



# RNA

REDE NACIONAL  
DE **ASSISTÊNCIA**



## PRIVACY AND PERSONAL DATA PROTECTION POLICY

## INDEX

SUBJECT MATTER.....	3
RELEVANT DEFINITIONS.....	3
CONTROLLER / PROCESSOR .....	5
CATEGORIES OF PERSONAL DATA.....	5
LEGAL PRINCIPLES .....	6
PURPOSE OF THE PROCESSING AND GROUNDS OF LEGALITY .....	7
RECIPIENTS.....	8
INTERNATIONAL TRANSFERS .....	9
RIGHTS OF PERSONAL DATA SUBJECTS .....	9
DATA PROTECTION OFFICER .....	10
RIGHT TO LODGE A COMPLAINT WITH THE SUPERVISORY AUTHORITY .....	11
TIME LIMIT FOR STORAGE.....	11
SECURITY MEASURES .....	11
REPORTING OF INCIDENTS .....	11

## **SUBJECT MATTER**

RNA has always been guided by total transparency and total respect for the privacy, confidentiality and protection of the personal data that it processes within the scope of its activities, as a result of which it is now reinforcing its position in this regard.

In order to comply with the currently applicable legal framework, in particular, the legal arrangements resulting from the application of the General Data Protection Regulation, RNA has developed and implemented a Personal Data Protection System to ensure regulatory compliance and to demonstrate and evidence, within the principle of self-accountability, such conformity.

With this document, RNA intends to define, describe and disseminate its use of the personal data on which it carries out processing operations, namely with regard to the category of data, in what form and for what purpose they are used, to whom they may be transferred, and what steps we have taken to protect the integrity, availability and confidentiality of those data.

Before using any of our platforms or completing any of our forms, you must read and accept these conditions.

RNA may, whenever it deems necessary, revise and update the Privacy and Personal Data Protection Policy, in which case the most current version will be published on the website.

## **RELEVANT DEFINITIONS**

«Personal data» means information relating to an identified or identifiable natural person ("data subject"); an identifiable person is considered a natural person who can be identified, directly or indirectly, in particular by reference to an identifier. Personal identifiers include, for example, a name, an identification number, location data, identifiers by electronic means or one or more specific elements of the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

«Processing» means an operation or set of operations carried out on personal data or on sets of personal data by automated or non-automated means such as collection, registration, organisation, structuring, preservation, adaptation or modification, retrieval, consultation, use, disclosure by transmission, broadcasting or any other form of provision, comparison or interconnection, restriction, erasure or destruction.

«Pseudonymisation» means the processing of personal data in such a way that it can no longer be allocated to a specific data subject without the use of supplementary information, provided that such additional information is maintained separately and subject to technical and organisational measures to ensure that personal data cannot be attributed to an identified or identifiable natural person;

«Controller» means a natural or legal person, public authority, agency or other body which, individually or jointly with others, determines the purposes and means of processing personal data; where the purposes and means of such processing are determined by EU law or the law of a Member State, the controller, or the specific criteria applicable to the appointment of the controller, may be laid down by EU law or the law of a Member State;

«Processor» means a natural or legal person, public authority, agency or other body which processes personal data on behalf of the controller;

«Recipient» means a natural or legal person, public authority, agency or other body receiving communications of personal data, regardless of whether or not it is a third party. However, public authorities that may receive personal data in the context of specific investigations under EU or Member State law shall not be considered recipients; the processing of such data by these public authorities shall comply with the data protection rules applicable to the purposes of the processing;

«Third party» means a natural or legal person, public authority, service or body other than the data subject, the controller, the processor and the persons who, under the direct authority of the controller or the processor, are authorised to process the personal data;

«Consent» of the data subject, a free, specific, informed and explicit expression of volition by the data subject accepting, by means of a statement or clear affirmative action, that personal data relating to him or her may be processed;

«Personal data breach» means a breach of security resulting in the accidental or unlawful destruction, loss, alteration, disclosure of, or unauthorised access to, the personal data transmitted, stored or otherwise subjected to processing;

«Genetic data» means personal data relating to the inherited or acquired genetic characteristics of a natural person that provide unique information on the physiology or health of that natural person and which result, inter alia, from an analysis of a biological sample originating from the natural person concerned;

«Biometric data» means personal data resulting from specific technical processing relating to the physical, physiological or behavioural characteristics of a natural person enabling or confirming the unique identification of that natural person, in particular facial or dactyloscopic data;

«Data concerning health» means personal data relating to the physical or mental health of a natural person, including the provision of health services, which disclose information regarding his or her health;

## **CONTROLLER / PROCESSOR**

RNA acts as the Controller in cases where it determines the purposes and means of processing, namely, in the management of its platforms, forms and applications, as well as in relation to the relationship with its employees.

