiling, without consequences for your requests and assets but preventing the company from proposing the most favourable tariffs.

4.3.2.5 Legitimate interest

Similarly, the company processes your personal data for its legitimate interest when sending e-mails, which you do not reject, for the sale of company products and services similar to those you have already purchased and for which you gave your e-mail address.

5. Parties to which the data is advised or are aware of it

Your personal data relating to business/services activated may be advised to public institutions (Revenue Office) and supervisory bodies (IVASS). When processing personal data for the purposes shown above, we similarly make use of the work of external parties in the following categories:

- group companies;
- suppliers of IT and telematic services;
- companies managing payment systems;
- bodies managing national and international systems checking on insurance fraud;
- suppliers of paper document storage services;
- suppliers of electronic storage services;
- suppliers of commercial information;
- suppliers of logistics, transport, shipping and communication sorting services;
- companies and professionals carrying out credit recovery;

- companies and professionals providing legal consultancy;
- auditing companies.

If you have given consent relating to processing for promotions, your data shall similarly be advised to:

- companies specialised in marketing and commercial promotion;
- commercial partners.

These parties operate as independent data controllers except when they have been designated by the Company as data controllers within the scope of their functions. The list is constantly updated and can be consulted easily, free of charge, by writing to the references indicated above.

The personal data is processed by employees and other co-workers as authorised and appointed persons, also temporarily assigned to the relevant services of the Company.

6. Transfer abroad of personal data

In some cases, the Company may transfer personal data abroad, for example and legitimate interest, to our parent company in Germany. If the foreign countries are outside the EU, transfers are permitted for adequacy decisions issued by the EU Commission and also where there are international agreements, i.e. with the adoption of adequate guarantees of protection such as contractual clauses issued by the EU Commission. In the absence of such safeguards, transfers are still permitted if they are necessary for the performance of contractual obligations [Art. 49 paragraph 1 letter b) of the GDPR]. Further information can be requested from the references shown above. **This policy is subject to revision.** We inform you that the latest version is always available at the WEB address <https://www.ergoassicurazioneviaggi.it/download/privacy>.

7. Rights of the person concerned

The persons to whom the personal data refers have the right, at any time, to obtain confirmation that the personal data concerning them is or is not being processed, to access such data and know its content and origin, check its precision or ask for it to be supplemented, updated or rectified. Further, the persons concerned have the right to ask for the cancellation, limitation of the processing, revocation of consent, transfer of the data and also complain to the supervisory authority and, in any case, oppose processing of the data for legitimate reasons. The rights of the person concerned can be exercised with the references given above.