

## PRIVACY POLICY

Applied to the processing of personal data carried out by  
IATI CALZADO CORREDURIA DE SEGUROS, S.L.

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<b>Controller:</b> IATI CALZADO CORREDURÍA DE SEGUROS, S.L.
<b>Address:</b> Avinguda Diagonal, 622, 4º, Barcelona, 08021
<b>Tax number:</b> B-62.273.081
<b>Email address:</b> <a href="mailto:gdpr@iatitravelinsurance.com">gdpr@iatitravelinsurance.com</a>
<b>Contact telephone number:</b> 93 201 49 43
<b>Category of subjects:</b> persons over 18 years of age who wish to take out an insurance policy for which IATI CALZADO CORREDURÍA DE SEGUROS, S.L. is the broker.
<b>Legitimation:</b> granting of consent by providing data by means of the relevant online and/or offline form and express acceptance of the conditions of the Privacy Policy.
<b>Rights:</b> You may exercise your rights of access, rectification, deletion (oblivion), portability and limitation of processing before the Data Controller.
<b>Origin of the data:</b> IATI CALZADO CORREDURÍA DE SEGUROS, S.L. will only process the data you provide through the Personal Data collection forms located on the website <a href="http://www.iatitravelinsurance.com/en">www.iatitravelinsurance.com/en</a> and/or by means of the paper forms available to you at the offices of IATI CALZADO CORREDURÍA DE SEGUROS, S.L. in cases where you, on your own initiative, contact IATI CALZADO CORREDURÍA DE SEGUROS, S.L. by telephone or email to request information.

## SPECIFIC INFORMATION

### 1. PRESENTATION:

Below, IATI CALZADO CORREDURÍA DE SEGUROS, S.L. describes in detail its Privacy Policy in relation to the processing of personal data, provided by you either online or in person at our offices by means of the forms associated with the procedure that you wish to carry out on the website [www.iatitravelinsurance.com/en](http://www.iatitravelinsurance.com/en) and/or in person and/or by telephone or email to request information about our products.

Your personal data will only be used for activities directly related to the procedures you have requested, and you will always be previously informed of the purpose of the processing and your prior consent will be requested.

You can always consult this Privacy Policy, which you will find published on the website [www.iatitravelinsurance.com/en](http://www.iatitravelinsurance.com/en).

This Privacy Policy shall apply from the moment you provide personal data by means of the forms on [www.iatitravelinsurance.com/en](http://www.iatitravelinsurance.com/en) or by means of the forms completed in person at the offices of IATI CALZADO CORREDURÍA DE SEGUROS or when you contact IATI CALZADO CORREDURÍA DE SEGUROS through our contact telephone line or by email to find out about our products.

### 2. DATA CONTROLLER:

IATI CORREDURIA DE SEGUROS, S.L is the Data Controller in the processing of personal data that you provide by any of the means described above.

Contact details:



<b>Address:</b> Avinguda Diagonal, 622, 4º, Barcelona, 08021
<b>Tax number:</b> B-62.273.081
<b>Email address:</b> <a href="mailto:gdp@iatitravelinsurance.com">gdp@iatitravelinsurance.com</a>
<b>Contact telephone number:</b> 93 201 49 43

### 3. HOW IS THE PROCESSING OF PERSONAL DATA CARRIED OUT?

#### a) Applicable Regulations

The processing of personal data by IATI CORREDURÍA DE SEGUROS, S.L. is carried out in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, GDPR) and in accordance with Organic Law 3/2018 of 5 December on the Protection of Personal Data and Guarantee of Digital Rights (LOPDG-DDD).

