

Description of register

Valid as of 1 January 2009,
updated 12 March 2018

Mandatum Life Insurance Company Limited and Kaleva Mutual Insurance Company claims register	
Register owner	Mandatum Life Insurance Company Limited, Business ID 0641130-2 Kaleva Mutual Insurance Company Business ID 0200628-9 Bulevardi 56 00101 Helsinki, Finland
Management of register	Mandatum Life Insurance Company, Dalia Virtanen, tel. +358 010 516 7446 Requests for review of collected personal data and direct marketing prohibitions: Customer service, tel. +358 0200 31100
Purpose of processing personal data	The processing of insurance claims that involve Mandatum Life and Kaleva insurance policies.
Registered person groups	Mandatum Life and Kaleva policyholders, the insured and the recipients of damages paid on these policies.
Regular disclosure of data	Personal data is disclosed only with the customer's consent or when the disclosure of data is required by law.
Transfer of personal data outside the EU or the EEA	Data can be transferred outside the European Union (EU) or the European Economic Area (EEA) within the limits set by the Personal Data Act. The register owner shall transfer personal data outside the EU and EEA only to such partners that have guaranteed an adequate level of protection for the data through an agreement or otherwise as required by law. The transferred data is only processed on behalf of the register owner.
Principles of personal data protection	<ol style="list-style-type: none"> 1. Access to register data is controlled by means of data rights management to ensure that the data is accessed only by persons with the specific right to do so. 2. Persons accessing register data are required by law to maintain the confidentiality of the data, and they have signed an agreement of non-disclosure. 3. The register resides in the Sampo Group corporate network, which is separated from public communications networks by means of firewalls. 4. Confidential information transmitted through public communications networks is encrypted electronically. 5. Paper documents are stored in facilities with restricted access, and their use is monitored with the use of access rights management.

Mandatum Life Insurance Company Limited and Kaleva Mutual Insurance Company claims register		
Data groups and data registered according to the group		
Registered person group	Data group	Data
1	Status of claim	Organisation processing claim Claims processor Stage of claims process
	Data related to claims application	Links to customer data related to claim Claims application data Medical certificates Receipts for incurred costs FATCA status of compensation recipient Other relevant documents
	Claims decision	Insurance claim decision Payment decision
	Payment information	Paid damages and dates of made payments Bank information
	Taxation information	Tax card data Percentages and income thresholds used for withholding taxes Withheld taxes
	Regression data	Reimbursements to be sought from Kela
	Documentation	Written communications Medical statements Other claim-related documentation