

## Your Data Protection Rights

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You have the following rights in terms of your personal data we hold about you:

- **Receive access** to your personal data. This enables you to e.g. receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction [rectification]** of the personal data we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected.
- **Request erasure of your personal information.** This enables you to ask us to erase your personal data [known as the ‘right to be forgotten’] where there is no good reason for us continuing to process it.
- **Object to processing of your personal data** where we are relying on a legitimate interest and there is something about your particular situation which makes you want to object to processing on this ground. If you lodge an objection, we will no longer process your personal data unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms.

You also have the right to object where we are processing your personal data, for direct marketing purposes. This also includes profiling in as much as it is related to direct marketing.

If you object to processing for direct marketing purposes, then we shall stop the processing of your personal data for such purposes.

- **Request the restriction of processing** of your personal data. This enables you to ask us to restrict the processing of your personal data, i.e. use it only for certain things, if:
  - it is not accurate,
  - it has been used unlawfully but you do not wish for us to delete it,
  - it is not relevant any more, but you want us to keep it for use in possible legal claims,
  - you have already asked us to stop using your personal data but you are waiting for us to confirm if we have legitimate grounds to use your data.
- **Request to receive a copy** of the personal data concerning you in a format that is structured and commonly used and transmit such data to other organisations. You also have the right to have your personal data transmitted directly by ourselves to other organisations you will name [known as the right to **data portability**].
- **Withdraw the consent that you gave us** with regard to the processing of your personal data at any time. Note that any withdrawal of consent shall not affect the lawfulness of processing based on consent before it was withdrawn or revoked by you.

To exercise any of your rights, or if you have any other questions about our use of your personal data, you may:

- Contact your insurance advisor;
- Visit any of the EuroLife branches
- Send a message through our electronic platform [myeurolife](http://myeurolife.com) if you are a subscriber
- **Complete the relevant web form through our website** ([http://www.eurolife.com.cy/en-gb/contact\\_us/](http://www.eurolife.com.cy/en-gb/contact_us/)).

You can also contact our Data Protection Officer at [dpo@eurolife.bankofcyprus.com](mailto:dpo@eurolife.bankofcyprus.com)

We endeavour to address all of your requests promptly.

### **Right to complain**

If you have exercised any or all of your data protection rights and still feel that your concerns about how we use your personal data have not been adequately addressed by us, you have the right to complain by completing our on line contact form ([http://www.eurolife.com.cy/en-gb/contact\\_us](http://www.eurolife.com.cy/en-gb/contact_us)). You also have the right to complain to the **Office of the Commissioner for Personal Data Protection**. Find out on their website how to submit a complaint (<http://www.dataprotection.gov.cy>).