



# TRIPY 360

## INSURANCE CONDITIONS INCLUDING GLOSSARY AND PRIVACY NOTICE

**Travel Insurance Contract**

edition 05/2026



**Inter Partner Assistance S.A. – Rappresentanza Generale per l'Italia**

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## GLOSSARY

**House:** all the rooms that make up the entire family housing or a building intended for residential purposes where the Insured is residing, as identified in the policy form.

**Insured:** the individual, mentioned in the policy, whose interests are covered and protected by the insurance.

**Insurance:** the insurance contract.

**Assistance:** timely assistance or help, in money or in kind, provided that the Insured person is in difficulties following the occurrence of an accident, organised through the Operations Centre.

**Acts of terrorism:** Acts in the public domain, including serious forms of unlawful violence against a community (or part of a community) and its property, intended to instil fear in the members of an organised community and/or to destabilise the established order and/or to restrict individual freedoms (including religious freedoms) by means of attacks, kidnappings, hijackings of aircraft, ships, etc., and similar acts, provided that they are likely to endanger the lives of individuals.

**Sports Equipment:** equipment specifically designed for use in sports.

**Luggage:** clothing, sporting goods and personal hygiene items, photographic and video equipment and its case, handbag, a backpack that may contain them and which the Insured may take with him/her on the trip.

**Natural disasters:** tornadoes, hurricanes, earthquakes, volcanic eruptions, flooding, nuclear explosions and other natural disturbances.

**Operations Centre:** the organisational structure of Inter Partner Assistance SA - Rappresentanza Generale per l'Italia - Via Carlo Pesenti, n. 121 - 00156 Rome - made up of human resources and equipment, available 24 hours of every day of the year, providing telephone contact with the Insured, organising intervention in-situ and to carry out, with costs borne by the Company, any assistance provided for in the Policy.

**Travelling companion:** the Insured Person who, while not having family ties with the Insured who suffered the incident, is listed on the same journey of the Insured.

**Policyholder:** the person who takes out the insurance policy. In the case of a natural person, a person of legal age with legal capacity to act.

**Conclusion of active treatment for the disease:** in respect to the "oncological oblivion," the end of active treatment of the disease refers, in the absence of recurrences, to the date of the last oncological pharmacological, radiotherapeutic, or surgical treatment.

**Destinations:**

- **Italy:** the Italian Republic, the Republic of San Marino and the Vatican City State.
- **Europe:** the countries of geographical Europe (including Italy and the Russian Federation) and the Mediterranean (Algeria, Canary Islands, Cyprus, Egypt, Lebanon, Libya, Madeira, Morocco, Tunisia, Turkey, Israel).
- **Whole world excluding USA, Canada and Mexico:** all countries of the world, excluding USA, Canada and Mexico.
- **Whole world including USA, Canada and Mexico:** all countries of the world including USA, Canada and Mexico.

**Domicile:** the place in Italy where the insured lives or has established the headquarters of his/her business and interests.

**Day hospital:** hospitalisation that does not involve an overnight stay, but is documented by medical records, at an authorised medical facility having beds devoted to hospital use.

**Abroad:** all countries of the world except Italy.

**Event:** the occurrence that caused or has given rise, directly or indirectly, to one or more claims.

**Relative:** the spouse, children, father, mother, brothers, sisters, half-brother, half-sister, grandparents, in-laws, sons-in-law, daughters-in-law, brothers-in-law, uncles, first cousins, nieces and nephews of the Insured, as well as any others living with him/her, provided that they have been duly certified.

**Excess:** a fixed amount, in absolute number, to be paid by the Insured Person in the event of a claim or claims.

**Theft:** an offence committed by anyone who takes possession of the personal property of others, in order to gain profit for oneself or others as regulated by articles 624 and 624 bis of the Italian Criminal Code.

**The right to oncological oblivion:** as provided by Article 2 of Law No. 193 of December 7, 2023, concerning the stipulation or renewal of insurance contracts, applies to individuals cured of an oncological disease who have the right not to provide information or undergo investigations, including medical check-ups and health assessments, regarding their previous medical condition from which they were affected, and whose active treatment has been completed without recurrence episodes for more than ten years from the date of the request. This period is reduced to five years if the pathology arose before the individual's twenty-first birthday. For oncological diseases listed in the table of Annex I of the Ministerial Decree of March 22, 2024, the right to oncological oblivion, in derogation of the terms provided by Article 2, paragraph 1, of Law No. 193 of December 7, 2023, matures within the timeframes indicated in the same Annex.

**Mechanical failure:** the sudden and unexpected mechanical or hydraulic, event that puts the vehicle in such a way as to not be able to continue the planned trip or it puts in abnormal or dangerous traffic conditions in terms of safety of the persons or vehicles. The following are considered faults: breaking or perforation of the tire, fuel exhaustion, battery failure, blocking of the theft alarm/immobiliser.

**Fire:** Free flame combustion of tangible assets outside of appropriate burning point that can expand and propagate by itself

**Traffic accident:** the accident occurred to the vehicle while moving in traffic, including the impact or the collision with a mobile or stationary obstacle, with other vehicles, identified or not, the overturning or running off the road, even if it is due to the incompetence, neglect and failure to comply with the traffic rules and regulations (as defined by law), such as to cause damage which leads to the immobilisation of the vehicle itself or allow the driving with the risk of aggravating the damage which does allow the independent displacement in normal safety conditions.

**Compensation or indemnification:** the sum payable by the Company in event of a claim covered by the guarantees of the policy.

**Injury:** casualty due to fortuitous, violent and external causes that produces objectively noticeable bodily harm, which, as a consequence, result in the death, permanent injury or temporary disability.

**Healthcare institution:** university hospital, hospital, healthcare facility, day hospital, diagnostic and / or therapeutic clinic, that is duly authorized for diagnosis and treatment. The following are not commonly considered health facilities for diagnosis and care: thermal baths and spas, those that are primarily for dietary purposes, for personal wellness, rehabilitation, convalescence, long-term hospitalisation or stays, facilities for the elderly.

**Italy:** the Italian Republic, the Republic of San Marino and the Vatican City State.

**Illness:** any noticeable impairment of health not due to an injury.

**Pre-existing illness:** illness that is the manifestation or direct result of chronic pathological conditions or those that existed before date trip.

**Maximum limit:** the maximum amount, established in the Policy, guaranteed by the Company in the event of a claim.

**Medicines:** are considered to be those listed in the Italian Register of Medicines. The following are not considered to be medicines: parapharmaceutical, homoeopathic, cosmetic and dietary products, galenic preparations, etc., even if prescribed by a doctor.

**Policy:** the document which proves the insurance has been taken out.

**Premium:** the amount owed by the Policyholder to the Insurer.

**Statute of Limitations:** the expiry of the time to exercise the same right within the time allowed by law.

**Robbery:** the theft of movable objects from the owner, with violence or threat to his/her person.

**Residence:** the place where the insured has established his/her dwelling as indicated on the certificate of residence.

**Hospitalization:** a stay in a healthcare institution that is duly authorised to provide hospital care, covering at least one overnight stay, or a day hospital.

**Deadline:** the date the contract expires in all its effects.

**Mugging:** Stealing things by snatching them out of the hand of or from the person the hands or

**Deductible:** the part of indemnifiable damage under the terms of the policy, calculated as a percentage, that remains the responsibility of the Insured per claim.

**Casualty:** the occurrence of the damaging event, in an uncertain future, for which insurance has been given.

**Company:** INTER PARTNER ASSISTANCE S.A. General Representative for Italy - Via Carlo Pesenti 121-00156 Rome.

**Third Parties:** any person not falling within the definition of "relative".

**Travel:** a trip, stay or location resulting from the relative contract or travel document.

## 1. GENERAL RULES OF THE CONTRACT

### 1.1- Other insurance policies

If the same risk is covered separately by multiple insurance policies with different insurers, the Insured must notify each insurer of all the other insurance policies.

If the Insured intentionally fails to notify the insurers, the latter are not obliged to pay the compensation.

In the event of a claim, the Insured must notify all insurers pursuant to Article 1913 of the Italian Civil Code, specifying the names of the other insurers. The Insured Person may claim compensation from each insurer in accordance with the terms of the respective contract with each insurer, provided that the total amount collected does not exceed the amount of the loss.

The insurer that has paid shall be entitled to recourse against the others for the proportional distribution of the indemnities due under the respective contracts. If an insurer is insolvent, its share is divided among the other insurers.

The Insured Person must also make all documentation available to the Company relevant to the investigation and assessment of the case.

### 1.2- Statements regarding circumstances that influence the risk

Incorrect statements or omissions by the Policyholder or the Insured concerning circumstances that affect the risk assessment may result in the total or partial loss of the right to compensation, as well as the termination of the insurance in accordance with Articles 1892, 1893, and 1894 of the Civil Code. The right to Oncological Oblivion remains unaffected.

### 1.3- Payment currency

The indemnities are paid in Italy, in Euro. For expenses incurred outside the Euro area, the reimbursement will be calculated using the official exchange rate for the day the expenses were incurred.

### 1.4- Reference to Laws

Italian laws apply to any other matter not otherwise regulated herein. All litigations are subject to the Italian jurisdiction.

### 1.5 - Tax charges

The tax charges for the insurance are borne by the Policyholder.

### 1.6 - Competent Court

Competent court is the place of residence of the Insured or Policyholder.

### 1.7 - Prescription term

The prescription term of rights concerning this Policy is two years, as set forth by art. 2952 of the Italian Civil Code.

### 1.8 - Right of Recourse

Until the liquidated sum is reached, the Company is subrogated in all rights or actions that the Insured Party may have in relation to those responsible for the harm.

### 1.9 - Documentation

The Company has the faculty to request additional documents compared to those foreseen in the contract for liquidation purposes, and does not lose the right to claim, at any time and any circumstance, any exceptions also after initiating to settle the warranty claims.

### 1.10 - Cooling-off period

If the Policy is taken out remotely or outside the Insurer's offices, if the trip lasts more than one month and if the Policyholder is a natural person, the Policyholder has the right to cancel the policy within 14 days of taking out the policy by calling **06 42115606**, selecting the relevant option and following the instructions provided.

If the Policyholder exercises the right of withdrawal and the premium has been paid, the Company will refund the amount of the premium already paid (less legal taxes, which are not refundable).

A signed copy of the policy certificate should be sent to the following address:

**Assicurazioni di Viaggio - Certificati**  
**Inter Partner Assistance S.A.**  
**Rappresentanza Generale per l'Italia**  
**Via Carlo Pesenti, 121**  
**00156 - Roma**

Alternatively, a duly signed and scanned certificate can be sent to the following email address: **certificati.travel@axa-assistance.com**

## 2. HOW THIS POLICY WORKS

### 2.1- Operation and effective start date

This policy can only be subscribed for trips that have not yet started and with certain travel dates at the time of signing the policy.

The optional Trip Cancellation guarantee can only be subscribed in the following cases:

- for trips that have not yet started and with certain travel dates at the time of signing the policy;
- for trips booked up to 30 days before the date of issue, only if the departure date of the trip itself is more than 30 days from the date of issue of the policy. Otherwise, if the departure date is within 30 days from the issue date of the policy, the booking date cannot be earlier than 48 hours from the issue date itself.