#### b) Purposes of the processing and legitimacy for the processing

##### PURPOSES:

Depending on the form you fill in, your data will be used for different purposes. The purposes for which we process your personal data are listed below:

1. Dealing with queries about information requests that you can make on your own initiative by contacting IATI CALZADO CORREDURÍA DE SEGUROS, S.L. by means of the contact telephone number, chat or by email.
2. Contracting, management and monitoring of the contracted insurance policy. This includes the processing of claims. Quality of service services including the Trustpilot platform.
3. Communication of data to the insurance and reinsurance companies that, as a broker, IATI CALZADO CORREDURÍA DE SEGUROS, S.L. represents.
4. Sending of information about the insurance policy contracted.
5. Keeping in contact with the insured parties for the correct performance of the insurance policy; this includes the provision of a customer area and an after-sales service.
6. Communication of data to third parties in the event of claims (experts, ambulance services, workshops, tow truck services, private transport services, lawyers, solicitors and notaries, doctors, medical centres and hospitals, rehabilitation centres, detectives, group accident agencies (as an indication but not limited to, depending on the claim).
7. Communication of data to public administrations, including the Tax Administration, Justice Administration, Social Security and State Security Forces and Corps.
8. Comparison of personal data for the purposes of fraud prevention.
9. Consultation of solvency and credit files for the purpose of calculating premiums.
10. Data may be communicated to third parties when so provided by a regulation of European Union Law or a Law in order to comply with a legal obligation.
11. Other purposes derived from regulations that may be developed to comply with the GDPR or that may derive from the fulfilment of a public good.



Below we describe the purposes in detail, without prejudice to these being extended or reduced, according to the form you complete with your personal data. Any new use of your data will be duly communicated to you personally if it may have an impact on the rights of the data subjects. In any case, we recommend that you read this Privacy Policy regularly.

Contracting	<p>Your personal data will be processed by IATI CALZADO CORREDURÍA DE SEGUROS, S.L. in order for it to proceed to contract and fully manage the policy that you choose.</p> <p>In this process, your personal data will be processed by IATI CALZADO CORREDURÍA DE SEGUROS, S.L. as broker, who may communicate them to the insurance and reinsurance companies. IATI will process your personal data in order to contact you before, during and after the trip to ensure the proper performance of the contracted policy. You may be contacted by email, telephone call.</p> <p>When you make the payment, you will provide your personal data to the payment gateway Redsys Servicios de Procesamiento de Datos, S.L. and to the bank that has issued your credit/debit card.</p> <p>As a customer of IATI CALZADO CORREDURÍA DE SEGUROS, S.L. you will have at your disposal a Client Area which you can access free to view the policies you have contracted, modify them, return them and receive messages from IATI CALZADO CORREDURÍA DE SEGUROS. Optionally, you can download the traveller APP. In this way, during your trip, you will be able to receive communications from IATI that may be useful for the trip.</p> <p>In the event of a claim, IATI CALZADO CORREDURÍA DE SEGUROS, S.L. will communicate your personal data to the relevant companies and professionals for the purpose of attending to and resolving claims, including notaries, lawyers, solicitors and the competent public administration in each case. Your personal data will be processed by IATI CALZADO CORREDURÍA DE SEGUROS for the sole purpose of answering your queries.</p>
Contact	<p>You can contact IATI CALZADO CORREDURIA DE SEGUROS by means of the Contact form on the website <a href="http://www.iatitravelinsurance.com/en">www.iatitravelinsurance.com/en</a>; on the information phone line and/or by email.</p> <p>You can contact IATI CALZADO CORREDURIA DE SEGUROS by means of the Contact form of the website <a href="http://www.iatitravelinsurance.com/en">www.iatitravelinsurance.com/en</a>; on the information phone line and/or by email.</p>
Blog	Your personal data will be processed in order to publish your comments in the Blog section of the website <a href="http://www.iatitravelinsurance.com/en">www.iatitravelinsurance.com/en</a> .
Chat	Your personal data will be processed in order to keep the chat session active during the online contracting process in the event that you voluntarily activate this service.
Advertising / Marketing	With your prior consent, your personal data may be used to send you commercial information, marketing and advertising activities.
Help with your file	Your personal data will be processed in order to deal with your enquiry about the status of your file.
Life insurance	Your personal data will be used to calculate the amount of the insurance policy.

