

Procedure for Submitting Requests for the Exercise of Your Personal Data Rights

In order to exercise any of your Personal Data rights, or if you have any other questions regarding our use of your personal data, you may:

- contact your personal insurance intermediary
- visit any EuroLife branch
- send a message via the myeurolife online platform (if you are a subscriber)
- fill out the relevant web form through the EuroLife website

You can also contact the EuroLife Data Protection Officer at dpo@eurolife.bankofcyprus.com.

When completing the form to exercise your rights, we encourage you to be as specific as possible. This will help us serve you quickly and more accurately.

Response

- We will send you an acknowledgment of receipt within two (2) business days of receiving your request.
- Our response to your request will be sent to you within thirty (30) days of receiving your request. If this is not possible, you will be notified accordingly.
- Our final reply shall not exceed sixty (60) days following the date of receipt of your request.

Fair and Objective Handling

Your request will be treated fairly, objectively and confidentially by our specialized and experienced officers.

Competent Authority

If you have exercised some or all your rights to data protection and you still feel that we have not satisfactorily addressed your concerns about the way we use your personal data, you have the right to file a complaint by completing the online contact form at www.eurolife.com.cy. You also have the right to file a complaint with the Office of the Commissioner for the Protection of Personal Data. You may find information on how to file complaints by visiting www.dataprotection.gov.cy.