The explicitly signed guarantees apply for:

- for travel for tourism, study or business purposes;
- from the date and time indicated in the policy. The Company will use the Rome time zone (UTC/GMT + 1) as the reference for the effective date. For all guarantees, except Cancellation, the insurance cover starts at 00:00 hrs on the day of departure and ends at the end of the trip, and in any case no later than the expiry date (24:00 hrs on the day of return); for Cancellation cover only, the insurance cover starts at 00:00 hrs on the day following the date of issue and ends at 24:00 hrs on the day of departure or until the start of the trip itself.
- **For the duration specified in the policy, up to a maximum of 60 days;**
- for the destination and maximum amounts indicated in the policy;
- if the Policyholder is, in the case of a natural person, a person of legal age with legal capacity to act;
- if the premium has been paid.

The Company declines all responsibility for delays or impediments that may arise during the provision of services, if they are due to force majeure, caused by the intervention of the authorities of the country in which the assistance is provided, or due to events not attributable to the Company.

### 2.2- Insurable persons

The Company only insures persons with an Italian tax code who are resident in the Italian Republic and who have legal capacity at the time the policy is taken out. Residents of the Republic of San Marino and Vatican City can also be insured, even if they do not have an Italian tax code.

**For trips of up to 35 days, persons under the age of 90 on the policy date are eligible for cover. Nevertheless, persons who turn 90 during the term of the policy will continue to be covered until the policy expires.**

**For trips lasting more than 35 days, persons who have not already turned 71 years of age on the date of commencement of the trip are eligible for cover. Nevertheless, persons who turn 71 during the term of the policy will continue to be covered until the policy expires.**

For Home Assistance benefits, persons who are resident abroad and temporarily residing in Italy are also considered to be insured. In this case, the cover will be provided at the place of temporary residence in Italy.

### 2.3- Subscription limits

2.3.1- Multiple policies issued by the Company to cover the same risk in order to increase the insured amount and/or extend the duration of cover is not permitted.  
2.3.2- In cases where the premium may be determined by the destination, the policy must be issued for the destination that comprises all legs of the trip, including any intermediate ones. 2.3.3 - The policy must be taken out before departure. The policy is valid for countries falling within the same risk category as the chosen destination, as well as for countries falling within lower risk categories (please refer to [www.trippy.net](http://www.trippy.net)).  
2.3.3 - The conformity of this policy for issuing visas for travel to the Russian Federation may be subject to changes, even temporary, decided by the competent diplomatic authorities. Contact the Embassy or Consulate before taking out this policy.  
2.3.4 - The policy must be taken out before departure. If the policy is taken out after the date of departure, the Company will not consider any request for assistance or reimbursement in the event of a claim.

#### **2.4- Territorial extension**

The insurance is valid for the following sections:

- Travel Assistance/Medical Expenses, Travel Accident, Flight Accident, Luggage, Flight Delay, Trip Interruption, Third Party Liability - TPL.
- Housing Assistance: Italy.

#### **2.5 - Limitations common to all sections**

In the event of multiple claims under the policy originating from the same event that simultaneously involves several insured parties, the aggregate policy limit for all claims may not exceed €20,000,000.00.

If the aggregate amount of claims exceeds €20,000,000.00, the amounts payable to the Insured shall be proportionally reduced, where possible.

### 3. WHAT IS COVERED

#### A. ALL RISKS - TRAVEL ASSISTANCE

##### A.1- Definitions of the section details:

**Assistance:** The Company, for the entire duration of the policy or for the duration of the trip, is committed to providing immediate assistance within the limits agreed, in the event of difficulties caused by the occurrence of unexpected events and incidental findings affecting the Insured himself, his relatives (though not travelling with the insured) and his possessions.

**Relative** (specific definition for the provision of medical assistance to relatives left at home, for other provisions refer to the glossary definition): the person who is related to the Insured (limited to: spouse, cohabiting partner, children, father, mother). The definition of the family includes other relatives permanently living with the Insured as well as resulting from the family status (exhaustive list: brothers, sisters, grandparents, sons-in-law, daughters-in-law, uncles, cousins, nephews).

**Property of the Insured:** vehicles / motorcycles and home, located in Italy, owned by the Insured.

##### A.2- PURPOSE OF THE INSURANCE:

The company, following the "ALL RISKS" principle in case of any unforeseeable and unpredictable event that occurs during the trip, and affecting:

- the Insured party;
- the Family of the Insured;
- the Goods of the Insured;

organises and provides, 24 hours a day, through the Operations Centre, all Assistance services necessary to resolve the situation of need that has arisen, except as expressly provided for in the exclusions specific to each section or in the exclusions common to all sections. Prior to providing any assistance, the Company has the right to request, at its sole discretion, all the necessary supporting documentation proving the actual occurrence of the fortuitous and unforeseen event that gave rise to the accident.

**A.2.1- Following an accident by the Insured during the trip** the Company guarantees, **by way of example only**, the following assistance services:

- **MEDICAL CONSULTATION BY TELEPHONE;**
- **SEND A DOCTOR OR AMBULANCE;**
- **INDICATION OF A SPECIALIST DOCTOR;**
- **REPATRIATION OF TRAVELING COMPANIONS;**
- **RELATIVE TRAVEL FOR THE REPATRIATION OF MINORS IF NECESSARY;**
- **SEND MEDICINES ABROAD;**
- **INTERPRETER AVAILABLE IN CASE OF HOSPITALISATION;**
- **TRANSLATION OF MEDICAL RECORDS;**
- **TRAVEL OF A RELATIVE IN THE EVENT OF HOSPITALISATION;**
- **EXTENSION OF STAY DUE TO HOSPITALISATION;**
- **SEND URGENT COMMUNICATIONS;**
- **TRIP CURTAILMENT OF THE INSURED FOLLOWING THE ILLNESS OF A RELATIVE AT HOME;**
- **ADVANCE PAYMENT OF BASIC NECESSITIES ABROAD IN THE EVENT OF THEFT, MUGGING, ROBBERY OR LOSS OF MEANS OF PAYMENT;**
- **BLOCKING OF CREDIT CARDS;**
- **ADVANCE PAYMENT OF EXPENSES FOR LEGAL ASSISTANCE ABROAD;**
- **ADVANCE FOR BAIL ABROAD.**

Maximum aggregate amount insured of **€ 15,000 per event for** assistance services related to injury, illness, or death.

It should be noted that even in the event of the death or hospitalisation for more than 7 (seven) days of a Relative who is not travelling, the Company guarantees the **EARLY RETURN** of the Insured covered by the policy;

Maximum aggregate amount insured of **€1,500 per event for** assistance services related to events other than injury, illness, or quarantine.

A maximum of **€100,000** for evacuation, rescue and assistance in the Arctic and Antarctic.

Assistance coverage during travel is valid for relatives and a travel companion, as long as they are insured.

It should also be noted that, solely with regard to the Insured named in the policy, the Company provides **100% coverage of actual costs** for the following:

- **MEDICAL REPATRIATION;**
- **REPATRIATION OF REMAINS UPON DEATH ABROAD;**
- **REPATRIATION OF THE CONVALESCENT INSURED FOLLOWING HOSPITALISATION.**

In case of Medical Repatriation, the following are not covered:

- illnesses or injuries which, in the opinion of the medical service of the Operational Centre, can be treated on site or at least do not prevent the continuation of the travel;
- infectious diseases if transportation implies violation of national or international health requirements;

**A.2.2- Following a claim involving a Relative who is not travelling with the insured and/or Property belonging to them**, the Company provides, **by way of example and not limited to**, the following services:

- **MEDICAL ASSISTANCE TO RELATIVES THAT REMAINED AT HOME;**
- **SENDING A CRAFTSMAN IF YOUR HOME IS DAMAGED;**
- **SENDING A BABY-SITTER FOR CHILDREN LEFT UNATTENDED;**
- **ROADSIDE ASSISTANCE IN CASE OF BREAKDOWN OR ACCIDENT;**

Please note that the guarantees under section A.2.2 shall be provided only in Italy.

Maximum aggregate amount of **€ 3000 per claim and per policy**.

#### A3 - Start date and operation

The guarantee runs from the time the trip begins and it ends at the end of the trip, however not later than the policy's end date.

#### A.4 - Provisions and limitations

The Company reserves the right not to deliver the required services following an event, or to suspend at any moment the execution if it is blatantly or reasonably impossible, impractical or feasible only through illegal channels or by invading the privacy or by breaching the national or international laws or the ethical and moral standards.

The Insured and any other beneficiary of the Assistance services shall release from professional secrecy, exclusively for the events that are the subject of this insurance policy and exclusively in relation to the Company, the doctors and other medical professionals who have examined them or who have acquired sensitive information on their state of health.

The Company provides Roadside Assistance services exclusively in the following countries: Albania, Andorra, Armenia, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Cyprus, Croatia, Denmark, Estonia, Russian Federation, Finland, France, Germany, Great Britain, Georgia, Gibraltar, Greece, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Montenegro, Netherlands, Monaco, Norway, Poland, Portugal, Romania, Czech Republic, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Hungary, Ukraine.

The Company takes no responsibility for events resulting from:

- failure to contact the Operational Centre helpline or otherwise, without prior authorization;
- extreme journeys in remote areas accessible only with the use of special means of rescue.

Please also note that:

- a) the provision of Assistance, in accordance with the specific operating conditions, are carried out in consideration of the state of health of the Insured and the state of necessity, using the means and facilities that the Company believes, in its sole discretion, more appropriate for the purpose;
- b) the Company may not be held responsible for:
  - delays or impediments in the services agreed resulting from Acts of God, according to the provisions of the local authorities or contrary to rules and regulations applicable at the place of payment of benefits;
  - errors arising from inexact communications received by the insured or on his/her behalf;
- c) the Company is not required to pay a compensation to replace the guaranteees of assistance due;
- d) in the event the Insured is hospitalised, travel arrangements for a relative to stay with the Insured is limited to 2 persons;
- e) nursing assistance is only available during the 7 days following return from the trip;
- f) the costs/bail advances are paid exclusively abroad within the limit of € 5,000 per claim and per policy and the guarantee will become effective at the time when, in Italy, the helpline receives the adequate bank refund guaranteees. The insured will have to make arrangements to repay the amounts advanced by the Company within 30 (*thirty*) days of the payment of the same. This service is not available:
  - in countries where there are no branches or correspondents of the Company;
  - when the insured is not able to provide adequate bank guaranteees for repayment, or deemed as such at the sole discretion of the Company;
  - in cases where transfers of currency abroad infringe existing rules on foreign exchange in Italy or in the country where the Insured is.
- g) when the convalescing Insured returns to his/her home, the organisation of the trip for an accompanying person is limited to 1 person;
- h) the medical records released as a result of hospitalisation during the trip, may be translated into Italian from English, French, Spanish or German. The translation will only occur with the consent of the Insured in respect of the provisions of the current legislation in Italy on the processing of personal data.

#### **A.5 - Obligations of the Insured in the event of an assistance request**

The Insured must contact personally the Helpline, unless he is objectively unable to do so, and he must provide his personal data, the policy number and the type of service required.

#### **A.6 – My Personal Doctor**

“My Personal Doctor” is a simple and innovative service which supplements the Insured Person's basic health cover.

The service is available 24 hours a day, every day of the year, by phone or video call using a dedicated line.

