

List of service providers of Generali Health Solutions GmbH

Generali Health Solutions GmbH currently cooperates with the following bodies (companies/persons) using health data and other data protected in accordance with § 203 of the German Criminal Code (StGB) with the following entities (companies/persons). Your personal data will, of course, only be disclosed in individual cases and if individual cases and when required, in compliance with the legal requirements:

Company	Transferred tasks
adesso AG IT	services such as software adjustments, provision of means of communication, system administration, creation of security concepts, second-level support
ARZ.care GmbH	Telephony in the context of health programmes
Generali Deutschland AG	Services in connection with Health offers and services (Health services, drug management, cooperation management, medical appraisal, communication management), Group Auditing, Data Protection Officer, Accounting, Risk Management, Tax, Compliance, Legal, recourse management, customer management and corporate communications, IT services such as provision of software and communication software and communications equipment, server support, IT security concept
GSS Generali Shared Services S.c.a.r.l.	Provision of IT services
Generali Deutschland Services GmbH	Processing of payment transactions, printing, dispatch, logistics, processing of incoming mail incl. scanning and archiving, customer correspondence in customer correspondence in contractual matters, telephone customer service Microsoft Ireland Operations Limited Provision of Dynamics365 online (cloud) infrastructure Medallia Inc. customer satisfaction surveys
Microsoft Ireland Operations Limited	Deployment Dynamics365 online (cloud) infrastructure
Medallia Inc.	Customer satisfaction surveys

In addition, Generali Health Solutions GmbH cooperates with the following bodies that handle collect, process and use health data and other data protected under Section 203 of the German Criminal Code (StGB):

Entities	Activities
Doctors, dentists, psychologists, psychiatrists, members of other medical professions, institutes for medical, medical assessments, hospitals	Preparation of expert opinions on medical issues; Information on treatments and illnesses
Consulting companies	Support and advice, e.g. in questions of services and billing issues (at home and abroad), fraud detection fraud detection, health programs and drug management
Service providers for the supply of medical aids	Supply of medical aids to insured persons including service
Assistance companies	Telephone customer service and assistance for Travel health insurance
Letter shops	Serial letter creation, implementation of Mailing campaigns
Market and opinion research companies	Customer satisfaction surveys, market and opinion research
PR consultants	Public relations
Credit agencies address brokers	Obtaining information for applications and Receivables management
Collection agencies	Recovery of debts