#### LEGITIMACY:

Contracting	The processing of your personal data is necessary in order to process, manage and execute the contracting of the policy you take out and to comply with the mandate you have given us when you sent us the form filled in with your personal data and accepting the Privacy Policy.
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Contact	The processing of personal data is necessary in order to be able to deal with your queries. The personal data has been provided voluntarily by you by means of the form provided for this purpose and you have expressly accepted the Privacy Policy. With prior acceptance of the message that will be read to you when you contact us by telephone.
Blog	The processing of your personal data is necessary in order to be able to publish your comments. The personal data has been provided voluntarily by you by means of the form provided for this purpose and you have expressly accepted the Privacy Policy.
Chat	The processing of personal data is necessary in order to be able to deal with your queries about the online contracting process. The personal data has been provided voluntarily by you by means of the form provided for this purpose and you have expressly accepted the Privacy Policy.
Advertising / Marketing	You may receive advertising/marketing communications if you activate the express acceptance box to receive this type of communication and expressly accept the Privacy Policy.
Help with your file	The processing of your personal data is necessary to be able to locate your file in order to inform you of its status
Life insurance	Your personal data is necessary for the calculation of the policy.

### c) What personal data do we process?

PROCESSED DATA		
Contracting	IATI CALZADO CORREDURÍA DE SEGUROS will process your personal data by means of the registration form <a href="https://www.iatitravelinsurance.com/en/purchase-tunnel/personal-info">https://www.iatitravelinsurance.com/en/purchase-tunnel/personal-info</a> Or by means of the forms used during the face-to-face contracting process. The data requested are the minimum required to be able to proceed with the contracting of the insurance policy of your choice and to be able to contact you if necessary (by telephone, email, App or Client Area, chat, SMS or any other channel that may be enabled). Otherwise the contract cannot be concluded.	Gender* Name* Surname* NIF/NIE* Date of birth* Address City/Postcode Email address Telephone number  *also in case of accompanying person
Contact	IATI CALZADO CORREDURÍA DE SEGUROS will process the personal data that you voluntarily provide when you submit the form provided for this purpose or contact us by telephone or email. The data requested are the minimum required to be able to deal with your query. You should restrict the information you provide to that strictly necessary for your query.	Name Email address Comments: You must keep to the space provided for this purpose. No other personal data should be added
Blog	IATI CALZADO CORREDURÍA DE SEGUROS will process the personal data that you voluntarily provide when you submit the form provided for this purpose. The data requested are the minimum required to be able to publish your comment. You should restrict the information you provide to that strictly necessary to complete your comment.	Name Email address Website Comments: you must keep within the space provided for this purpose. No other personal data should be added.
Chat	IATI CALZADO CORREDURÍA DE SEGUROS will process the minimum personal contact data in order to keep the online chat active.	Email address Comment: should be limited to the purpose of the query. Advertising/ Marketing

Advertising/ Marketing	IATI CALZADO CORREDURÍA DE SEGUROS will process your personal contact details in order to send you information about its own products or those of third parties, subject to your prior express consent.	Name Email address
Help with your file	IATI CALZADO CORREDURÍA DE SEGUROS will process your personal data by means of the form: <a href="https://www.iatitravelinsurance.com/en/help-with-your-file/">https://www.iatitravelinsurance.com/en/help-with-your-file/</a>	File number Telephone number Email address Name Insurance contracted Policy number

#### d) What rights can be exercised?

Regardless of the purpose for which the personal data is processed, the rights that you can exercise are all those provided for in the GDPR:

RIGHT	WHAT DOES THIS RIGHT ALLOW YOU TO DO?
Access	You have the right to have IATI CALZADO CORREDURÍA DE SEGUROS confirm whether it is processing your personal data and, where appropriate, to request access to this data, as well as information about the processing (purposes, categories of data processed, recipients).
Rectification	You have the right to request the rectification of incorrect or inaccurate data.
Deletion (oblivion)	You have the right to request the deletion of personal data from IATI CALZADO CORREDURÍA DE SEGUROS' data processing systems and process when these data are no longer necessary for the purposes for which they were requested.
Opposition	You may oppose the processing of your personal data, including automated profiling, at any time
Restriction	You have the right to request a restriction of data processing, e.g. while clarifications requested by you regarding the processing of your personal data are being resolved.
Portability	You have the right to exercise the right of portability of your personal data and therefore receive your personal data in a commonly used and machine-readable format and transmit it to another data controller of your choice, without any impediment from IATI CALZADO CORREDURÍA DE SEGUROS.