##### **A.6.1 - Tele-consultation (valid in Italy and abroad)**

If the Insured needs to organise a medical consultation by telephone following an injury or sudden illness, the Operations Centre will transfer the call to its medical service which will assess, with the consent of the Insured, whether to continue the consultation by telephone or switch to a video call, all of which is subject to medical privacy.

Teleconsultation is available in Italy and abroad.

##### **A.6.2 - Medical prescriptions (valid only in Italy)**

Following the Tele-consultation, if the doctor, in his sole discretion, deems it necessary to prescribe a medicine, the Company may transmit a blank prescription to the pharmacy closest to the Insured Person's location in Italy, so that the latter or a person delegated by him/her may purchase the prescribed medicine.

Medical Prescription following Teleconsultation is only available in Italy.

##### **A.6.3 - Pharmaceutical delivery (valid only in Italy)**

If the Insured Person is temporarily incapacitated, he/she may ask the Operations Centre to deliver the medicines listed in the pharmaceutical reference book to the Insured Person's location in Italy. In compliance with the regulations governing the purchase and transport of medicines, the Operations Centre will send a representative to the place where the Insured is located to collect the money, prescription and any proxy necessary for the purchase, and will then deliver the requested medicines as quickly as possible and in any case within the subsequent 24 (twenty-four) hours.

The Company will bear the cost of delivery, while the cost of drugs is borne to the Insured.

Delivery of medicines is only available in Italy.

**B. TRAVEL MEDICAL EXPENSES**

**B.1. - Purpose of the insurance:**

The Company, in the event of an illness or an accident of the Insured while travelling, provides the following services:

**TRIPS UP TO 35 DAYS**

TRAVEL MEDICAL EXPENSES <i>The indicated limitation amounts must be considered per insured, claim and insurance period, given the sub limits set out below.</i>	Destination			
	ITALY	EUROPE	WORLD EXCEPT FOR USA, CANADA AND MEXICO	WORLD INCLUDING USA, CANADA AND MEXICO
<b>BY DIRECT PAYMENT - only if the Operations Centre has been contacted beforehand</b>				
If the insured incurs medical expenses / hospital care or urgent and unavoidable surgery which cannot be postponed, received in situ during the travel, during the coverage period, the Company shall bear the costs with direct payments made by the Operations Centre. Coverage continues until the date of discharge or until such time as the insured shall be deemed, in the opinion of the Company's medical doctors, in condition to be repatriated. Coverage is provided for a maximum 50 days including the hospital stay in Europe/Australia and up to 120 days in the rest of the world. Where the Company cannot make direct payment, the expenses will be reimbursed provided they have been authorised in advance by the Operations Centre which, in this case, was contacted during the period of hospitalisation. No refund will be made without prior contact with the Operations Centre helpline.	€ 10,000	Maximum amount indicated on the Policy Declarations Page Maximum amount as chosen € 200,000 € 500,000 Actual Costs 100%	Maximum amount indicated on the Policy Declarations Page Maximum amount as chosen € 200,000 € 500,000 Actual Costs 100%	Maximum amount indicated on the Policy Declarations Page Maximum amount as chosen € 200,000 € 500,000 Actual Costs 100%
<b>REIMBURSEMENT - Even without prior authorisation from the Operations Centre, within the indicated sub-limits, upon the presentation of appropriate both clinical and tax documentation</b>			€ 5,000	
a) The Company will reimburse the cost of transport from the scene of the event to the medical centre emergency room or place of first admission.				
b) The Company shall reimburse the expenses for medical and / or pharmaceutical examinations provided that they are undergone as a result of medical prescription, diagnostic tests, ambulatory care and/or admission (including day hospital), sustained following an injury or illness that occurred while travelling.			€ 1,500	
c) <u>Dental care</u> : The Company will reimburse the expenses for urgent dental care following an accident while travelling. <u>Treatment following an accident</u> : In the event of an injury occurring while travelling the Company will also reimburse, in addition to the expenses incurred on site, the expenses for medical and diagnostic tests, provided they are performed within 30 days after the return from the travel.			€ 500	
d) The Company shall provide the refund of the rehabilitation expenses, including the physiotherapy, incurred following an accident or illness occurring while travelling and which resulted in a hospital admission. The guarantee covers, exclusively, the expenses incurred in the hospital or during the recovery period immediately following the admission and, in any case, prior to the return from the trip.			€ 500	

**B.2 - Effective start date and operation of the section of Travel Medical Expenses**

The guarantee runs from the time the trip begins and it ends at the end of the trip, however not later than the policy's end date.

The guarantee is given within the limits of capital and the assistance in situ where the event occurred, always included in the "destination" chosen in the policy.

**B.3 - Provisions and limitations**

- a) For Insured Persons who have already reached the age of 71, the maximum cover is limited to €100,000 for claims arising from a progressive pre-existing conditions and their complications, regardless of the maximum cover chosen in the policy.
- b) The Insured releases the doctors who examined him/her and the people involved by the policy conditions from professional confidentiality, exclusively for the events covered by this insurance and exclusively to the Company.
- c) For amounts greater than €1,000.00, the Company shall reimburse medical expenses incurred only if the Insured Person pays them by bank transfer or credit.

**TRIPS LASTING FROM 36 TO 60 DAYS**

TRAVEL MEDICAL EXPENSES <i>The indicated limitation amounts must be considered per insured, claim and insurance period, given the sub limits set out below.</i>	Destination			
	ITALY	EUROPE	WORLD EXCEPT FOR USA, CANADA AND MEXICO	WORLD INCLUDING USA, CANADA AND MEXICO
<b>BY DIRECT PAYMENT - only if the Operations Centre has been contacted beforehand</b>				
If the insured incurs medical expenses / hospital care or urgent and unavoidable surgery which cannot be postponed, received in situ during the travel, during the coverage period, the Company shall bear the costs with direct payments made by the Operations Centre. Coverage continues until the date of discharge or until such time as the insured shall be deemed, in the opinion of the Company's medical doctors, in condition to be repatriated. Coverage is provided for a maximum 50 days including the hospital stay in Europe/Australia and up to 120 days in the rest of the world. Where the Company cannot make direct payment, the expenses will be reimbursed provided they have been authorised in advance by the Operations Centre which, in this case, was contacted during the period of hospitalisation. No refund will be made without prior contact with the Operations Centre helpline.	<b>€ 10,000</b>	<b>€ 200,000</b>	<b>€ 200,000</b>	<b>€ 200,000</b>
<b>REIMBURSEMENT - Even without prior authorisation from the Operations Centre, within the indicated sub-limits, upon the presentation of appropriate both clinical and tax documentation</b>			<b>€ 5,000</b>	
a) The Company will reimburse the cost of transport from the scene of the event to the medical centre emergency room or place of first admission.				
b) The Company shall reimburse the expenses for medical and / or pharmaceutical examinations provided that they are undergone as a result of medical prescription, diagnostic tests, ambulatory care and/or admission ( <i>including day hospital</i> ), sustained following an injury or illness that occurred while travelling.			<b>€ 1,500</b>	
c) <u>Dental care</u> : The Company will reimburse the expenses for urgent dental care following an accident while travelling. <u>Treatment following an accident</u> : In the event of an injury occurring while travelling the Company will also reimburse, in addition to the expenses incurred on site, the expenses for medical and diagnostic tests, provided they are performed within 30 days after the return from the travel.			<b>€ 500</b>	
d) The Company shall provide the refund of the rehabilitation expenses, including the physiotherapy, incurred following an accident or illness occurring while travelling and which resulted in a hospital admission. The guarantee covers, exclusively, the expenses incurred in the hospital or during the recovery period immediately following the admission and, in any case, prior to the return from the trip.			<b>€ 500</b>	

**B.2 - Effective start date and operation of the section of Travel Medical Expenses**

The guarantee runs from the time the trip begins and it ends at the end of the trip, however not later than the policy's end date.

The guarantee is given within the limits of capital and the assistance in situ where the event occurred, always included in the "destination" chosen in the policy.

**B.3 - Provisions and limitations**

- For trips lasting more than 35 days, persons who have not already turned 71 years of age on the date of commencement of the trip are eligible for cover. Nevertheless, for persons who turn that age (71) during the term of the policy, the Medical Expenses cover remains valid until the policy expires.
- The Insured releases the doctors who examined him/her and the people involved by the policy conditions from professional confidentiality, exclusively for the events covered by this insurance and exclusively to the Company.
- For amounts greater than €1,000.00, the Company shall reimburse medical expenses incurred only if the Insured Person pays them by bank transfer or credit.

**DAILY HOSPITALISATION ALLOWANCE**

DAILY HOSPITALISATION ALLOWANCE	Limit
<b>PURPOSE OF THE INSURANCE</b>  For hospitalisation in excess of 3 (three) nights, in addition to reimbursement of medical expenses, the Company will pay a per diem allowance for each day of hospitalisation. The daily allowance will be paid on presentation of the hospital discharge certificate showing the dates of admission and discharge. For the purpose of calculating the indemnity, the day of admission and the day of discharge shall be considered as a single day.	<b>€100.00 per day of hospitalisation up to a maximum of 10 days per claim.</b>

### C. TRAVEL ACCIDENTS/FLIGHT ACCIDENTS

**C.1 - Territoriality:** Pre-chosen **destination** identified in the policy.

**C.2. - Purpose of the insurance:**

#### TRAVEL ACCIDENTS

<b>TRAVEL ACCIDENTS</b> <i>The indicated limitation amounts must be considered per insured, claim and insurance period, given the sub limits set out below.</i>	<b>Limit</b>	<b>Deductible</b>
<b>Death or permanent disability</b> The Company provides the accident insurance (not plane accidents) suffered by the insured during the travel period, and communicated to the Company, and which, within two years from the day on which they occurred, have as a direct result death or permanent disability. The company considers injuries as the following: <ul style="list-style-type: none"><li>▪ suffocation without morbid origin;</li><li>▪ acute poisoning by ingestion or by absorption of substances;</li><li>▪ drowning;</li><li>▪ frostbite or freezing;</li><li>▪ sunburn or heat strokes.</li></ul>	<b>€ 50,000</b> <b>€ 100,000</b> <b>€ 300,000</b>	Compensation for permanent disability is due solely in the case where the degree of permanent disability is greater than 5 percentage points of the total; in this case, the allowance will be settled only by the percentage of permanent disability in excess of 5 percentage points.

#### C.3 - Start date and operation

The guarantee runs from the time the travel begins and it ends at the end of the travel, however not later than the policy's end date.

#### C.4 - Compensation criteria

The company pays:

- a) the compensation for death or permanent disability even if they occur after the expiry of the insurance, but within two years from the day of the accident. It is understood that the injury must be reported to the company at the time of the occurrence;
- b) the compensation for the direct, exclusive and objectively evident consequences of the injury, that are independent of the pre-existing pathological or physical conditions or the ones occurred with respect to the accident;
- c) the amount of damages agreed directly with the insured or person designated by the last. In the event of disagreement either party may propose that the matter be settled by one or more arbitrators, to be appointed by a special act;
- d) in the case of death, the insured amount to the heirs. The compensation may not be combined with that for permanent disability. If after the payment of the compensation for permanent disability, the insured person dies as a result of the same accident, the company pays to the beneficiaries only the difference between the compensation for death -and that already paid for permanent disability whichever is higher;
- e) in the case of permanent disability equal to 100% of the maximum amount for such guarantee;
- f) In the case of permanent disability, the compensation is calculated against the insured amount in proportion to the degree of permanent disability which must be ensured in accordance with the criteria and the percentages provided by INAIL Table, referred to in the Italian Presidential Decree of 30 June 1965 no. 1124, as amended.

