

# Data Protection: List of Service Providers

As per: April 2025



## Service Providers (Categories) of Hallesche Krankenversicherung\*

| Tasks for which personal data (such as name, address) may be passed on to third parties   |   |
|---|---|
| Transferred tasks   | Agent/Service Categories  |
| <ul style="list-style-type: none"><li>• Verification of address</li></ul>   | <ul style="list-style-type: none"><li>• Address investigator, registration office</li></ul>   |
| <ul style="list-style-type: none"><li>• Catching information at the time of application and procedure</li></ul>   | <ul style="list-style-type: none"><li>• Credit reference agencies:<ul style="list-style-type: none"><li>• Schufa Holding AG, Wiesbaden</li><li>• Creditreform e. V., Neuss</li><li>• Arvato Infoscore GmbH, Baden-Baden</li></ul></li></ul>   |
| <ul style="list-style-type: none"><li>• Providing support to insured persons and processing applications for cost assumption and reimbursement applications for compulsory long-term care insurance</li></ul>   | <ul style="list-style-type: none"><li>• LM+ Leistungsmanagement GmbH, Köln</li></ul>  |
| <ul style="list-style-type: none"><li>• Data carrier/file recovery</li></ul>  | <ul style="list-style-type: none"><li>• Waste companies</li><li>• documentus GmbH, Stuttgart</li></ul>  |
| <ul style="list-style-type: none"><li>• Digital communications</li></ul>  | <ul style="list-style-type: none"><li>• mailingwork GmbH, Oederan</li></ul>   |
| <ul style="list-style-type: none"><li>• Printing, enveloping and dispatch</li></ul>   | <ul style="list-style-type: none"><li>• Printing companies and mailing companies</li></ul>  |
| <ul style="list-style-type: none"><li>• Holding online conferences and providing a conference platform</li></ul>  | <ul style="list-style-type: none"><li>• CSN Communication Service Network GmbH, Düsseldorf</li></ul>  |
| <ul style="list-style-type: none"><li>• Corporate customer portal for company health insurance</li></ul>  | <ul style="list-style-type: none"><li>• eVorsorge Systems GmbH, München</li></ul>   |
| <ul style="list-style-type: none"><li>• Claims management (out of court and court files such as foreclosure)</li></ul>  | <ul style="list-style-type: none"><li>• Fülleborn Rechtsanwalts-gesellschaft mbH, Hamburg</li><li>• REAL Solution Inkasso GmbH &amp; Co. KG, Hamburg</li></ul>  |
| <ul style="list-style-type: none"><li>• Real estate management</li></ul>  | <ul style="list-style-type: none"><li>• Management companies, caretaking services, tradespeople, settlement companies, architects, specialist lawyers, real estate agents, IT service providers, project developers, contractors, engineers, appraisers, surveying offices, tax consultants</li></ul> |
| <ul style="list-style-type: none"><li>• IT service providers (writing software programmes, user-help-desk, implementation and support of hard- and software, archiving of data which is subject to record retention obligations, system advice and support)</li></ul> | <ul style="list-style-type: none"><li>• External IT service providers</li></ul>   |
| <ul style="list-style-type: none"><li>• Market research (market analysis, service studies, customer surveys, including as part of ratings)</li></ul>  | <ul style="list-style-type: none"><li>• Marketing-/market research companies, rating agencies</li><li>• ASSEKURATA (rating agency), Köln</li></ul>  |
| <ul style="list-style-type: none"><li>• Service card producers ("Card for persons privately insured")</li></ul>   | <ul style="list-style-type: none"><li>• PAV Card GmbH, Lütjensee</li></ul>  |
| <ul style="list-style-type: none"><li>• Fiduciary activities</li></ul>  | <ul style="list-style-type: none"><li>• Trust companies</li></ul>   |

\* List of service providers as per your "Declaration of Data Protection/Declaration of Consent and Release from the Professional Oath of Secrecy"