**RNA – Rede Nacional de Assistência**, under the number 509 113 010, registered in Av. Eng. Duarte Pacheco, Amoreiras, Piso 12, Sala 1, 1070-101 LISBOA, and e-mail [geral@rna.com.pt](mailto:geral@rna.com.pt)

### **RNA as Processor**

With regard to the rendering of assistance services to persons and goods, claims management and other services within the scope of its corporate purpose, RNA acts at all times as Processor of the Insurer or other Client, the latter determining the purposes and means of processing pursuant to the GDPR.

In such cases, the Privacy Policy of the respective Controller should be consulted.

## **CATEGORIES OF PERSONAL DATA**

In the pursuit of its activities, RNA carries out such personal data processing operations as are necessary for the provision of its products and services, namely, when insurance is taken out, when use is made of our platforms, when the necessary documentation is submitted to process a claim, or where a customer contacts us.

The categories of data that RNA processes, in the terms referred to above, may be as follows:

- Name;
- Address;
- Date of Birth;

- Relationship with the insured, policyholder or beneficiary of the guarantees;
- VAT;
- Mobile phone;
- E-mail;
- Policy;
- Vehicle registration;
- Data concerning health, such as: current medical conditions, ancillary diagnostic tests, medical reports, admission reports, discharge notes, disability reports, information on previous clinical conditions, clinical history, information on habitual medication, information on relevant habits;
- Bank details;
- Academic qualifications;
- Biometric data;
- Images from video surveillance;
- Information regarding the use of our platforms - namely: information regarding visits to our platforms, information collected through cookies and other tracking technologies (such as IP address or domain), browser version, location data, web logs..

With respect to those data that may be included under the concept of special categories of data, RNA shall only carry out processing operations with the express consent of the holder, provided in writing or by clear affirmative action, except in cases involving compliance with a statutory obligation, the protection of the data subject's vital interests or a relevant public interest.

## **LEGAL PRINCIPLES**

All data processing operations comply with the fundamental legal principles governing the area of data protection and privacy, namely:

### **Principle of legality:**

Personal data shall be processed if one of the following conditions of legality is met: the data subject has given his or her consent, the same is necessary for the performance of a contract, the fulfilment of a legal obligation or the pursuit of a vital interest of the data subject.

### **Principle of Transparency:**

The circumstances governing the processing of personal data shall be clearly communicated to the respective data subjects and expressed in simple language.

### **Principle of Purpose:**

Personal data are processed only for the intended purpose(s).

**Principle of Proportionality:**

RNA shall only process such personal data as are appropriate, relevant and limited to that necessary for the intended purposes of the respective processing.

**Principle of Integrity and Confidentiality**

Personal data shall be processed in such a way as to guarantee proper security and confidentiality, and shall be properly protected against access and use by unauthorised persons.

RNA is at the disposal of the data subject, or any third party that has a legitimate interest in this matter, to demonstrate its responsibility.

**PURPOSE OF THE PROCESSING AND GROUNDS OF LEGALITY**

The personal data processed by RNA are intended for the pursuance of the purposes described below, and are based on the grounds of legality indicated for each of the purposes stated.

In cases where RNA acts as a Processor, the purposes shall be those determined by the Controller.

Purpose	Grounds of Legality	Time limit for storage
Management of the contract, including pre-contractual arrangements	Pre-Contractual Arrangements and Performance of a Contract, Consent of the data subject, Compliance with Legal Obligation	Legal limitation period
Claims Management	Contractual Enforcement, Protection of Vital Interests, Relevant Public Interest, Consent of the Data Subject, Compliance with Legal Obligation	Legal limitation period
Marketing	Consent of the Data Subject	Until withdrawal of consent
Management of human resources, including recruitment, remuneration processing, vocational training, management of disciplinary action, occupational medicine; control of rosters and attendance; control of electronic communications, Internet access and telephone calls, voice recording.	Pre-Contractual Arrangements and Performance of a Contract, Compliance with Legal Obligation	Legal limitation period
Compliance with Legal Obligations, reporting to authorities, supervisory bodies, regulators, Courts	Compliance with Legal Obligations, Legitimate Interests, including prevention and combat of fraud and exercise of the right to a fair hearing in legal proceedings	Legal limitation period or deadline applicable to each obligation

## **RECIPIENTS**

Within the scope of its activity, RNA may transmit the personal data in relation to which it carries out processing operations, namely to the following entities:

- entities providing various types of services;
- business partners;
- supervisory, regulatory, judicial or legal authorities, namely the ASF, ATA, ACT, AdC, Courts, police agencies;
- sectoral organisations, notably the APS.

