



## **DATA PRIVACY STATEMENT**

### **GENERAL STATEMENT**

CARD MRI INSURANCE AGENCY INC. (CaMIA), including its affiliates and subsidiaries and all Institutions under the CARD Mutually Reinforcing Institutions ("CARD MRI Group"), values the confidentiality of personal data and is committed to maintain the privacy of its clients. This Data Privacy Statement ("Statement"), details how CaMIA uses and protects personal data for the purpose of obtaining the consent of data subject in accordance with the Republic Act No. 10173, Data Privacy Act of 2012, and its Implementing Rules and Regulations ("DPA"). This Statement also covers the privacy practices for our clients who apply for and obtain products and services from us, such as, but not limited to, insurance and remittances, and other such products and services that CaMIA may offer from time to time.

### **OUR PRIVACY PRACTICES**

The privacy practices described in this Statement are primarily intended for individuals in the Philippines and are designed to comply with the provisions of the DPA. When accessing our application and/or availing of our services through our provincial offices, you acknowledge and agree that your information may be collected, processed, and transferred within the Philippines following legal and regulatory standards for data protection that may differ from your current or home jurisdictions.

### **WHAT DATA DO WE COLLECT - (DATA REQUIREMENTS FROM OUR CLIENTS)**

To provide Life and Non-Life Insurance products and services to the clients and/or implement client-requested transactions, CaMIA shall collect personal information from client which may include, but are not limited to:

- Name, Age, Date/Place of Birth, Gender, Civil Status, Nationality;
- Address and Contact Details (Home/Business);
- Religion;
- Source of Income;
- Husband/Housewife Information (such as name, citizenship, date of birth, age, gender, place of birth, occupation, source of income, contact number)
- Legal Dependents and Children's Information (name, birthday, relationship to applicant, gender, with congenital disability or not)
- Beneficiary/ies (name, birthday, relationship to applicant, gender, contact details)
- Specimen Signature;
- FB page conversation through our Customer Service Manager;
- CCTV footage for security purposes;

- Valid IDs and Photos
- Regulatory Numbers (HDMF/SSS/TIN/SSS/Philhealth)

## **HOW WE USE YOUR INFORMATION (IMPORTANCE OF CLIENT INFORMATION)**

CaMIA uses your personal information to provide the products and services that you have availed or intend to avail from CaMIA, including and together with the following purposes:

- Evaluate client's eligibility for CaMIA, Inc.'s products and services
  - Maintaining and/or closing of the enrollment status to the Insurance Agency;
  - Ease of contacting/communicating with clients for enrollment status update;
  - Evaluate, approve, provide, or manage applications of any claims benefits needed by the clients as agreed on his/her insurance policy;
  - Client's segmentation according to age, religion, gender, etc.;
  - Perform risk profile and risk assessment;
  - Provide extensive and quality support to the client;
  - For internal purposes, such as administrative, operational, audit, credit and risk management;
- and
- Perform other such activities permitted by law or with your consent.

## **PROCEDURE ON HOW WE COLLECT CLIENTS' DATA**

CaMIA collects personal information through, but not limited to, any of the following:

- Face-to-face and/or telephone conversation with CaMIA, Inc. Admin, Operation and Marketing Staff;
- Accomplishment and/or signing of forms/documents (e.g. Application Form per insurance products, Transfer Form, application form for Coordinator's profile and Resignation form ); and
- Conducting Claims Validation for the insurance benefits applied by the clients.

## **RECIPIENTS OF INFORMATION**

We may share your personal information with our subsidiaries, affiliates and third parties, including all Institutions under CARD MRI Group, for the purposes above and with an obligation of confidentiality. Your personal information may similarly be disclosed to government agencies, supervisory bodies, tax authorities, or courts of competent jurisdictions for purposes of complying with regulations. If necessary, for the efficient delivery of CaMIA's products and services, we may also outsource processing of your personal information to third-party service providers or Institutions under CARD MRI Group, consistent with the terms of this Statement and the provisions of the DPA.

## **SECURING CLIENT PERSONAL DATA**

In accordance with the provisions of the RA 10173 or Data Privacy Act of 2012 and RA 10607 known as Amended Insurance Code, CaMIA, its employees, agents and representatives, shall handle personal information with utmost care and adhere to the implemented organizational, physical, and technical security measures to maintain the confidentiality, integrity, security, and availability of all personal information under its custody.

## **HOW LONG DO WE KEEP YOUR INFORMATION**

Documents containing your personal information will be retained in the records and systems of CaMIA for a period no longer than five (5) years from the date of the resignation/termination of your account or of the specific transaction with CaMIA, unless the Insurance Agency is required by law to retain the information for a longer period.

## **KNOW YOUR RIGHTS ON VERIFYING YOUR DATA**

CaMIA respects your rights to:

1. Be informed;
2. Object to the processing of your personal data;
3. Have reasonable access to your personal data under the custody of CaMIA;
4. Require immediate correction of inaccurate or erroneous personal data under the custody of CaMIA;
5. Suspend, withdraw or order the blocking, removal or destruction of your personal data from CaMIA's records and/or system; and
6. Be indemnified in case of violation of your rights as a data subject.

You may reach us for any questions, concerns or requests you may have on your personal data and exercising the above rights.

## **HOW TO CONTACT US**

For more information and verification regarding this statement you may reach our Data Protection Officer at the following contact information: Email: [camia@cardmri.com](mailto:camia@cardmri.com) Telephone Number: (049) 503-2865 Address: 120 M. Paulino St. corner Burgos St. Brgy. VII-D, San Pablo City, Laguna Alternatively, you may also visit our website at [www.cardmri.com/camia/](http://www.cardmri.com/camia/)

## **CHANGES TO OUR PRIVACY STATEMENT**

We may amend or modify the terms of this Statement from time to time to ensure relevance with the relevant laws and regulations applicable to CaMIA. Any relevant modification will be posted on our website.



# DPO/DPS

DATA PROTECTION OFFICER

DATA PROCESSING SYSTEM

**REGISTERED**

**"DATOS NG PILIPINO,  
PROTEKTADO KO!"**



VALIDITY PERIOD:

14 July 2024

A handwritten signature in black ink, appearing to read "J. Naga", written over a horizontal line.

Atty. John Henry D. Naga  
PRIVACY COMMISSIONER