#### e) What should you do if you wish to exercise any of these rights?

In order to exercise the above rights, you should contact IATI CALZADO CORREDURÍA DE SEGUROS, Avinguda Diagonal, 622, 4º, Barcelona, 08021 or send an email to [gdpr@iatitravelinsurance.com](mailto:gdpr@iatitravelinsurance.com). Whether you do so by post or by email, you will have to indicate the right you wish to exercise and provide reliable proof of your identity. Once the request to exercise your rights has been received, IATI CALZADO CORREDURÍA DE SEGUROS will proceed as soon as possible in order to deal with it in accordance with the provisions of the GDPR and the LOPGDD.

#### f) Data processors

In order that IATI CALZADO CORREDURÍA DE SEGUROS can carry out the contracting of the products chosen and contracted by you online, as well as provide services through the website <https://www.iatitravelinsurance.com/en/>, IATI CALZADO CORREDURÍA DE SEGUROS has contracted the services of third parties, which in the framework of the GDPR and the LOPDGD are DATA PROCESSORS and will perform their services for the due fulfilment of the purpose of the data processing. Your personal data will not be passed on to third parties. In the event it has to communicate your data to other third parties, IATI CALZADO CORREDURÍA DE SEGUROS will inform you of this and request your consent.

	Provision of Services
Redsys Processing Services, S.L. Data: ..... Privacy Policy: <a href="http://www.redsys.es/legal/20200224_poli%CC%81tica_de_privacidad.pdf">http://www.redsys.es/legal/20200224_poli%CC%81tica_de_privacidad.pdf</a>	Provides the payment gateway service necessary to contract insurance policies and make the payment of the amount thereof.
ARAG SE, Branch in Spain Address: C/ Núñez de Balboa 120 28006.- MADRID. NIF: W00490001A Email: <a href="mailto:atencioncliente@arag.es">atencioncliente@arag.es</a> Website: <a href="http://www.arag.es">www.arag.es</a>	Company that assumes the coverage of the travel policy contracted by you.
Airhelp España S.L B66234873 C/ ROGER DE LLURIA, 46 BIS P.1 PTA.1. 08009, BARCELONA, BARCELONA <a href="https://www.airhelp.com/es/privacidad/">https://www.airhelp.com/es/privacidad/</a>	Company that assumes the coverage of the travel policy contracted by you.
Manujola, S.L., Av. Coll del Portell, 41 Local 1 – 080024 Barcelona, CIF B66957259 <a href="https://oct8ne.com/es/politica-privacidad">https://oct8ne.com/es/politica-privacidad</a>	Chat service
Gecose Software,S.L. con NIF B61180345, TORREBLANCA, 2 -8 LOCAL 2 H. 08172, SANT CUGAT DEL VALLES, BARCELONA <a href="https://ecli.gecose.com/modulos/legal/legal.php?id=2">https://ecli.gecose.com/modulos/legal/legal.php?id=2</a>	Management software
Sage Spain SL, con NIF B-58836321 Moraleja Building One, Avenida de Europa, 19 - planta 1, 28108 Madrid <a href="https://www.sage.com/es-es/aviso-legal/privacidad-y-cookies/">https://www.sage.com/es-es/aviso-legal/privacidad-y-cookies/</a>	Accounting Software
MOBILE BIOMETRICS, S.L. C.I.F. B-65636417 Pl. Pau Vila, 1, Oficina 2B, Barcelona 08039 <a href="https://napptilus.com/politica-privacidad/">https://napptilus.com/politica-privacidad/</a>	Web maintenance
Aut O'Mattic A8C Ireland Ltd., Grand Canal Dock, 25 Herbert Pl Dublin, D02 AY86 Ireland <a href="https://automattic.com/privacy/">https://automattic.com/privacy/</a>	Plugins Wordpress
Salesforce Spain S.L., B84495449 Paseo de la Castellana 79, Planta 7ª, Madrid, Spain, 28046 <a href="https://www.salesforce.com/es/company/privacy/full_privacy/">https://www.salesforce.com/es/company/privacy/full_privacy/</a>	CRM
NORDIC SOLUTIONS SERVICIOS INFORMÁTICOS S.L.U. B64472426, La Rambla 140, Planta 3, 08002, Barcelona <a href="https://www.nordicsolutions.es/politica-de-privacidad/">https://www.nordicsolutions.es/politica-de-privacidad/</a>	Computer maintenance
BRING CONNECTIONS S.L. NIF B67895417, Paseo de las delicias 38, 3. 11406 Jerez de la Frontera Cádiz <a href="https://bringconnections.es/privacidad/">https://bringconnections.es/privacidad/</a>	Web development
Hotjar Web Services Spain S.L. B02676518, Calle roc Boronat, 147 - P. 10, Barcelona, 08018 , Barcelona <a href="https://www.hotjar.com/legal/policies/privacy/">https://www.hotjar.com/legal/policies/privacy/</a>	Digital data analysis
ActiveCampaign, LLC 6 Great Queen Street, Covent Garden, London, WC2B 5AH, United Kingdom or <a href="https://www.activecampaign.com/legal/privacy-policy">https://www.activecampaign.com/legal/privacy-policy</a>	Marketing campaign management
The Rocket Science Group LLC (Mailchimp), EU372008134, 675 Ponce De Leon Ave NE Suite 5000 Atlanta, GA 30308 USA <a href="https://www.intuit.com/privacy/statement/">https://www.intuit.com/privacy/statement/</a>	Marketing automation platform and advertising campaigns.



