

PERSONAL DATA PROTECTION NOTICE

The Protection of Your Personal Data Is Important To Us

Insurance Company of North America (a Chubb Company) is committed to protecting your personal data. Chubb ensures you that any personal data we collect about you is treated with the appropriate degree of protection and confidentiality. We collect, use and retain your personal data.

What Personal Data Do We Collect?

We collect personal data including but not limited to your name, date of birth, family status, occupation, address including e-mail address, telephone number, financial details (including credit card or other payment details) previous and current insurance experience and information specific to your insurance requirements.

We may also collect sensitive personal data, such as details about your health and disability, if any.

Why Do We Collect Personal Data?

We collect personal data to enable us to communicate with you, assess risks, administer and provide you with competitive insurance products and services and to handle claims.

We will not collect personal data unless it is necessary for or in connection with those purposes and we will only collect personal data by lawful and fair means.

How Do We Collect Personal Data?

We collect personal data when you fill out documents such as an application form or an administrative form or when you give us your personal data in person, over the telephone or through our website or our commercial partner websites.

In certain circumstances, we will collect personal data from third parties such as a credit reporting agencies, credit card companies or banks and publically available sources of information.

Disclosure to Third Parties

We sometimes rely on third parties to carry out particular activities on our behalf. As a result, we may disclose your personal data to those third parties that we have a relationship with, including but not limited to actuaries, agents, assessors, auto repairers, loss adjusters, claims investigators, claim handlers, mail houses, call centres, professional advisers including doctors and other medical service providers, other insurance companies and representatives and other companies within the Chubb Group.

Under certain circumstances, we may also disclose your personal information to government authorities and agencies or other parties, where required by law.

These third parties may be located within or outside the Philippines.

Marketing of Products and Services

From time to time, we may use your personal data to send you offers or information regarding our products and services that may be of interest to you. If you do not wish to receive such information, please give us notice in writing.

Consequence of Not Providing Us Your Personal Data

If you do not provide us with your personal data or if you withdraw your consent, we may not be able to provide you or your organisation with insurance products or services or respond to a claim.

How to Access, Correct or Update Your Information

If you would like to access, correct or update your personal data, please write in or contact our Customer Service Team at +632 8496000 or e-mail travel.ph@chubb.com. Your request will be actioned within twenty-one (21) days

from the date of receipt. We reserve the right to charge you a reasonable fee for the processing of any personal data access request.

Contact Us

Should you have a complaint or want more information about how we manage your personal data, please contact us at:

Insurance Company of North America (a Chubb Company)

24th Floor Zuellig Building
Makati Avenue corner Paseo De Roxas
Makati City 1226
Philippines

Customer Service Hotline

Tel: +63 2 849 6000 (Mondays – Fridays, 8:30am to 5:30pm)

Email: travel.ph@chubb.com