

## Basic information for new customers

### travel insurance unlimited

#### Important information for you:

##### 1. Company and address

DR-WALTER GmbH  
Eisenerzstrasse 34  
53819 Neunkirchen-Seelscheid  
Germany  
Commercial register: Siegburg HRB 4701  
USt.-Id.-Nr. DE 212252105

##### 2. Managing Directors

Dipl.-Kfm. Reinhard Bellinghausen (CEO),  
Timo Dreger (COO)

##### 3. Status of the intermediary in accordance with Industrial Code, report and registration

DR-WALTER GmbH acts as an insurance agent for one or multiple clients in accordance with §34d par. 1 Industrial Code. The competent authority is IHK Bonn/Rhein-Sieg, Bonner Talweg 17, 53113 Bonn, T +49 228 2284 0, F +49 228 2284 170, info@bonn.ihk.de, www.ihk-bonn.de.

DR-WALTER GmbH is registered in the register of insurance intermediaries under the number D-QAMW-L7N-VQ-57.

##### 4. You can verify this information at any time with the registration body:

DIHK | Deutsche Industrie- und Handelskammer, Breite Str. 29, 10178 Berlin, Germany, T +49 30 20308 0, info@dihk.de, www.dihk.de, register retrieval at www.vermittlerregister.info or call 0180-6005850 (0,20 €/call)

##### 5. Consulting and compensation

As part of its role as an insurance intermediary, DR-WALTER GmbH provides consulting in accordance with the legal requirements and receives a commission by the product provider for successful mediation of an insurance contract. As a result, this commission shall not be paid by you but is already part of the insurance premium. DR-WALTER GmbH does not receive any additional compensation in connection with the mediation.

##### 6. Interest in insurance companies

DR-WALTER GmbH has a direct interest of 100% in the voting rights of DR-WALTER Versicherungsmakler GmbH. No insurance company or parent company of an insurance company has a direct or indirect interest of more than 10% in voting rights or capital of DR-WALTER GmbH.

##### 7. Arbitration bodies for extrajudicial resolution

Versicherungsombudsmann e. V.  
(insurance ombudsman)  
Postfach 08 06 32, 10006 Berlin

Ombudsmann private Kranken- und  
Pflegeversicherung  
Postfach 06 02 22, 10052 Berlin

European platform for Online Dispute Resolution  
<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=EN>

#### Dear customers and interested parties,

DR-WALTER GmbH is the leading expert in insuring private and business travel as well as stays abroad. As an insurance intermediary, we offer selected international health insurance policies that we developed together with renowned insurance companies. As your reliable partner, we offer you:

#### Real human contact

We place a high value on the relationship with you. That's why you will always have a personal contact at DR-WALTER – instead of calling an anonymous call center. Our staff of more than 100 is there for you and your questions. Having someone to talk to in person is both helpful and essential, especially in case of a claim.

#### Experience and safety

From holiday travel to crisis situations – we are the leading expert for your international insurance policies. For more than 60 years, we have developed and brokered insurance policies for private and business stays abroad. Thanks to our long-term cooperation with more than 40 insurance companies, we can provide you with worldwide insurance cover.



We are there for you!

Kind regards  
Reinhard Bellinghausen

#### Our contact data are:

For general requests as well as questions about products and the conclusion of a contract:	+49 2247 9194 -0
For questions about existing contracts:	+49 2247 9194 -41
For questions about notices of claim and claims:	+49 2247 9194 -31

#### DR-WALTER GmbH

Eisenerzstrasse 34  
53819 Neunkirchen-Seelscheid  
Germany

info@dr-walter.com

www.dr-walter.com



## Notes on the protection of your data at DR-WALTER

We are pleased that you are insured with DR-WALTER. In order to give you a feeling of security as to how we handle your personal data, we would like to give you some information.

### 1. Who is responsible for the processing of your personal data?

DR-WALTER GmbH  
Eisenerzstraße 34  
53819 Neunkirchen Seelscheid  
Germany

T +49 2247 9194-0  
F +49 2247 9194-40  
info@dr-walter.com  
www.dr-walter.com

Commercial register: Siegburg HRB 4701  
VAT Id No.: DE 212252105

### 2. Managing Directors

Dipl.-Kfm. Reinhard Bellinghausen (CEO),  
Timo Dreger (COO)

### 3. Data Protection Officer

Sandra Karnstedt-Panienka  
datenschutz@dr-walter.com

### 4. For what purpose and on what legal basis do we process your personal data

We require your personal data in order to process your applications and contracts, for the handling of claims as well as for individual advice and support. This data includes customer data such as your address data, anonymized IP addresses, clustered demographic and geographical data, insurance contract data, data on insurance benefits, bank details, and, if applicable, data from experts, process and complaints data as well as data on physicians, clinical facilities and health data.

The careful handling of your sensitive data is important to us. We have established rules of conduct for handling your personal data which are based on the rules of conduct of the GDV Gesamtverband der Deutschen Versicherungswirtschaft e. V. (German Insurance Association). More information: <https://www.dr-walter.com/en/data-protection/personal-data.html>

The legal basis for the processing of personal data for contractual and pre-contractual purposes is Art. 6 para. 1 letter b DS-GVO. To the extent that special categories of personal data (e.g. health data) are required for this purpose, DR-WALTER obtains consent in accordance with Art. 9 para. 2 letter j DSGVO in conjunction with Art. 27 BDSG. A consent given can be revoked at any time in accordance with Art. 21 DS-GVO.

### 5. Who are the recipients of your personal data?

- a) Internal departments of the DR-WALTER who are involved in the execution of the respective business processes.
- b) Public bodies which collect data on the basis of legal requirements (e.g. social security institutions, tax authorities, courts, BAFin).
- c) External contractors (insurance companies and service companies).
- d) Other external bodies such as credit institutions (insurance benefits and collection of insurance premiums), brokers and insurance agencies within the scope of intermediary activities and central contact offices of the insurance associations.

### 6. Which service providers do we cooperate with?

At <https://www.dr-walter.com/en/data-protection/list-of-service-providers.html> you will find a list of all service providers with whom we cooperate.

### 7. What measures do we take to protect your data?

You can find out more about the technical and organizational measures at <https://www.dr-walter.com/en/data-protection/data-security.html>.

### 8. What rights do you have?

We will be pleased to inform you if and which of your personal data were processed by us. Furthermore, you have the right to know for which purpose we process your data, which categories of personal data we have processed, who has received your data and for how long we store your data. Should your personal data be incorrect, we will be happy to correct them. If you have any questions, please contact Sandra Karnstedt-Panienka at [datenschutz@dr-walter.com](mailto:datenschutz@dr-walter.com). If you are of the opinion that we do not adhere to data protection regulations, you have the option of contacting the competent supervisory authority:

Landesbeauftragte für Datenschutz und Informationsfreiheit Nordrhein-Westfalen  
(State Commissioner for Data Protection and Freedom of Information North Rhine-Westphalia)  
Kavalleriestraße 2-4  
40213 Düsseldorf  
Germany  
T +49 211 38424-0  
F +49 211 38424-10  
[poststelle@ldi.nrw.de](mailto:poststelle@ldi.nrw.de)