PRIVACY NOTICE FOR LOSLEBEN APP AND WEB

Version: March 2026

in accordance with Art. 13 and 14 of Directive (EU) 2016/679 – General Data Protection Regulation (GDPR)

Below you will find detailed information on how we process your personal data when using the losleben app and web version (losleben.wienerstaedtische.at). "Personal data" refers to any information relating to natural persons.

Data controller
We, the

WIENER STÄDTISCHE Versicherung AG Vienna Insurance Group
Schottenring 30, 1010 Vienna

are responsible for data processing.

If you have any concerns or questions about the processing of your data by our company, we request that you contact our data protection Officer at datenschutz@wienerstaedtische.at.

Purpose and legal basis for processing your data

As a customer, you have access to losleben as a mobile app and web application. This allows you to stay informed about your current contractual relationship, submit claims, check their processing status, and use other available digital services at any time.

The provision and processing of your personal data are necessary for the use of losleben.

During the registration process, additional personal data is requested to clearly identify you and grant you access to your data. These data are matched and possibly supplemented with the data stored about you.

The necessity of processing your data

We only ask you for personal data that is necessary for the registration process and secure login. If you do not provide us with this data or do not provide it to the extent required, you will not be able to use this service.

Based on your consent, your location will be used for selected applications when using the app.

The processing of data for the use of losleben is based on your consent in accordance with Art. 6 (1) (a) GDPR. If you contact us or register service claims while using losleben, we will process your data in accordance with Art. 6 (1) (b) for the purpose of fulfilling the contract.

What information do we process/store?

For clear identification during **initial registration** in losleben, we process the following data:

Identity verification by providing data

- First and last names
- Date of birth
- A policy number
- Mobile phone number
- Email address

We process the following data for clear identification during **login** into losleben:

Identity verification by providing data

- Mobile phone number

Bitte auch Folgeseiten beachten!

- Email address

Identity verification via ID Austria

- First and last names
- Date of birth

Recipients of your data

The protection of your data is important to us. Therefore, data is generally only shared if there is a contractual or legal requirement, it is necessary to protect our overriding legitimate interests, or you have given your consent. In these cases, your data will only be shared to the absolutely necessary extent.

One of our core principles is to either handle the essential data processing of our business ourselves or have it carried out by specialized companies within our corporate group in Austria. This includes our central IT service provider, twinformatics GmbH, Obere Donaustraße 63, 1020 Vienna, and our ServiceLine, serviceline contact center dienstleistungs-gmbh, Schottenring 30, 1010 Vienna. Further information about these two companies can be found in the document "Datenempfänger" on our homepage under https://www.wienerstaedtische.at/datenschutz-informationen.html in the section Processors from the VIENNA INSURANCE GROUP corporate group.

Data security

We implement extensive technical and organizational measures to secure our data processing. This particularly concerns the protection of your personal data against accidental or unlawful destruction, loss, alteration, or unauthorized disclosure of or access to personal data transmitted, stored, or otherwise processed.

According to the state of the art, our protective measures include, for example, the use of modern security software and encryption methods, physical access controls, authorization concepts, and other precautions to prevent and defend against attacks. The data used during the use of losleben is transmitted encrypted. For secure login, two-factor authentication (entering your password and a TAN code sent via email or SMS) or identity verification via ID Austria is required.

Retention period of your data

When you use our losleben app, your data is stored locally on your device. When you submit claims, the necessary data is encrypted and sent to us for verification of your claims. In this regard, the retention periods for our insurance relationship apply.

Your rights

You have the right to request information on whether we process personal data about you. If this is the case, you can request information about the data itself, the purpose, the categories, the recipients, the origin, and the storage duration of the data processed about you.

If we process data about you that is incorrect or incomplete, you can request its correction or completion. You can also request the deletion of unlawfully processed data. Please note that this only applies to incorrect, incomplete, or unlawfully processed data. If it is unclear whether the data processed about you is incorrect or incomplete or is being processed unlawfully, you can request the restriction of the processing of your data until this question is finally clarified. You can object to the processing of your data for the protection of our legitimate interests (Art. 6 para. 1 lit. f) at any time for reasons arising from your particular situation. You can also revoke your consent at any time and without reason to prevent the further use of your personal data collected and used based on a consent declaration or for direct marketing purposes.

You can receive the data processed about you by us, provided we have received it from you, in a machine-readable format determined by us or instruct us to transmit this data directly to a third party chosen by you, provided this recipient enables us to do so from a technical perspective and the data transfer does not involve an unreasonable effort, nor are there legal or other confidentiality obligations or considerations from our side or third parties.

For all your concerns, please contact the contact details listed below. To ensure that your personal data does not fall into the wrong hands, please include proof of identity, such as a copy of your ID, when submitting your request.

If you believe that the processing of your data violates data protection law or your data protection rights have otherwise been violated in any way, you can complain to the data protection officer (see contact details above) or the Austrian Data Protection Authority, Barichgasse 40-42, 1030 Vienna.

Use of automated decision-making including profiling in accordance with Art. 22(1) and (4) GDPR
We do not use automated decision-making, including profiling.

Adaptation of this declaration
This notice replaces all previous versions. We reserve the right to amend this notice as necessary. The current version and further data protection information can be found on our homepage under https://www.wienerstaedtische.at/datenschutz-informationen.html.

Contact
Please contact us with your data protection questions and concerns at datenschutz@wienerstaedtische.at or by post at the following address:

WIENER STÄDTISCHE Versicherung AG Vienna Insurance Group
Data Protection Officer
Schottenring 30
1010 Vienna, Austria