#### C.5 - Persons for whom the travel guarantee is not valid

This travel accident insurance is not valid for the insured persons who have already reached 75 years of age.

#### FLIGHT ACCIDENTS

<b>FLIGHT ACCIDENTS</b> <i>The indicated limitation amounts must be considered per insured, claim and insurance period, given the sub limits set out below.</i>	<b>Limit</b>	<b>Deductible</b>
<b>Death or permanent disability</b> The company shall provide, from the moment when the Insured boards an aircraft until the moment when he/she disembarks, insurance for the injuries that they suffer as a passenger of scheduled and charter flights (excluding private planes), and that within two years from the day on which they occurred, have as a direct result incur death or permanent disability. The company considers injuries as the following: <ul style="list-style-type: none"><li>▪ suffocation without morbid origin;</li><li>▪ acute poisoning by ingestion or by absorption of substances;</li><li>▪ drowning;</li><li>▪ frostbite or freezing;</li><li>▪ sunburn or heat strokes.</li></ul>	<b>€ 50,000</b> <b>€ 100,000</b> <b>€ 300,000</b>	Compensation for permanent disability is due solely in the case where the degree of permanent disability is greater than 5 percentage points of the total; in this case, the allowance will be settled only by the percentage of permanent disability in excess of 5 percentage points.

#### C.6 - Effective start date and operation of Assistance

The guarantee, for the period identified in the policy, works from the moment when the insured boards an aircraft and ends at the moment when he/she disembarks.

#### C.7 - Compensation criteria

The company pays:

- a) the compensation for death or permanent disability even if they occur after the expiry of the insurance, but within two years from the day of the accident. It is understood that the injury must be reported to the company at the time of the occurrence;
- b) the compensation for the direct, exclusive and objectively evident consequences of the injury, that are independent of the pre-existing pathological or physical conditions or the ones occurred with respect to the accident;
- c) the amount of damages agreed directly with the insured or person designated by the last. In the event of disagreement either party may propose that the matter be settled by one or more arbitrators, to be appointed by a special act;

- d) in the case of death, the insured amount to the heirs. The compensation may not be combined with that for permanent disability. If after the payment of the compensation for permanent disability, the insured person dies as a result of the same accident, the company pays to the beneficiaries only the difference between the compensation for death -and that already paid for permanent disability whichever is higher;
- e) in the case of permanent disability equal to 100% of the maximum amount for such guarantee;
- f) In the case of permanent disability, the compensation is calculated against the insured amount in proportion to the degree of permanent disability which must be ensured in accordance with the criteria and the percentages provided by INAIL Table, referred to in the Italian Presidential Decree of 30 June 1965 no. 1124, as amended.

#### C.8 - Provisions/Limitations

The capital sum insured by this policy and by other cumulative injury insurances that include this guarantee, stipulated by the Policyholder with the Company, in favour of the same insured persons, cannot exceed the limits of:

- € 300,000.00 per person;
- € 5,000,000.00 per aircraft.

In the event that the insured capital altogether exceeds the amounts indicated above, the allowances payable in the event of a claim shall be adapted with the proportional reduction and imputation on individual policies, so as not to exceed, altogether, the attributable amount on the basis of the amounts stated above.

#### D. LUGGAGE

**D.1 - Territoriality:** Pre-chosen **destination** identified in the policy.

**D.2 - Purpose of the Insurance:**

LUGGAGE <i>The maximum amounts mentioned above are per Insured and per accident</i>	Maximum amount indicated on the Policy Declarations Page			Limit of compensation (sub-maximum)
	All destinations			
<b>THEFT, MUGGING, ROBBERY, FIRE, LOST LUGGAGE.</b> The company indemnifies the Insured for the material and direct damages to him arising from the theft, fire, robbery, mugging, failure of the air carrier to return/damage to the personal luggage. The guarantee is valid also for travel bags, suitcases, pushchairs and prams. The warranty is only valid for the objects inside the luggage.	€ 500	€ 750	€ 1,000	The guarantee only covers one occurrence of damage during the term of the policy. The Company will pay the indemnification with the maximum compensation: <ul style="list-style-type: none"> <li>▪ € 250.00 per item;</li> <li>▪ € 200 for childcare equipment;</li> <li>▪ € 2,500 per policy.</li> </ul> Please note that all photo-cine-optical material (camera, video camera, camcorder, lenses, flash, batteries, etc.), appliances and any other electronic equipment are considered collectively as a single object.  The maximum and the sub-maximum amounts provided shall be reduced by 50% in cases of: <ul style="list-style-type: none"> <li>▪ forgetfulness, carelessness, negligence or loss by the Insured;</li> <li>▪ lack of appropriate documentation supporting the value of the asset to be compensated.</li> </ul>
<b>DELAYED LUGGAGE.</b> After a delay (as compared to the estimated time of arrival), greater than 8 hours, for the delivery of the checked luggage by the carrier, the company shall reimburse, within the limits of the insured sum: <ul style="list-style-type: none"> <li>▪ the purchase of essential items (clothing and personal hygiene items);</li> </ul>		€ 200		The guarantee only covers one occurrence of damage during the term of the policy. The Company will not reimburse expenses: <ul style="list-style-type: none"> <li>▪ for late delivery of luggage on the flight back to the habitual residence of the Insured;</li> <li>▪ incurred after the date the luggage was received.</li> </ul>
<ul style="list-style-type: none"> <li>▪ hiring of pushchairs and prams.</li> </ul>		€ 100		

#### D.3 - Compensation criteria and limits

The Company indemnifies the Insured within the limits of the maximum sum according to the place of occurrence of the insured event.

#### D.4 - Effective start/end date

The guarantee for the "Theft, mugging, robbery, fire, non-delivery of luggage" runs from the time the trip begins and it ends at the end of the trip, however not later than the policy's end date.

The "Delayed luggage" guarantee is operational from the point of first boarding the aircraft (check-in) and it ends before the last check-in

#### D.5 - Provisions and limitations

The company decides the compensation:

- b) according to the market value of the items stolen at the time of the occurrence of the event. In the event of apparel purchased during the trip, the refund will be the purchase value, provided it is substantiated by appropriate documentation.
- b) in all the cases where the Insured is unable to provide appropriate documentation supporting the value of the asset to be compensated, the maximum and the sub-maximum amounts will be reduced by 50%.

**F. ALL RISKS TRIP CANCELLATION (OPTIONAL GUARANTEE)**

The company provides the guarantees specified below:

**THIS WARRANTY IS VALID AND OPERATIONAL ONLY IF IT IS SPECIFIED ON THE INSURANCE CERTIFICATE AND THE PREMIUM HAS BEEN PAID.**

TRAVEL CANCELLATION/CHANGE - PENALTY REFUND	Limit	Excess/Compensation limits		
<p>The company shall reimburse the penalty applied under a contract by a tour operator or airline or sailing company for the cancellation or changing of the trip brought about by causes or events objectively verifiable and unpredictable at the time of booking, which affect the Insured, their assets, a relative, or the joint holder of the company/associated office.</p> <p>The refund of fee will also include:</p> <ul style="list-style-type: none"> <li>management costs;</li> <li>the fees of the agency;</li> <li>visas;</li> <li>the non-refundable airport taxes;</li> <li>the fuel adjustments already planned at the issue date of the policy and incorporated into the overall cost of the insured trip.</li> </ul> <p>When purchasing the air tickets, the airport taxes refunded by the carrier are excluded</p> <p>The Company will reimburse the fee charged:</p> <ul style="list-style-type: none"> <li>to the Insured (affected by the claim)</li> </ul> <p>and as long as they are insured and listed on the same policy:</p> <ul style="list-style-type: none"> <li>to all his relatives;</li> <li>one of his travelling companions.</li> </ul> <p><b>Trip Cancellation following an act of terrorism or natural disaster</b></p> <p>Coverage also applies to acts of terrorism or natural disaster occurring after a Trip has been booked, provided that such acts occur within 30 days of departure and within a radius of 100 km:</p> <ul style="list-style-type: none"> <li>the first scheduled destination indicated in the booking of the insured Trip;</li> <li>the destination airport but solely when only the travel ticket is purchased.</li> </ul> <p><b>Trip Cancellation following a Pandemic or Quarantine</b></p> <p>The cover also applies in the event of:</p> <ul style="list-style-type: none"> <li>Illness that is of a pandemic nature that affects the Insured Person, a Family Member (as defined in the glossary) or a Travelling Companion (as defined in the glossary). Cover also applies if a person tests positive for the disease after check-in, provided the trip has not yet commenced;</li> <li>quarantine that entails unsupervised or supervised isolation of the Insured Party or a travel companion (as defined in the glossary);</li> </ul>	<p><b>Value of the trip indicated on the policy certificate</b></p>	<p>The company will reimburse the cancellation with an overdraft on compensation as follows:</p>		
		<b>Event</b>	<b>Overdraft</b>	<b>Minimum</b>
		Death or hospital admission ( <i>Day Hospital or emergency room excluded</i> ) of the insured, relatives and the company/associated office.	None	-
		Other causes that led to cancellation	20%	€ 75.00
		<p>In the event of cancellation of a trip that is covered under the terms of the policy, and the application of a partial or otherwise reduced penalty, it is understood that the Company will only reimburse the penalty actually withheld by the Tour Operator or the Airline or Shipping Company.</p> <p>In the event of Illness or Injury Company physicians will be given the opportunity to carry out an examination to certify that the conditions of the insured to assess if they will prevent his/her participation in the trip.</p>		
<p><b>TRIP REROUTING expenses.</b></p> <p>The company shall reimburse the Insured 50% of any further costs incurred to purchase new tickets (by air, sea or rail), to replace those that cannot be used because of the late arrival of the insured at the place of departure determined by unforeseeable causes or events at the time of booking, which has affected the insured, their family members, or the joint holder of the company/associated office.</p>	<p>€ 500 per insured person</p>	<p>The company shall reimburse the costs incurred within the fixed maximum amount provided that the purchased tickets are used for services previously booked.</p>		
<p><b>TRAVEL INTERRUPTION</b></p> <p><i>The maximum amounts mentioned above are per Insured and per accident</i></p> <p>The company will refund the portion of the cost of the stay that was not used, starting from the date when the Insured returned to his home, in case of:</p> <p>a) the medical repatriation of the Insured, organised and carried out by the Operations Centre;</p> <p>b) early return due to death or hospitalisation with a prognosis of more than 7 consecutive nights of a relative, authorised and organised by the Operations Centre.</p> <p>Coverage is also valid in the event of the death of the Insured during their stay, provided that the "Repatriation of the Remains" service has been organised and carried out by the Operations Centre. The Company shall reimburse the legitimate and/or testamentary heirs.</p>		<ul style="list-style-type: none"> <li>The Company will reimburse the Insured Person's share of the cost of the unused stay (excluding travel tickets and administrative costs);</li> <li>when calculating the cost of the unused portion of the stay, it should be noted that the actual day of return and the day initially planned for the return are considered to be a single day.</li> </ul>		

**F.1 - Start date and operation**

The guarantees commence at 00:00 hours on the day following the issue of the contract and remain in force until the first service relating to the trip specified in the contract is received.

