

List of Service Providers

Service providers with data processing as main objective of the contract

| Contracting Company | Service Provider | Objective / Purpose of the Contract |
|---------------------------|--|---|
| ERGO Reiseversicherung AG | Air Doctor Ltd, Israel | Processor for mediation of medical service providers |
| | BSPayOne | Full service payment provider for the processing of online payments of all kinds |
| | CED Nederland BV | Collection, processing or use of personal data to check a performance obligation and to regulate benefit cases |
| | DCM | Collection, processing or use of personal data for the purpose of checking and implementing recourse (e.g. in the case of private health insurance) and implementing an insurance relationship (e.g. processing an application and checking an obligation to pay benefits) |
| | DER Touristik GmbH & Co. KG | Collection and billing of insurance premiums |
| | Donhauser GmbH | Collection, processing or utilisation of personal data for the establishment, execution or termination of an insurance relationship (e.g. processing of an application and verification of benefits) |
| | equeo GmbH | Collection, processing or use of personal data to operate an app |
| | ERGO Direkt AG | Online marketing activities |
| | ERGO Group AG | The collection, processing or use of personal data for the establishment, execution or termination of an insurance agreement (e.g. the processing of an application, the assessment of the risk cover, the administration of insurance contracts or the verification of an obligation to pay a benefit) |
| | ERGO Technology & Services Management AG, ITERGO Informationstechnologie GmbH, ERGO Technology & Services S.A. (Polen) | IT service provider |
| | Euro-Center Holding (ECH) | Assistance services collection, processing or use of personal data for the purpose of checking the obligation to pay and the settlement of claims |
| | FlexiTel TelefonService GmbH | Collection, processing or utilisation of personal data for the establishment, execution or termination of an insurance relationship (e. g. processing of an application and verification of benefits) |
| | HEPSTAR FINANCIAL SERVICES (PTY) LTD | Service provider IT |
| | Insurtech, Frankfurt | Settlement of travel insurance claims |
| | International SOS | Assistance services |
| | Invitel GmbH | Collection, processing or utilisation of personal data for the establishment, execution or termination of an insurance relationship (e.g. processing of an application and verification of benefits) |
| Munich Re AG | Risk evaluation in cases of particularly high risk | |

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| ERGO Reiseversicherung AG | On Service GmbH, Hamburg | Processing, sorting and scanning of incoming mail |
| | PCI Booking | Payment Service Provider to comply with the security protocols and regulations for credit card payments |
| | T-Systems | Network and telephone services provider |
| | Touristik Assekuranz-Service GmbH | Collection, processing or utilisation of personal data for the establishment, execution or termination of an insurance relationship (e.g. processing an application, administration of insurance contracts and verification of benefits) |
| | Safeture AB, Sweden | Collection, processing or use of personal data via an online web portal and an app to provide country information and alerts |

Categories of service providers for which the processing of personal data is not the main objective of the contract and suppliers that only occasionally work for ERV

| Contracting Company | Service Provider | Objective / Purpose of the Contract |
|---------------------------|--|--|
| ERGO Reiseversicherung AG | Address researchers | Address verification |
| | Assistance | Assistance services |
| | Archiving | Archiving of files |
| | Claims settlement | Examination of the obligation to pay and the regulation of claims |
| | Collection agency | Debt collection |
| | CRS (Computer Reservation Systems) | Travel bookings |
| | Disposer | Destruction of confidential documents on paper and electronic data media |
| | Document management | Preparation, sorting and scanning of incoming mail |
| | IT and telecommunications service provider | IT, network and telephone services |
| | IT maintenance service provider | System/program maintenance |
| | Lettershops/printers | Printing and shipment of postal items |
| | Market research company | Market research |
| | Marketing agencies/services providers | Marketing campaigns |
| | Payment service provider | Processing of payment transactions |