

Fair Processing Notice

In order for EPG Global Ltd., Shepherd Compello Ltd., Shepherd Compello B.V. and/or Shepherd Compello B.V. (UK Branch) trading as Shepherd Compello and/or EPG Global to provide our services, as a warranty administrator and service provider in the case of EPG Global Ltd., and as an insurance intermediary in the case of other group companies listed, we will collect and use information about you. This information includes details such as your name, address and contact details and any other information that we collect about you in connection with the insurance cover from which you plan to benefit. This information may include more sensitive details such as information about your health and any criminal convictions you may have. The purposes for which we use personal data may include arranging insurance cover on your behalf, administration of your contracts, handling insurance claims and to aid crime prevention.

The way insurance works means that your information may be shared with, and used by, a number of third parties in the insurance sector for example insurers, agents or brokers, reinsurers, loss adjusters, sub-contractors, regulators, law enforcement agencies, fraud and crime prevention and detection agencies and compulsory insurance databases. We will only disclose your personal information in connection with the insurance cover that we provide and to the extent required or permitted by law. Depending on the circumstances, the use of personal data described in this notice may involve a transfer of data outside the UK and/or the European Economic Area (EEA) to countries that have less robust data protection laws. Any such **transfer** will be made with appropriate safeguards in place.

Under the General Data Protection Regulation you have certain rights. These include: the right to request access to your personal data, the right to have inaccurate data rectified, the right to have your data erased, the right to restrict data processing and the right to object where a decision has been taken by an automated means.

Use of personal data you must consent to: In some circumstances, we (and other insurance market participants) may need to collect and use special categories of personal data (e.g. health information) or information relating to criminal convictions and offences. In most cases, where such processing is required, the lawful basis for processing upon which we usually rely is: for an insurance purpose in the substantial public interest under the Data Protection Act 2018 or a legitimate interest. Where either ground does not apply, we rely on your consent to enable us to process such data and your consent will be sought.

Although you may request to withdraw your consent at any time, if you do so we may be unable to continue to provide services to you and this may mean that we are unable to process your enquiry or claim regarding your insurance cover. Where you are providing us with personal data about a person other than yourself, you agree to provide this notice to them and obtain their consent as set out above.

If you have any questions or concerns regarding the way in which your personal data has been used, please contact: EPG_Compliance@shepherdcompello.com if you are based in the UK or outside of the EEA and please contact info@shepherdcompello.nl if you are based in the EEA. You may find more information on how we

process your personal data in our Privacy Policy. This Policy also contains an explanation of the legal grounds upon which we rely for processing your data, your rights and how to complain. To obtain a copy of this Policy contact us or visit our website: www.epgglobal.com

EPG Global Fair Processing Notice May 2021