AMICA
ANTWERP MARINE INSURANCE, CLAIMS ASSOCIATES

Data Privacy

Version: 1/8/2026 - This version cancels and replaces all previous versions.

Policy
We are committed to protecting the confidentiality and security of personal data that customers provide to us.

Personal information
We only collect, use and store personal information where we have lawful grounds and legitimate business reasons to do so.

We may collect, use and store personal information in order to fulfil requests for quotes, products and services as part our underwriting, claims handling and risk management business.

Personal data may also be used to verify a customer's identity, to administer payments and to enable us to carry out anti-money laundering and other financial crime checks where required.

Nature of personal information
Personal data is any information that may identify a living individual.

We may collect personal data such as name, contact details, date of birth, marital status, financial details, employment details and other personal details depending on the nature of the insurance and other services we offer.

Sharing information
We will only supply personal data to other parties where such a transfer is a necessary part of the activities that we undertake, where the customer agrees or where we are required to do so by law or regulation (e.g. where the disclosure is necessary for the purposes of the prevention and/or detection of crime).

We never share personal data outside our organisation for marketing purposes.

How long we keep personal data
We will keep personal data for as long as it is required to enable us to provide quotations, administer insurances, offer renewal and respond to any claims or complaints (which may arise after the period of insurance has expired). This will usually be a minimum period of seven years or otherwise as determined by law or regulation. Once we decide that we no longer need the personal data it will be securely and confidentially destroyed.

Training
Suitable internal training will be provided.

Personal data protection rights
Customers have certain legal rights under data protection law and regulations, inter alia as follows:

- The right to be informed about our data processing activities.
- The right of access of a customer to the personal information we hold about him. To request a copy of this information the customer must make a subject access request in writing to us.
- The right of rectification. A customer may ask us to correct any inaccurate or incomplete data within one month.
- The right to erasure and to restrict processing. A customer has the right to have his personal data erased and to prevent processing except where we have a legal obligation to process his personal information.
- The right to object. A customer has the right to object to his personal data being used for profiling, direct marketing or research purposes.

If a customer wants to invoke any of these rights, he may write to us:

AMICA NV
Londenstraat 60 bus 224
2000 Antwerp
Belgium
Tel. +32.32.31.62.62
E-mail info@amica.be

Making a complaint

If a customer wants to make a complaint about how we hold or use his data, he may write to us at the above address.

Information from other sources

We may use legal public sources to obtain personal information about customers, for example to verify their identity.

Such information will only be obtained from reputable sources which operate in accordance with the General Data Protection Regulation.