RNA guarantees that all its suppliers are contractually bound to guarantee the technical and organisational measures appropriate to the security and confidentiality of the data transmitted by RNA.



## **INTERNATIONAL TRANSFERS**

The data collected and/or processed by RNA in the course of its activities may be transmitted to Processors that are not a Member State of the European Union.

Under such circumstances, RNA shall seek to guarantee that all its international Processors are contractually bound to adopt technical and organisational measures appropriate to the security and confidentiality of the data transmitted by RNA, in conformity with the provisions of the Legislation relating to Data Protection.

## **RIGHTS OF PERSONAL DATA SUBJECTS**

The personal data subjects may exercise, at any time, their rights of:

- access - the data subject is entitled to obtain from the Controller confirmation of whether the personal data concerning him or her have been processed and, if so, to access his or her data and the information regarding their respective processing;
- rectification - the data subject is entitled to require of the Controller, without undue delay, rectification of inaccurate personal data concerning him or her;
- deletion - the data subject is entitled to require of the Controller the deletion of his or her personal data, unless there are interests that render the exercise of this right inapplicable;
- restriction - the data subject is entitled to require of the Controller restriction of processing, under the applicable conditions;
- portability - the data subject is entitled to receive from the Controller the personal data that concern him or her in a structured format, and also to request the transmission of the data directly to another controller, whenever this is technically possible;
- opposition - the data subject is entitled to oppose, at any time, and under certain conditions, the processing of his/her personal data.
- automated decisions - the data subject is entitled not to be subject to decisions made solely on the basis of automated processing, including Profiling, except under certain conditions and on certain grounds.

## **DATA PROTECTION OFFICER**

RNA appointed a Data Protection Officer to respond to representations regarding the exercise of the rights of data subjects.

Therefore, each request must be made by sending an email to the address below, describing the subject of the request and indicating an email address, a contact telephone number or a mailing address:

encarregado.protecao.dados@rna.com.pt

The Data Protection Officer performs the following duties:

- Informing, training, educating and raising the awareness of the whole structure with respect to the principles inherent to the processing of personal data and the obligations arising from the applicable legal framework, including the GDPR, and all relevant provisions of the EU or Member States;
- Monitoring compliance with the regulatory framework;
- Providing advice on the Data Protection Impact Assessment;
- Cooperating with the supervisory authorities;
- Drawing up procedures and policies with a view to the operationalisation of all measures necessary for proper compliance with the applicable regulatory framework;

RNA guarantees that DPO was appointed on the basis of his or her professional qualities, in particular his or knowledge of the law and practices in Data Protection and that he or she performs his or her duties completely freely and independently.

It is also guaranteed that the DPO has been given the necessary resources to carry out his or her duties appropriately.

The DPO also receives the support and assistance of other departments that can contribute to ensuring compliance with the applicable legal framework, namely:

- Systems and IT Department, Responsible for Information Security - with regard to risk assessments, continuous monitoring of Information Security measures, reporting of incidents that may constitute a personal data breach, implementation of technical and organisational measures that allow compliance and conformity with the GDPR and implementation of the measures necessary to fulfil requests to exercise rights received from the data subjects;
- Departments involved in the Implementation of Projects, namely, Commercial, Marketing, Organization, Networks and Quality, with regard to the evaluation of the impact of the entry of each business with respect to the guarantees covering the data subjects, the dissemination of information by business partners, compliance with the procedure of regulated contracting and reporting to the DPO processing operations originating from new business.

## **RIGHT TO LODGE A COMPLAINT WITH THE SUPERVISORY AUTHORITY**

Data subjects are entitled to lodge a complaint regarding the processing of their personal data with the supervisory authority.

## **TIME LIMIT FOR STORAGE**

The personal data shall be stored for the period required by law, and in accordance with the above table.

## **SECURITY MEASURES**

Both RNA and its processors are committed to the protection of their data, and therefore adopt various security measures in order to protect personal data against unauthorised disclosure, loss, misuse, alteration, processing or access, as well as against any other form of unlawful processing.

## **REPORTING OF INCIDENTS**

RNA has implemented an incident management system in the area of data protection, privacy and information security.