## Tasks for which health data may also be passed on to third parties

| Transferred tasks  | Agent/Service Categories  |
|--|---|
| <ul style="list-style-type: none"> <li>Assistance providers (repatriation, visits with doctors and hospitals within the country and abroad, information on medical service providers within the country, medical advice and video consultation, scheduled appointments with practitioners within the country, health care services/settlements, check of the medical invoices, medical devices)</li> </ul> | <ul style="list-style-type: none"> <li>MD Medicus Assistance Service GmbH, Ludwigshafen</li> <li>Maltaser Hilfsdienst gemeinnützige GmbH, Köln</li> <li>Global Medical Management Inc. (GMMI), Pembroke Pines, Florida (USA)</li> <li>Providers of medical devices</li> </ul> |
| <ul style="list-style-type: none"> <li>Supervision of expatriates abroad (claiming and contractual affairs)</li> </ul>   | <ul style="list-style-type: none"> <li>MD Medicus Assistance Service GmbH, Ludwigshafen</li> <li>Henner Group, Paris</li> </ul>   |
| <ul style="list-style-type: none"> <li>Drawing up of medical reports, contracting of medical check-ups</li> </ul>  | <ul style="list-style-type: none"> <li>Hallesche medical service</li> <li>Medical experts</li> </ul>  |
| <ul style="list-style-type: none"> <li>Legal advice</li> </ul>   | <ul style="list-style-type: none"> <li>Lawyers</li> </ul>   |
| <ul style="list-style-type: none"> <li>Net Promoter Score (NPS, customer satisfaction measurement)</li> </ul>  | <ul style="list-style-type: none"> <li>VIER GmbH, Hannover</li> </ul>   |
| <ul style="list-style-type: none"> <li>Telephony and supporting customer service</li> </ul>  | <ul style="list-style-type: none"> <li>Concentrix, Nürnberg and Erfurt</li> <li>Baruti GmbH, Stuttgart</li> <li>regiocom Customer Care SE, Magdeburg</li> </ul>   |
| <ul style="list-style-type: none"> <li>Translating of foreign-language invoices</li> </ul>   | <ul style="list-style-type: none"> <li>Translation agencies</li> </ul>  |
| <ul style="list-style-type: none"> <li>Tracking of incoming mail relating to business transactions (electronic and manual)</li> </ul>  | <ul style="list-style-type: none"> <li>IBM Deutschland, Ehningen</li> <li>Digi-Texx, München</li> </ul>   |

## Data processing of the Alte Leipziger – Hallesche Group (ALH Group)

### The ALH Group comprises the following companies

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>Alte Leipziger Lebensversicherung a. G.</li> <li>Hallesche Krankenversicherung a. G.</li> <li>Alte Leipziger Versicherung AG</li> <li>Alte Leipziger Holding AG</li> <li>Alte Leipziger Bauspar AG</li> </ul> | <ul style="list-style-type: none"> <li>Alte Leipziger Trust Investment-Gesellschaft mbH</li> <li>Alte Leipziger Treuhand GmbH</li> <li>Alte Leipziger Pensionskasse AG</li> <li>Alte Leipziger Pensionsfonds AG</li> <li>Alte Leipziger Pensionsmanagement GmbH</li> </ul> |
|--|--|

### Joint processing of master data

- Pursuant to the "Code of Conduct" (behavior rules for the handling of personal data by the German insurance sector), this master data includes name, address, date and place of birth, customer number and insurance policy number, occupation, marital status, legal representatives, information on the kinds of existing contracts, the capacity of the persons involved (e.g. insurance holder, main person insured, contributor, payee), bank details, telecommunication data, blocking notes (regarding advertising and market/opinion research) and other objections, power of attorney and care arrangements, responsible agents.
- In order to be able to process matters concerning the execution of applications, registrations, offers, contracts and services quickly, effectively and economically (e.g. the appropriation of mail and incoming phone calls), the master data of the policy holder and main person insured and the insured persons of the ALH Group may be kept in a shared database.
- The data of the various ALH Group companies is otherwise stored and used separately in accordance with the principle of business segregation as required by the supervisory authorities.

### Processing of personal data within the ALH Group

- Certain tasks within the ALH Group are performed Group-wide. These may require the processing of personal data. The processing is then legitimated by Article 6, paragraph 1, point (f), of the GDPR (legitimate interests) or via an arrangement through responsibilities defined in the employment contract or by means of an agreement pursuant to Article 26 of the GDPR (jointly responsible parties) or Article 28 of the GDPR (commissioned processing).

This applies to the following activities:

- |  |   |   |
|--|---|---|
| <ul style="list-style-type: none"> <li>Company data protection</li> <li>Business organisation</li> <li>Compliance</li> <li>Real estate management</li> <li>Information security officer</li> </ul> | <ul style="list-style-type: none"> <li>Information technology</li> <li>Internal auditing</li> <li>Marketing</li> <li>Human resources</li> <li>Accounting</li> </ul> | <ul style="list-style-type: none"> <li>Legal department</li> <li>Risk management</li> <li>Sales administration</li> <li>Management Board</li> </ul> |
|--|---|---|

**Please note:** in the event that we forward data on to service providers outside of the European Economic Area (EEA), we do so only when the EU Commission has confirmed that the third country offers an adequate level of data protection or when adequate data-protection guarantees (e.g. binding internal corporate data-protection regulations or EU standard contract clauses) are in place.