**F.2 - Compensation criteria**

The Company will reimburse the cancellation fee:

- a) up to the existing percentage on the date on which the event occurred Art. 1914 of the Italian Civ. (Italian Civil Code) Therefore, if the Insured cancels the trip after the event, the majority of the cancellation fee will be at his/her cost;
- b) reserving the right to reduce the compensation by the amount recovered directly by the insured. The Company has the right to take possession of the unused tickets.

### F.3 - Validity

Coverage is valid only:

- for trips that have not yet started and with certain travel dates at the time of signing the policy.
  - for trips booked up to 30 days before the date of issue, only if the departure date of the trip itself is more than 30 days from the date of issue of the policy.
- Otherwise, if the departure date is within 30 days from the issue date of the policy, the booking date cannot be earlier than 48 hours from the issue date itself. The warranty is effective for a single application for compensation regardless of the outcome, at the occurrence of which it ceases.

### G. Third Party Liability – TPL

**G.1 - Territoriality:** Pre-chosen destination identified in the policy.

#### G.2 – Purpose of the Insurance

THIRD PARTY LIABILITY - TPL	Limit	Deductible
<p>The Company is responsible for the sums which the Insured is obliged to pay, as the latter is civilly liable in accordance with the law, as compensation (capital, interest and expenses) for damages involuntarily caused to third parties for death, personal injury and damage to property and animals as a result of an accidental incident that occurred during the period of insurance in relation to issues of a private life matter, with the exclusion of all liability to the professional activity. The guarantee also includes collateral damage:</p> <ul style="list-style-type: none"> <li>▪ caused by pets;</li> <li>▪ caused by the ownership and use of cycles, non-motorised vehicles and boats no longer than 6.5 meters, golf carts;</li> <li>▪ caused by the use of horses and other saddle animals with the consent of the owner;</li> <li>▪ caused by playing sports, including races, not at the professional level, leisure activities and camping.</li> </ul>	<p>For damages to people, things and animals, per event and insurance period:</p> <p style="text-align: center;"><b>€ 50,000</b> <b>€ 100,000</b> <b>€ 300,000</b> per insured</p>	<p>For damage to property and animals, the insurance applies an excess of € 150 per claim.</p>

#### G.3 - In case of accident

The Insured or his/her agent must:

- a) notify
- the Company as stipulated in the policy. The failure to comply with this requirement may result in the total or partial loss of the right to compensation (Article 1915 of the Italian Civil Code);
  - to all the insurers, in case of stipulation of more policies for the same risk, specifying their names (Article 1910 of the Italian Civil Code);
- b) make available to the Company all the documentation useful for investigations and checks.

#### G.4 - Management of a Third Party Liability claim

The Company, as long as it has an interest, will manage disputes both in and out of court, both civil and criminal, on behalf of the Insured Party, designating, where necessary, lawyers or technicians, and availing itself of all the rights and actions to which the Insured Party is entitled. The insured is obliged to cooperate in order to enable the management of these disputes and to appear in person if the procedure so requires. The company is entitled to claim against the insured the prejudice created through the breach of such obligations. The costs incurred to resist the action of the damaged party against the insured are paid by the Company within the limits of a quarter of the insured amount. However, if the amount owed to the injured party exceeds the insured capital, legal expenses will be proportionally allocated between the company and the insured based on their respective interests.

The Company disclaims any expenses incurred by the insured party for legal or technical expertise that is not designated by it, and is not liable for fines or penalties nor criminal trial expenses.

## **J. STAY AND BACK HOME COVER PACKAGE (OPTIONAL)**

**THIS OPTIONAL COVER IS VALID AND OPERATIONAL ONLY IF THEY ARE SPECIFIED ON THE INSURANCE CERTIFICATE AND THE PREMIUM HAS BEEN PAID. FOR THIS COVER, THE EXCLUSIONS AND TERMS AND CONDITIONS UNDER THE TRAVEL ASSISTANCE POLICY SECTION APPLY, WHERE RELEVANT.**

### **J.1 BACK HOME**

Should the Insured be unable to continue the trip according to the original itinerary due to:

- bankruptcy or insolvency of the travel services by the trip organiser;
- natural disasters (tornadoes, hurricanes, earthquakes, volcanic eruptions, flooding, nuclear explosions and other natural disturbances);
- epidemic or pandemic (declared by any government entity), of such a severity and virulence with a high mortality or that require restrictive measures to reduce the risk of transmission to the civilian;
- acts of terrorism in general, including the use of any type of nuclear or chemical bomb; This exclusion does not apply to the Travel Assistance, Travel Medical Expenses and Trip Cancellation guarantees.

The Operations Centre organises:

- the continuation of the Insured Person's stay in a new hotel; or
- transfer of the insured to his/her home in Italy.

**Limit: € 1,500.00 per claim and € 5,000.00 per policy**

### **J.2 COVER STAY**

If the Insured Party is in a public health lockdown imposed by the authorities for reasons of safety:

1. at the moment of the Insured Party's arrival at the airport of the destination or transit country;
2. during the trip for the purpose of conducting medical examinations;
3. or in the event of quarantine being declared with enforced stay in the location;

the Company will cover any additional essential costs for food and hotel accommodation incurred by the Insured for the time they are forced to stay at the location and for travel tickets for the return journey; in the case of medical confinement involving a minor, this cover is understood to be for the benefit of a single insured travelling companion, even if they are not detained.

If, however, the medical confinement concerns an adult, any accompanying member who is not detained is excluded from this coverage.

**Limit: € 2,500.00 per Insured and € 25,000.00 per policy.**

If the medical confinement concerns a minor, who is not accompanied by an adult, this cover is intended for an accompanying adult, even if not insured, with a sub-limit of €1,000.00.

The Company reserves the right to ask the Insured Party for any refunds obtained from providers of the tourist services and/or carriers.

## **K. SPORTS PACKAGE (OPTIONAL)**

### **K.1 SEARCH, RESCUE AND RECOVERY COSTS**

The Company will reimburse the costs of search, rescue (including by sledge) and recovery (including by helicopter) operations carried out by civil or military rescue services or organisations that have a duty to respond to the disappearance or injury of the Insured. Only expenses incurred by organisations authorised to assist the Insured Person and invoiced to the same will be reimbursed.

**Maximum €2,000.00 per insured person, €7,000.00 per claim.**

### **K.2 LOSS OF SPORTS EQUIPMENT BAGGAGE**

Baggage and sports equipment are insured for up to **€2,500.00** against theft or loss while in transit by public air transport, provided that they have been duly invoiced.

The theft or loss must be proven by original documents issued by the transport company before compensation can be paid. Integral parts or accessories of an item will not be compensated independently.

### **K.3 REIMBURSEMENT OF RENTAL OF SPORTS EQUIPMENT**

The Company will reimburse the Insured Person for the direct cost of hiring sports equipment to replace the equipment owned by the Insured Person following non-delivery/delayed delivery or theft during transfer by public air transport.

The rented equipment must be equivalent to that owned by the Insured Person.

**Maximum €100.00 for a maximum of 5 days.**

### **K.4 - Effective start/end date**

The "Loss of Sports Equipment Baggage" cover runs from the time the travel begins and it ends at the end of the travel, however not later than the policy's end date.

### **K.5 - Provisions and limitations**

The company decides the compensation:

b) according to the market value of the items stolen at the time of the occurrence of the event.

b) in all the cases where the Insured is unable to provide appropriate documentation supporting the value of the asset to be compensated, the maximum and the sub-maximum amounts will be reduced by 50%.

c) and the cover is effective for a single claim, regardless of the outcome, upon the occurrence of which it ceases to be effective.

## **L. FLIGHT PACKAGE (OPTIONAL COVER)**

### **L.1 REROUTING COSTS**

If, as a result of any event that leads to the cancellation or modification of regularly scheduled and booked means of transportation (airplane, train, bus, ferry), it becomes necessary to cancel or modify the originally booked trip, the Company will reimburse:

- a. The penalty for ground services applied by direct suppliers for cancellation of the trip following the cancellation of the flight, train, bus, or ferry;
- b. The additional cost reasonably incurred by the Policyholder or the Insured for organizing alternative transportation services to those provided for in the contract;
- c. The additional cost reasonably incurred by the Policyholder or the Insured for organizing hotel accommodations while awaiting the scheduled alternative transportation service;
- d. The additional cost reasonably incurred by the Policyholder or the Insured for organizing alternative travel services to those provided for in the contract and/or for organizing re-routing services;
- e. In the event of insolvency, default, or failure to fulfill financial obligations of the carrier, the insurance, up to the limits indicated in the policy, is provided in excess of any limits provided by established insolvency funds or by bankruptcy proceedings.

**Maximum per Insured: ITALY € 1.000.00 – EUROPE € 1.000.00 - WORLD € 2.500.00**

### **L.2 Limitations**

This cover is valid from 00:00 on the day following its issue and at the same time as the flight booking.

### **L.2 FLIGHT DELAYS**

*The maximum amounts mentioned above are per Insured and per accident*

#### **COMPENSATION FOR DELAYED DEPARTURE**

In case of a documented delay of your flight, the company indemnifies the insured:

- for the first 8 full hours of delay; € 80
- for 8 additional full hours of delay; € 80

#### **TRIP CANCELLATION DUE TO DELAYED DEPARTURE**

In the event of a documented delay of the one-way trip exceeding 16 hours, if the insured decides not to participate in the trip, the company reimburses the cost of the trip.

**Maximum 50% of the total cost of the trip (net of the registration fee) up to a maximum of € 1,000 per insured person**

### **L.3 Compensation Limits**

The insurance cover extends to all the round trips in conjunction for the one-way trip. However, it excludes the internal flights, which are not part of the one-way trip. The guarantee only covers one event during the term of the policy.

The guarantee Compensation for the delayed departure and the guarantee travel cancellation for delayed departure cannot be combined.

### **L.4 Compensation criteria**

Compensation is paid on condition that the Insured person has been registered and checked in accordance with the route provided by the airline. In addition, the hours of delay will be calculated according to the last official schedule released by the airline, of which the Insured will provide appropriate documentation.

## **4. WHAT IS NOT COVERED**

### **4.1 Exclusions common to all sections**

Excluded from the terms of this insurance are all the services for which the insured has not sought prior approval from the Operations Centre helpline.

The following are also excluded from any compensation, services, consequences and / or event arising directly or indirectly from:

- a) situations of armed conflict, invasion, acts of foreign enemies, hostilities, war, civil war, rebellion, revolution, insurrection, martial law, military or usurped power or attempts to usurp power;
- b) acts of terrorism in general, including the use of any type of nuclear or chemical bomb; This exclusion does not apply to the Travel Assistance, Travel Medical Expenses and Trip Cancellation and Back Home guarantees;
- c) ionising radiation or radioactive contamination from nuclear fuel, or arising from phenomena of transmutation of the nucleus or radioactive, toxic, explosive, or other dangerous features of nuclear equipment and its components;
- d) tornadoes, hurricanes, earthquakes, volcanic eruptions, flooding, nuclear explosions and other natural disturbances. This exclusion does not apply to the Travel Assistance, Travel Medical Expenses and Trip Cancellation guarantees;
- e) air, water, soil, subsoil contamination, or any other environmental damage;
- f) search and rescue expenses of the Insured in the sea, lake, mountain or desert;
- g) wilful or gross misconduct of the insured;
- h) suicide or attempted suicide.