Google Ireland Limited, IE6388047V, Gordon House Barrow Street Dublin 4, Ireland <a href="https://policies.google.com/privacy?hl=es">https://policies.google.com/privacy?hl=es</a>	Google Search Console helps us monitor, maintain and troubleshoot our website's appearance in Google Search results. Google Analytics provides us with the tools we need to analyze web traffic.
Atlassian Pty Ltd (Trello) <a href="https://www.atlassian.com/legal/privacy-policy">https://www.atlassian.com/legal/privacy-policy</a>	Management software
AMAZON WEB SERVICES EMEA SARL, W0185696B, CL/RAMIREZ DE PRADO 5, 28045 MADRID <a href="https://aws.amazon.com/es/compliance/data-privacy/">https://aws.amazon.com/es/compliance/data-privacy/</a>	Hosting/servers
Yoast SEO <a href="https://es.wordpress.org/about/privacy/">https://es.wordpress.org/about/privacy/</a>	SEO
Meeting Doctors S.L, B66940982, C/ DEL MILANESADO, 25-27 PLANTA 3, 8017 BARCELONA <a href="https://meetingdoctors.com/politica-privacidad/">https://meetingdoctors.com/politica-privacidad/</a>	Medical Chat
TWILIO IRELAND LIMITED, IE-3335493BH, 3 DUBLIN LANDINGS, NORTH WALL QUAY-D01C4E0 DUBLÍN (DUBLÍN)-IRLANDA <a href="https://www.twilio.com/en-us/legal/privacy">https://www.twilio.com/en-us/legal/privacy</a>	Internet call free of charge

In the event of a claim, the services that must be activated in these circumstances will also be the data processors, these being companies and professionals that deal with and settle claims, including notaries, lawyers, solicitors and the competent public administration in each case.

#### **g) International transfers**

To provide our services, we use third-party technology services, which may process your data during the course of their activities. These entities may be located in jurisdictions that may be mainly outside the European Economic Area (EEA). However, we have concluded contracts with them, which do include such guarantees, including the EC model clauses. For further information, please contact us.

