



Bupa Global Travel Data Protection Notice

Purpose: Personal data collected about you and your dependants will be used by Bupa Global Travel to process your claims, collect premium, provide reimbursements and administer your policy, and to detect and prevent fraud or improper claims. If Bupa Global Travel does not accept your application, your information may be recorded by us.

Confidentiality: Bupa Global Travel complies with applicable data protection legislation and medical confidentiality guidelines. All correspondence concerning your policy will be sent to the policyholder and may be sent via your intermediary. All insured persons on the policy may have access to correspondence and other information sent by Bupa Global Travel. Bupa Global Travel uses third parties to process data on its behalf and your data may be processed in or outside the EU. Bupa Global Travel may exchange your information within the Bupa group and with your intermediary. If you have had a health insurance with a Bupa group company or another insurance company Bupa Global Travel may collect your medical information from this company and exchange information with the company in order to assess your current insurance application.

Medical information/Claims: Bupa Global Travel may seek and exchange information about your and your dependants' health and treatment with those involved in your and your dependants' care (including your treating doctor and hospital) and their agents, and, if applicable, any person or organisation who may be responsible for meeting your and your dependants' treatment expenses, or their agents, as Bupa Global Travel deems necessary. Bupa Global Travel may also seek and exchange information from/with public authorities such as the police, ambulance services, etc. and if deemed necessary from insurance companies, airline companies, fraud clearing houses for the purpose of processing a claim or seeking subrogation from another insurer.

Telephone calls: In the interest of continuously improving our service to customers, your call will be recorded and may be monitored.

Research: Anonymised or aggregated data may be used by Bupa Global Travel, or disclosed to others, for research or statistical purposes.

Fraud: Information, including recorded telephone calls, may be disclosed to others with a view to preventing or detecting fraudulent or improper claims.

Names and addresses: Bupa Global Travel does not make the names and addresses of customers available to other organisations (except as stated above).

Keeping you informed: Data protection legislation gives you the right to see documents and information Bupa Global Travel has recorded about you.

Contact address: If you have any Data Protection queries, please write to the Head of Information Governance, at Bupa House, 15-19 Bloomsbury Way, London WC1A 2BA or at DataProtection@Bupa.com.