No (re)insurer will be required to provide coverage, to pay a claim or provide a service in any capacity in the event that the provision of such coverage, payment of the claim or the provision of this service exposes the (re)insurer to any penalty or restriction pursuant to a resolution of the United Nations or under the sanctions, laws or economic and trade embargoes of the European Union, the United Kingdom or the United States of America

### **4.2- Specific exclusions in the All Risks Section and, if activated, the Stay/ Back Home Cover Package (in addition to the common exclusions)**

The assistance will not be provided in the following cases:

1. if the Insured (or his/her representative) ignores the indications of the Operations Centre, and asks to be discharged from the facility where admitted, against the advice of the doctors or refuses transportation or repatriation. In this last case, the Company will immediately suspend assistance and coverage of additional medical expenses accrued from the day following the refusal of transport / repatriation to Italy.
2. direct organisation, or otherwise, without the prior permission of the Operations Centre, of any kind of assistance;
3. medical expenses except those specified in Section B - Travel Medical Expenses.
4. planned trip:
  - towards an area where, at the time of departure, there is a ban or limitation (even temporary) issued by a competent public authority.
  - a trip made for the purpose of undergoing medical / surgical treatment;
  - for medical rehabilitation and physiotherapy;
  - for the purchase, application, maintenance and repair of prostheses and therapeutic devices (non-exhaustive list: rental/purchase of crutches, braces, wheelchairs, etc.)
  - for the treatment or removal of physical defects or congenital malformations, for aesthetic applications, for thermal and slimming treatments, dental treatments;
  - for voluntary termination of pregnancy, assisted reproduction and their complications;

- for explants and/or organ transplants;
5. practising sports involving aircraft and aerial sports in general, boxing, martial arts, weightlifting, wrestling in its various forms, mountaineering with climbing of a difficulty greater than grade 3 on the UIAA scale, free climbing, skeleton, high-speed skiing, extreme skiing, American football, rugby hockey, descending rapids using any means, solo regattas or crossings on the high seas, bungee jumping, ski or water ski jumping, acrobatic skiing, scuba diving, spelunking, bob-sleighting on a designated track, kite surfing, snowkiting; any sport practised professionally or otherwise involving direct or indirect remuneration;
- For scuba diving, no deeper than 18 metres, the above exclusion will not apply if said sporting activity is carried out solely for recreational, occasional and non-professional purposes.**
6. purchase and repair of glasses, contact lenses;
  7. natural delivery or caesarean section;
  8. morbidity due to pregnancy beyond the 26th week of pregnancy and childbirth;
  9.  abuse of alcohol or drugs and the use of narcotics and hallucinogens;
  10. attempted suicide or suicide;
  11. car racing, motorcycle racing, motorboat racing and related tests and workouts;
  12. all the professional activities involving the use of mines, weapons and/or dangerous substances, access to mines, quarries and excavation and/or mining activities on land and sea;
  13. bankruptcy of the carrier or the travel agent or the organiser of the trip; **this exclusion is not operational for the cover in the Back Home section.**
  14. errors or omissions at the time of booking or inability to obtain a visa or passport;
  15. mental illness, schizophrenia, bipolar disorders, psychosis, major depression in the acute stage.
  16. if you need assistance at home:
    - it excludes the costs related to equipment and/or the spare parts required for repair;
    - the services cannot be provided abroad;
  17. in case of roadside assistance, vehicles are excluded:
    - with a full load weight exceeding 3.5 tonnes;
    - with a foreign plate, not registered in Italy;
    - with the date of the first registration exceeding 15 years;
    - not regularly insured for the compulsory third-party liability coverage;
    - used for public use, driving schools and taxis, as well as electric vehicles, three-wheeled vehicles, camper vans and caravans, and trailers;
  18. Roadside Assistance services are not provided
    - if the vehicle is located in a place which is not accessible by means of ordinary aid;
    - for the recovery, transfer and storage of personal effects and the transported goods;
    - for rentals of motor cars exceeding 1,200 cc, for periods longer than 3 days and if the insured is not able to guarantee the security deposit, required by the car rental companies, in the form of a credit card. Fuel costs are excluded, as well as charges for not topping up the fuel tank when returning the vehicle to the rental company, drop-off (returning the vehicle to a country other than the country of pick-up), optional insurances, theft and comprehensive insurance deductibles, tolls in general (motorways, ferries, etc.), any fines, and time beyond the guaranteed days;
    - for the immobilisation of the vehicle for carrying out the periodic service check and in the case of the recall.
  19. In case of provision of hotel services, all charges other than the bed and breakfast are not included.

#### 4.3 Exclusions to the Medical Expenses section (in addition to common exclusions)

The assistance will not be provided in the following cases:

- a) if the Insured (or his/her representative) ignores the indications of the Operations Centre, and asks to be discharged from the facility where admitted, against the advice of the doctors or refuses transportation or repatriation. In both cases, the Company will immediately suspend assistance and coverage of additional medical expenses accrued from the day following the refusal of transport/repatriation to Italy.
- b) a travel made to an area where, at the time of departure, there is a ban or limitation (even temporary) issued by a competent public authority;
- c) a travel made for the purpose of undergoing medical / surgical treatment;
- d) travels to countries to which travel is formally advised against by the Ministry of Foreign Affairs and International Cooperation, for Italy, and/or equivalent competent authority of the country of destination;
- e) cover does not apply in the event of non-compliance/observance of vaccination and disease prevention regulations.

Also,

The Company will not accept responsibility for expenses arising from:

- f) rehabilitation and physiotherapy services other than those referred to in the Medical Expenses in the Travel Section, point d);
- g) mental illness, schizophrenia, bipolar disorders, psychosis, major depression in the acute stage.
- h) purchase, application, maintenance and repair of prostheses and therapeutic devices (non-exhaustive list: rental/purchase of crutches, braces, wheelchairs, etc.);
- i) treatment or removal of physical defects or congenital malformations, for aesthetic applications, for thermal and slimming treatments;
- j) voluntary termination of a pregnancy;
- k) practising sports involving aircraft and aerial sports in general, boxing, martial arts, weightlifting, wrestling in its various forms, mountaineering with climbing of a difficulty greater than grade 3 on the UIAA scale, free climbing, skeleton, high-speed skiing, extreme skiing, American football, rugby hockey, descending rapids using any means, solo regattas or crossings on the high seas, bungee jumping, ski or water ski jumping, acrobatic skiing, scuba diving, spelunking, bob-sleighting on a designated track, kite surfing, snowkiting; any sport practised professionally or otherwise involving direct or indirect remuneration;
- l) purchase and repair of glasses, contact lenses;
- m) follow-up visits in Italy for situations resulting from illnesses which started while travelling.

Coverage also does not apply to accidents caused by or due to:

- natural delivery or caesarean section;
- morbidity due to pregnancy beyond the 26th week of pregnancy and childbirth;
- malice of the insured;
- abuse of alcohol or drugs and the use of narcotics and hallucinogens;
- attempted suicide or suicide.

Under no circumstances, regardless of the duration of the trip, will cover be provided for claims caused by or in connection with:

- hunting activities;
- all the activities involving the use of mines, weapons and/or dangerous substances, explosives, access to mines, quarries and excavation and/or mining activities on land and sea;
- working as a fireman, pyrotechnician, skydiver, acrobat, stand-in, stuntman as well as pilot or crew of aircraft;
- skydiving and downhill skiing.

#### 4.4 - Exclusions to the Travel Accidents section (in addition to common exclusions)

The company does not pay compensation for injuries resulting directly or indirectly:

- a) from driving vehicles for which a driving licence of a higher category than B is required and for motor boats for non-private use;
- b) from the use, even as a passenger, of aircraft (including gliders and ultra-light aircraft);
- c) from surgical operations, investigations or medical treatment not resulting from injury;
- d) from a suicide attempt or suicide;

- e) from the participation, even as a passenger, to sport competitions and related trials with or without the use of motor vehicles unless the same are recreational in nature;
- f) from acts of recklessness and practice of aerial sports and air generally, speleology, ski jumps with skis or water-skis, acrobatic skiing, mountaineering, free climbing, rafting, bungee jumping, as well as any sport practised professionally or that involves both direct and indirect remuneration;
- g) from drunkenness, abuse of psychoactive drugs, use of drugs, or hallucinogens;
- h) from the acquired immune deficiency syndrome (AIDS);
- i) from hernias, except for abdominal hernias caused by physical exertion;
- j) from heart attacks generated by any cause;
- k) hunting activities;
- l) all the activities involving the use of mines, weapons and/or dangerous substances, explosives, access to mines, quarries and excavation and/or mining activities on land and sea;
- m) working as a fireman, pyrotechnician, skydiver, acrobat, stand-in, stuntman as well as pilot or crew of aircraft;
- n) skydiving and downhill skiing.

#### **4.5 Exclusions to the Flight Accidents section** *(in addition to common exclusions)*

The company does not pay the compensation for the following injuries:

- a) occurring in any air vehicle that is not considered aircraft in accordance with the law, such as the equipment for sports or leisure flying (hang gliders, ultra lights, autogyros, paragliding, etc.);
- b) occurring on an aircraft other than those used for public transport of passengers, as well as the aircraft owned, affiliated or used by flying clubs;
- c) occurring on aircraft operating in violation of the provisions of the law, regulations, operating rules or of airworthiness and aircraft whose crew does not hold the required licence or valid qualifications, when the violation or irregularities are known by the Insured or they are knowable according to the usual diligence;
- d) occurred during trial flights or competition flights of all kinds and the related preparatory tests;
- e) attributable in whole or in part to the severe negligence of the Insured.

The following are also excluded from any compensation, services, consequences and / or event arising directly or indirectly from:

- f) hernias, except for the abdominal effort hernia;
- g) heart attacks generated by any cause.

#### **4.6 Exclusions to the Luggage section** *(in addition to common exclusions)*

The following are excluded from the insurance: computers, mobile phones, media players, sunglasses, televisions, battery chargers, money, precious stones, cheques, stamps, tickets and travel documents, jewellery, precious watches, coins, 'objes d'art', collections, samples, catalogues, goods, food, perishables.

The Company does not indemnify damage:

- a) facilitated by malice or gross negligence by the insured or people of which he/she must respond;
- b) damage caused by water or liquids;
- c) occurred when:
  - the luggage was not property stored in the boot of a locked vehicle;
  - the vehicle was not parked overnight, between the hours of 20.00 and 07.00, in a guarded public garage for a fee;
  - the theft took place without breaking into the boot of the vehicle;
  - the luggage is in a motor vehicle even when stowed in a locked boot;
- d) that occurred while camping;
- e) for which a certified copy of the complaint endorsed by the Authority of the place where the Event occurred, containing a detailed list of the stolen and/or destroyed objects, is not submitted.

The following are also excluded:

- f) photographic/video/optical kit entrusted to third parties (hoteliers, carriers etc.).

