

Data Privacy Notice

Our Privacy Commitment

The Mercantile Insurance Company, Inc., (the "**Company**") is committed to safeguard the security and integrity of your personal information. It is important to us that you are assured that we will protect and respect your privacy and personal data.

This Data Privacy Notice tells you how we collect your personal data and how we will process these data as we conduct our business with you, in compliance to the relevant provisions of the Data Privacy Act of 2012.

Service Description

The Mercantile Insurance Company, Inc., is a non-life insurance company that offers insurance products for Property, General Accident Lines, Marine, Motor, Surety, Homeowner's, Retail Health, Travel, and other non-life insurance products.

Personal Information that are Collected

We collect your personal data, sensitive personal data, and financial data, strictly in accordance with the Data Privacy Act of 2012 and for the specific purposes these were provided for. Personal data collected may include:

- Personal Identification and Contact Information
- Official Identification documents
- Medical and Health Information
- Financial and/or Payment Information
- Information to provide products and services

When you visit our website and our online store, we may also automatically receive your computer's internet protocol (IP) address to provide us with information that helps us to learn about your browser and operating system.

Consent

By providing us your personal data, including the data of third parties, and any subsequent changes to it, you give us your consent, represent that you have secured the necessary consent of the third parties, and explicitly authorize us to collect, use, process, transfer, disclose, and store the personal data for the purposes mentioned below. For those acting on behalf of corporations and partnerships, by providing us the personal data of your directors, officers, employees, members, and other individuals, you also represent that you have secured the necessary consent of such parties.

Collection Method

Your personal information is either collected manually from your application and claim forms (either online or paper copy), telephone calls, emails, and other means of communication or through your voluntary registration to our website. By registering, our online system processes your data where it may be processed for such purposes as may be stated in this Notice.

Purpose of Collected Personal Information

We collect your personal data from your application and claim forms (either online or paper copy), telephone calls, emails, and other means of communication for any of the following purposes/services:

- to process application and other requests
- to administer insurance policy
- to provide servicing and support
- to research and conduct data analytics to improve services
- to inform you of the latest updates, special offers, and event invites related to your policy/ies.

Storage and Transmission of Personal Information

The security of your personal information is our priority. When you purchase our product/s, you are asked to share personal information to complete the transaction. We protect this information by maintaining physical, technical, and organizational measures and by following the best practices on data security. When you browse and share your information via our website, we use a secure server behind a firewall, SSL encryption, and other related technical security controls to safeguard your data. From time to time, we review our information collection, storage, and processing practices to guard against unauthorized access to our system and unauthorized alteration, disclosure, or destruction of information.

You are responsible for the security of your information once it reaches you or your representative in any medium, including but not limited to, written correspondences, bills, emails, system applications, and on-line accounts. You should take appropriate measures to ensure that any medium or device you use to monitor or manage your account is secure and not accessible to anyone without permission.

Method of Collection, Use, and Processing

As our valued client, we may collect, use, and process your contact information for the following general purposes:

- to confirm your identity and create your account;
- to determine your eligibility to our products and services;
- to process your insurance application and insurance claims;
- to notify you about our sales distribution channels, new products, and other updates; and
- to the extent allowed by law or where you have consented to be contacted for such purposes, we may also send you marketing communication materials

Location of Personal Information

The Personal Information gathered is controlled by The Mercantile Insurance Company, Inc., a company registered under Philippine laws, whose principal office is at 2/F Mercantile Insurance Bldg., Gen. Luna St. cor. Beaterio St., Intramuros, Manila and is stored and retained in our database and records.

Third Party Transfer

The Mercantile Insurance Company, Inc., will not sell nor rent your personal information to any third party. We will not share your personal information to any third-party without your explicit consent, unless it is necessary for the performance of our services in your favor and subject to execution of a data sharing or data processing outsourcing agreement. However, we may disclose your personal information whenever required by applicable laws or compulsory legal process.

Retention Period

The personal data we collect from you enable us to manage and service your policy/ies in the best way possible. We keep these data as accurate and complete as possible for the duration of your policy/ies and for as long as necessary to fulfill the purposes outlined in this Privacy Notice.

Changes to Our Privacy Notice

From time to time, we may update or modify this Privacy Notice in response to changes in the implementing guidelines and regulatory requirements on data privacy; or if there are improvements in the security technology and consumer requirements.

Data Breaches

The Mercantile Insurance Company, Inc. values the trust and relations with our clients, hence we will ensure to address all personal data breaches in relation to data subjects whose Personal data are held, processed, retained or shared by the Company. The standards for breach management implemented by the Company are guided by local law and regulation.

Inquiry

If you have any questions or concerns about your information and/or how we process your personal data, you may contact us through the following:



: dataprotection@mici.com.ph



: (632) 8527-77-01 to 20

Operating hours are from 8:30 am to 5:30pm, Mondays to Fridays

CCTV Privacy Notice

For security purposes, this building and its surrounding premises are monitored by Closed Circuit Television (CCTV) cameras.

Personal Information That Are Being Collected

These cameras may from time-to-time record footage of you, your family, and friends while you are within the building and its surrounding premises. The footages may determine your identity, actions, and whereabouts.

Scope

This policy applies to all employees, agents, customers, and the public who may be on or near the building and its surrounding premises. All cameras may operate 24/7 to ensure the security of the building, the individuals within, and company's properties. These cameras will record videos only.

Retention Period

CCTV footages are stored for thirty (30) days before being automatically deleted. We do not transfer or share your personal information with other persons or organizations, unless required or permitted by law.

Consent

By entering the Company's building and its surrounding premises, you agree to the capture, recording, processing, and sharing of all information directly or indirectly obtained by CCTV cameras.

By indicating your details in our Visitor's Logbook, you undertake to have read, understood, and consented to our CCTV Privacy Notice.

Request for Copies

A request to view footage that contains personal information must be done through the CCTV Access Request form, a copy of which can be requested from the Company.

Review

The review time frame of this Notice is annually.

Inquiry

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