#### **g) Commercial communications by electronic means**

In accordance with the provisions of Law 34/2020 of 11 July on information society services and electronic commerce (LSSI), you may authorise us to send you commercial communications by electronic means when you take out an insurance policy. Before sending the completed contracting form for the online contracting process <https://www.iatitravelinsurance.com/en/purchase-tunnel/personal-info> or signing the face-to-face forms, you may indicate whether or not you wish to receive additional information and/or communications via your email address.

#### **h) How long do we process your personal data, and how long do we keep it?**

IATI CALZADO CORREDURÍA DE SEGUROS will process your personal data in general as long as the consent given by you is valid. And specifically:

If you have taken out a policy	<p>IATI CALZADO CORREDURÍA DE SEGUROS will process your personal data (see section c.3) for as long as necessary to carry out the provision of services arising from the contracting of the policy and for the duration of the obligations arising from it.</p> <p>You may request the exercise of the rights provided by law and indicated in section 3.e) of this Privacy Policy at any time.</p> <p>If there are legal obligations arising from this processing, the personal data will remain blocked until these obligations expire. Thereafter, your personal data will continue to be securely blocked in the systems of IATI CALZADO CORREDURÍA DE SEGUROS.</p>
If you have provided your data through the Contact or Help with your file form on the website <a href="https://www.iatitravelinsurance.com/en/">https://www.iatitravelinsurance.com/en/</a>	<p>Your data will be processed by IATI CALZADO CORREDURÍA DE SEGUROS for the period of time necessary to deal with your query.</p> <p>If there are legal obligations arising from this processing, your personal data will remain blocked until these obligations expire. Thereafter, your personal data will continue to be securely locked in the systems of IATI CALZADO CORREDURÍA DE SEGUROS.</p>
If you have provided your data in the Blog and form in the Chat service	<p>Your data will be processed for the period of time strictly necessary to fulfil the purpose of the blog section of our site <a href="https://www.iatitravelinsurance.com/en/">https://www.iatitravelinsurance.com/en/</a> where you wish to post your comment; your data will be processed during the Chat service. After the end of this period, your data will be kept/won't be kept.</p>
If you have agreed to receive advertising and marketing communications	<p>Your data will be processed for as long as your consent remains valid. When you withdraw your consent, the data will be securely blocked.</p>

## i) Handling of queries and transparency

For any queries related to the data processing carried out by IATI CALZADO CORREDURÍA DE SEGUROS on its website <https://www.iatitravelinsurance.com/en/> and in the management and execution of the insurance policies contracted by you, please contact:

IATI CALZADO CORREDURÍA DE SEGUROS, S.L.
Avinguda Diagonal, 622, 4º, Barcelona, 08021
Email address: <a href="mailto:gdpr@iatitravelinsurance.com">gdpr@iatitravelinsurance.com</a>
Contact telephone number: 93 201 49 43

In compliance with the principle of transparency and pro-activity in the protection of personal data, IATI CALZADO CORREDURÍA DE SEGUROS has set up a Data Protection Department which you may contact at the following email address: [gdpr@iatitravelinsurance.com](mailto:gdpr@iatitravelinsurance.com)

## j) Disputes and complaints

At any time and whenever you consider it convenient, you may contact the authority competent in the field of data protection in order to settle a dispute or to file a complaint:





#### **k) Modifications to this Privacy Policy**

The provisions of this Privacy Policy may be amended by IATI CALZADO CORREDURÍA DE SEGUROS whenever it deems necessary for the purposes for which the data were collected. In general, these will be updates or changes that will be duly communicated via the website <https://www.iatitravelinsurance.com/en/>. In the event that adjustments to this Privacy Policy have a greater impact on your rights and privacy, IATI CALZADO CORREDURÍA DE SEGUROS will inform its customers and users about these adjustments so that they can assess their implications and, in any case, review the validity of their consent.

Notwithstanding the foregoing, we recommend that you regularly review this Privacy Policy, which you can easily access from the website <https://www.iatitravelinsurance.com/en/>

#### **l) Cookies Policy**

The processing of personal data provided on the <https://www.iatitravelinsurance.com/en/> website is associated with the use of cookies. We recommend that you also review our Cookies Policy.