#### **4.7 Exclusions relating to the Stay and Back Home Cover Package** *(in addition to the common exclusions)*

The company does not pay the compensation in the following cases:

- a) wilful or gross misconduct of the insured;
- b) trips to countries in which it was known that a public health lockdown was in place;
- c) if the destination is to be or is declared to be under quarantine. This exclusion does not apply if the Insured Party or a travel companion contracts an illness for quarantine has been declared;
- d) costs not covered by the policy;
- e) losses following insured party's rejection of trip organizer's offer to continue/reroute the interrupted journey.

#### **4.8 Exclusions to the Trip Cancellation section** *(in addition to common exclusions)*

The Company does not make the reimbursements related to cancellations or changing directly or indirectly caused by:

- a) causes such as death or hospitalisation, not documented;
- b) causes, except for medical ones, known to the Insured at the time of booking;
- c) bankruptcy of the carrier or of the travel agent;
- d) situations of armed conflict, invasion, acts of foreign enemies, hostilities, war, civil war, rebellion, revolution, insurrection, martial law, military or usurped power or attempts to usurp power;
- e) ionising radiation or radioactive contamination from nuclear fuel, or nuclear waste, or arising from phenomena of transmutation of the nucleus or radioactive, toxic, explosive, or other dangerous features of nuclear equipment and its components;
- f) air, water, soil, subsoil pollution, or any other environmental damage;
- g) wilful or gross misconduct of the Insured;
- h) Persons residing, domiciled or subject to a detainment order, without prejudice to what is stated in the text of the cover regarding pandemics/quarantines;
- i) travels to countries to which travel is formally advised against by the Ministry of Foreign Affairs and International Cooperation, for Italy, and/or equivalent competent authority of the country of destination;

In any event, the following are excluded:

- the reimbursement of expenses other than the penalty imposed, including those that may be reimbursed by third parties (for example, but not limited to, expenses that may be reimbursed by transport providers, accommodation providers, credit/debit card issuers, etc.).
- claims arising from causes other than those specified in the Trip Cancellation cover.

#### **4.9 Exclusions to the Third party liability cover** *(in addition to common exclusions)*

The following damages are excluded from the insurance:

- a) resulting from malicious acts committed or attempted by the Insured;
- b) resulting from the exercise of professional activities;
- c) resulting from hunting activities;
- d) resulting from theft;
- e) resulting from the circulation on public roads or equivalent areas by using motor vehicles, and by navigating on motor boats and using aircraft;
- f) resulting from the possession of weapons and their ammunition and from using them;

- g) caused to the property of third parties that the Insured Party has taken delivery of and/or has in safekeeping, in any way.
- h) resulting from the use of horses and other saddle animals.

#### 4.10 Specific Exclusions in the Sports Equipment Rental Reimbursement Section

The Company will not reimburse any expenses incurred as a result of the theft:

- a) facilitated by wilful misconduct or gross negligence by the Insured or by persons for whom he/she is responsible;
- (b) which does not include a certified copy of the report signed by the authorities of the place where the event occurred;

#### 4.11 Special Exclusions for the Rerouting Costs Section

The Company is not required to supply warranty for any accidents caused by or depending on:

1. wilful misconduct and gross negligence on the part of the Tour Operator and the traveller;
2. injury and illness
3. events known and/or in the public domain at the time of booking and/or when the policy is issued, if not made at the same time as the booking.

## 5. WHAT TO DO IN THE EVENT OF A CLAIM

### IN CASE OF CALL FOR SERVICE

The Insured, or someone acting on his behalf, must immediately contact the Operations Centre, providing personal data of the Insured, the policy number and the type of intervention required, indicating, in addition, for:

• **Assistance and Travel Medical Expenses** following hospitalisation

- temporary telephone number;
- Hospital details (*(name and telephone number, ward where admitted, name of the doctor who took care of the patient)*);
- address of any relatives / travelling with the Insured.

• **Home assistance**

- home address;
- . telephone number.

• **Roadside assistance**

- vehicle identification information;
- location and contact telephone number.

### IN CASE OF A REFUND REQUEST

**All Risks Trip Cancellation**

The claim must be reported by telephone or online at [www.triply.net](http://www.triply.net) within 5 days of the event causing the cancellation of the trip. Please refer to the "All Risks Trip Cancellation" article in the Special Conditions of Insurance for details of the excesses that apply to cover.

For any other refund request, the Insured or the person acting on his behalf, must report the accident to the Company within 30 days after his/her return, regardless of the way in which the claim is made (i.e. in writing or via the [www.triply.net](http://www.triply.net) website), with all the documents relevant to the settlement of the claim, without prejudice to the provisions of Article 1.12 of the General Conditions of Insurance, and in particular:

- policy number;
- receipt of payment of the trip with the route;
- personal details and tax I.D. of the payment recipient (pursuant to Italian Law No. 248 of 4 August 2006);
- name and address of the Bank, IBAN, SWIFT code in the case of a foreign bank account;
- name of account holder if different from the owner of the file;
- place, date and time of the event and the circumstances and the causes that have determined it.

They must also provide:

• **Refund of medical expenses:**

- medical records written on site (medical records, minutes of first aid, medical certificate stating the diagnosis) and related original receipts of incurred medical expenses.
- for hospitalisation per diem, medical records showing the date of admission and discharge.

• **Travel Accidents:**

- place, date and time of the event;
- medical certificates attesting the injury;
- thereafter and until healing has occurred, the medical certificates on the evolution of injuries, in original copy.

N.B.: Also, if the accident caused the death of the Insured or when death occurs during the treatment period, the Company must be notified immediately by submitting the death certificate.

• **Flight accident:**

- place, date and time of the event;
- official documentation confirming the presence of the Insured on the aircraft;
- medical certificates attesting the injury;
- thereafter and until healing has occurred, the medical certificates on the evolution of injuries, in original copy.

N.B.: Also, if the accident caused the death of the Insured or when death occurs during the treatment period, the Company must be notified immediately by submitting the death certificate.

• **Theft, mugging, robbery, burning of luggage:**

- original copy of the complaint submitted to the competent authorities of the place where the event occurred, along with a detailed list of the stolen or burned items, and documentation/proof of possession certifying their value at the time of the event, brand, model and approximate date of purchase.
- in the case of theft, also the copy of the complaint sent to the hotel manager or the carrier who was entrusted with the luggage;

• **Late or non delivery of luggage by the airline carrier**

- copy of the PIR report (Property Irregularity Report);
- copy of the air ticket and luggage ticket;
- the reply from the airline stating the date and time of the delayed delivery or failure to find the luggage, and the amount paid under its jurisdiction;
- detailed list of the not returned or removed objects and documentation demonstrating their value at the time of the event, also the brand, model, approximate date of purchase;
- original receipts for the purchase of essential goods with detailed list of purchases;
- a copy of the payment receipt attesting the hiring of buggies or pushchairs.

▪ **Flight delay**

- copy of the travel pass or the last official press release from the airline regarding the timetable;
- documentation demonstrating the actual boarding time.

*N.B.: The air carrier must provide a written certification stating the cause and the actual delay compared to the originally scheduled flight and the possible reimbursement and/or services of the same.*

▪ **Cover stay**

- place, date and time of the event and the circumstances and the causes that have determined it;
- documentation certifying the public health lockdown imposed by the authority;
- contract for the trip;
- any rerouted trip document with proof of additional cost incurred or new ticket issued;
- airport taxes refund document or alternatively declaration by carrier that flight did not take place;
- bills proving expenses of enforced stopover (hotel costs, food and drink);
- documentation certifying refunds granted by providers of services.

All documents relating to expenses (bills, tickets, etc) must be made out to the Insured Party.

▪ **All Risks Cancellation - Penalty Reimbursement**

- copy of the documentation objectively proving the cause of the waiver/change;
- in the event of illness or accident, first aid and medical certificate reporting the date of the accident or the onset of the disease, the specific diagnosis and prognosis;
- documentation proving the link between the Insured and any other person who has issued the waiver;
- if hospitalised, complete copy of the medical record;
- copy of the catalogue and/or tour program with its rules regarding the penalty
- copy of the travel contract with payment records;
- copy of the booking statement of the reservation and penalty issued by the organizer of the trip;
- original travel documents, for the 100% penalty.

▪ **Flight Package**

- original documentation objectively proving the cause of the waiver/change;
- new travel tickets purchased to reach the intended location of the trip and the relevant amount;
- copy of the travel contract with payment records;
- A copy of the booking statement issued by the agency that organised the trip;
- unused travel tickets.

▪ **Travel interruption**

- copy of the documentation demonstrating the cause of interruption: medical certificate stating the diagnosis, medical records, death certificate;
- copy of the booking statement;
- catalogue and/or travel program proving the cost of ground services or a statement from the agency that organised the trip.
- document confirming the booked services that were not used, with non-refundable costs.

▪ **Third Party Liability - TPL**

- written request of the other party with the quantification of the damage.
- any possible testimonials.

- original copy of the complaint submitted to the competent authorities of the place where the event occurred, along with a detailed list of the stolen or burned items, and documentation/proof of possession certifying their value at the time of the event, brand, model and approximate date of purchase.
- in the case of theft, also the copy of the complaint sent to the hotel manager or the carrier who was entrusted with the luggage;

▪ **Sports Package**

In the event of a claim, in order to justify the claim, the Insured must:

- report the theft to the police authorities within 24 hours of its discovery and obtain a copy of the police report;
- provide reasonable evidence of possession and value of the items for which compensation is claimed;
- immediately notify the carrier of the loss, theft or damage of the sports equipment while in transit with the carrier, by filling in the appropriate report form (Property Irregularity Report);
- bring the damaged sports equipment back to Italy for inspection by the Company.

**IMPORTANT REFERENCES**

**TRIP CANCELLATION AND FLIGHT PACKAGE SECTION**  
**TELEPHONE CLAIMS 24 hours a day: Phone +39 06 42115586**  
**ONLINE COMPLAINT: [www.tripy.net](http://www.tripy.net)**

**ASSISTANCE, TRAVEL MEDICAL EXPENSES, COVER STAY AND BACK HOME PACKAGE AND SEARCH, RESCUE AND RECOVERY COSTS SECTION**  
**OPERATIONS CENTRE 24/7**  
**phone +39 06 42115820**

**or via data call, connecting from your mobile device to the following link: [www.tripy.net/chiamatadati](http://www.tripy.net/chiamatadati)**

**REFUND REQUESTS**

**The events must be reported as follows:**

- via website at [www.tripy.net](http://www.tripy.net)
- or otherwise
- by post to  
Inter Partner Assistance S.A. - Travel - Claims Office  
Via Carlo Pesenti, 121



## INFORMATIVA SUL TRATTAMENTO DEI DATI PERSONALI AI SENSI DEGLI ART. 13 E 14 DEL REGOLAMENTO (UE) 2016/679 (CLIENTELA DI PRODOTTI ASSICURATIVI)

### PREMESSA

AXA (come definita nella Sezione 1) tratta con cura i tuoi dati personali. A conferma di questo impegno, e per dare esecuzione alle norme che tutelano il trattamento dei dati personali, desideriamo fornire qui di seguito le informazioni essenziali ai sensi degli art. 13 e 14 del Regolamento (UE) 2016/679 (relativo alla protezione delle persone fisiche con riguardo al trattamento dei dati personali, nonché alla libera circolazione di tali dati – c.d. “GDPR”), e del Decreto Legislativo 30 giugno 2003, n.196, così come modificato dal Decreto Legislativo n. 101/2018 (“Codice in materia di protezione dei dati personali” o anche solo “Codice”), nonché di ogni altra normativa privacy di volta in volta applicabile.

La presente informativa privacy (“Informativa”) è rivolta alla clientela assicurativa (persone fisiche) di prodotti assicurativi che prevedono garanzie assicurative emesse dalla impresa di assicurazione **INTER PARTNER ASSISTANCE S.A. – Rappresentanza Generale per l’Italia**, in cui rientrano:

- a) i soggetti che stipulano con noi un contratto di assicurazione o che rivestono una qualifica rilevante ai fini dello stesso: contraenti, aderenti a polizze collettive, assicurati, coassicurati, eredi, altri beneficiari nominati;
- b) altri soggetti che esercitano i diritti o assolvono gli obblighi previsti dal contratto di assicurazione o comunque rilevanti ai fini contrattuali o di legge, che agiscono in nome proprio o per conto dei soggetti di cui alla precedente lett. a (es.: soggetti delegati, legali rappresentanti di società, soggetti che pagano i premi, soggetti che denunciano i sinistri, esecutori e titolari effettivi ai sensi della normativa antiriciclaggio).

(congiuntamente, “Interessato/i”).

Qualora i dati forniti da te o da terzi si riferiscano a **soggetti minori di età** sui quali tu eserciti la responsabilità genitoriale o la tutela legale, ovvero a **familiari/congiunti o altri soggetti terzi che non stipulano il contratto** (es.: altri assicurati o altri beneficiari delle prestazioni assicurative diversi da te), le presenti informazioni e le dichiarazioni di volontà formulate rispetto alle richieste di consenso si intendono riferite anche ai trattamenti su questi dati. Qualora i dati da te forniti si riferiscono a **soggetti terzi** (es.: altri assicurati, beneficiari), ti chiediamo di informare tali soggetti della comunicazione a noi dei loro dati personali e di mettere loro a disposizione la presente Informativa, disponibile anche sul nostro sito internet [www.axapartners.it](http://www.axapartners.it) (Sezione Privacy).

### 1. CHI DECIDE PERCHÉ E COME TRATTARE I DATI PERSONALI

Chi decide perché e come trattare i tuoi dati personali – cioè il **titolare del trattamento** – è la compagnia assicurativa con cui hai stipulato il contratto assicurativo, vale a dire:

- **INTER PARTNER ASSISTANCE S.A. - Rappresentanza Generale per l’Italia** - Via Carlo Pesenti 121 - 00156 Roma - Registro delle Imprese di Roma RM – Numero REA 792129 - Part. I.V.A. 04673941003 - Cod. Fisc. 03420940151; PEC: [ipaassicurazioni@pec](mailto:ipaassicurazioni@pec); (di seguito anche “AXA” o il “Titolare/i” o “noi”, “ci”, “nostro”).

### 2. QUALI SONO I DATI DI CONTATTO DEL RESPONSABILE DELLA PROTEZIONE DEI DATI (DPO)

Puoi contattare il Responsabile della Protezione dei dati (DPO - *Data Protection Officer*) del Titolare scrivendo ai seguenti contatti:

- per posta: **INTER PARTNER ASSISTANCE S.A. – Rappresentanza Generale per l’Italia** - Att.ne Data Protection Officer - Via Carlo Pesenti 121 - 00156 Roma
- per e-mail: [privacy@axa-assistance.com](mailto:privacy@axa-assistance.com)

### 3. QUALI SONO I TUOI DIRITTI IN QUALITÀ DI INTERESSATO E COME PUOI ESERCITARLI

Nella tua qualità di Interessato al trattamento dei dati personali, hai i diritti di seguito elencati.

- **Diritto di accesso ai tuoi dati personali**  
Se desideri avere accesso ai tuoi dati personali, ti forniremo una copia dei dati che hai richiesto e le informazioni relative al loro trattamento.
- **Diritto di rettifica dei tuoi dati personali**  
Se ritieni che i tuoi dati personali siano inesatti o incompleti, puoi richiedere che tali dati vengano da noi corretti o integrati di conseguenza.
- **Diritto di cancellazione dei tuoi dati personali**  
Se lo desideri, puoi richiedere la cancellazione dei tuoi dati personali, nei limiti previsti dalla legge (ad esempio, non puoi richiedere la cancellazione dei tuoi dati personali se siamo tenuti alla loro conservazione per obblighi di legge o se sono necessari per l’esecuzione del contratto).
- **Diritto di limitare il trattamento dei tuoi dati personali**  
Hai il diritto di chiederci di limitare l’utilizzo dei tuoi dati personali se:
  - ritieni che i tuoi dati siano inesatti;
  - ritieni che i tuoi dati siano stati trattati illegalmente;
  - non abbiamo più bisogno dei tuoi dati, ma desideri che li conserviamo per utilizzarli nell’ambito di un’azione legale;
  - ti sei opposto al trattamento dei tuoi dati per i nostri interessi legittimi.
- **Diritto di richiedere la portabilità di parte dei tuoi dati personali**  
Puoi richiedere una copia dei dati personali che ci hai fornito in un formato strutturato, di uso comune e leggibile da dispositivo automatico, laddove il trattamento si basi sul tuo consenso o sul contratto, ed avvenga in modo automatizzato. Ove tecnicamente fattibile, è possibile richiedere la trasmissione di questa copia a terzi titolari da te indicati.
- **Diritto di revocare il tuo consenso al trattamento dei tuoi dati personali**  
Se, per una specifica finalità, ci hai dato il consenso per il trattamento dei tuoi dati personali come indicato nella Sezione 4 (“Quali sono le finalità e le basi giuridiche del trattamento dei dati personali”), puoi revocarlo in qualsiasi momento. Dal momento della revoca non ci sarà più consentito trattare i tuoi dati personali per quella finalità, fermo comunque restando che tale revoca non pregiudicherà la liceità dei trattamenti basati sul consenso svolti prima della revoca stessa.
- **Diritto di opporsi al trattamento dei tuoi dati personali**

Hai il diritto di opporvi al trattamento dei tuoi dati personali nei casi in cui utilizziamo come base giuridica del trattamento un nostro interesse legittimo. In caso di tua opposizione, ci asterremo dal trattare ulteriormente i dati personali (salva l'esistenza di motivi legittimi cogenti per procedere al trattamento che prevalgono sui tuoi interessi, diritti e libertà oppure salvo il caso in cui dobbiamo trattare i tuoi dati per l'accertamento, l'esercizio o la difesa di un diritto in sede giudiziaria).

▪ **Diritto contro una decisione automatizzata**

Hai il diritto di non essere soggetto ad una decisione basata esclusivamente su un trattamento automatizzato, compresa la profilazione, che abbia un effetto giuridico o incida in modo significativo su di Te. Tuttavia, potremmo adottare una decisione automatizzata qualora quest'ultima sia **(i)** necessaria per la conclusione o l'esecuzione di un contratto concluso con noi, **(ii)** autorizzata da una norma italiana o dell'Unione Europea o **(iii)** se hai prestato il tuo consenso esplicito. In ogni caso, hai la possibilità di contestare la decisione, esprimere le tue opinioni e chiedere l'intervento di una persona che possa rivedere la decisione.

▪ **Diritto di proporre un reclamo al Garante per la Protezione dei dati personali**

Hai diritto di proporre reclamo all'Autorità di controllo in materia di protezione dei dati personali, in Italia il Garante per la protezione dei dati personali ("Garante privacy"). Potrai far pervenire il tuo reclamo utilizzando una delle seguenti modalità: a) messaggio di posta elettronica certificata indirizzata a: *protocollo@pec.gpdp.it* (questo indirizzo è configurato per ricevere SOLO comunicazioni provenienti da posta elettronica certificata); b) raccomandata A/R indirizzata a: Garante per la protezione dei dati personali, Piazza Venezia, 11 - 00187 Roma; c) consegna a mano presso gli uffici del Garante per la protezione dei dati personali, Piazza Venezia, 11 – Roma.

**4. QUALI SONO LE FINALITÀ E LE BASI GIURIDICHE DEL TRATTAMENTO DEI DATI PERSONALI**

Nella tabella che segue trovi elencate le finalità da noi perseguite quando trattiamo i tuoi dati personali e, per ciascuna di tali finalità, la base giuridica del trattamento.

FINALITÀ DEL TRATTAMENTO	BASE GIURIDICA DEL TRATTAMENTO
<p><b>1. Finalità di esecuzione del contratto assicurativo o di esecuzione di misure precontrattuali.</b></p> <p>Nel dettaglio, tratteremo i tuoi dati personali per le seguenti finalità, anche avvalendoci di sistemi di Intelligenza Artificiale:</p> <ul style="list-style-type: none"> <li>• preventivazione ed offerta del contratto assicurativo;</li> <li>• valutazione del rischio assicurativo prima della stipula del contratto, ai fini dell'assunzione o del rifiuto del rischio;</li> <li>• conclusione, esecuzione e gestione del contratto assicurativo (es.: messa in copertura, emissione polizza, incasso e rimborso dei premi, gestione dei recessi e dei rinnovi di polizza);</li> <li>• gestione e liquidazione dei sinistri / erogazione delle prestazioni assicurative previste dal contratto;</li> <li>• riscontro e gestione dei tuoi reclami;</li> <li>• riscontro e gestione delle tue richieste (c.d. attività di <i>customer care</i>) mediante le modalità di contatto messe a tua disposizione (ad es., telefonate con i nostri operatori, chat con operatori umani o virtuali, strumenti di messaggistica istantanea, form di contatto via web, posta cartacea, posta elettronica);</li> <li>• comunicazioni di servizio, attraverso i nostri canali, inerenti il contratto assicurativo e i sinistri;</li> <li>• gestione di ogni altro adempimento precontrattuale e contrattuale a nostro carico e di ogni altra attività amministrativa accessoria e connessa a tali adempimenti.</li> </ul>	<p><b>ESECUZIONE DI UN CONTRATTO</b> – in riferimento ai dati personali "comuni" (e.g., dati identificativi e di contatto) la <b>base giuridica</b> di questi trattamenti è l'Art. 6.1.b GDPR (<i>il trattamento è necessario all'esecuzione di un contratto di cui l'interessato è parte o all'esecuzione di misure precontrattuali adottate su richiesta dello stesso</i>).</p> <p>Fermo restando quanto sopra, il trattamento dei dati personali dei soggetti che non fanno parte del contratto assicurativo, ma ne subiscono gli effetti (ad esempio, gli assicurati diversi dal contraente), viene effettuato sulla base del <b>LEGITTIMO INTERESSE</b> (sia del Titolare che del soggetto che stipula il contratto assicurativo), ai sensi dell'art. 6.1.f GDPR. Tale trattamento è necessario per garantire l'esecuzione delle prestazioni previste dal contratto e la tutela dei diritti di tali soggetti terzi che non fanno parte del contratto.</p> <p><b>CONSENSO ESPlicito</b> - In riferimento alle categorie particolari di dati personali (ad esempio inerenti lo stato di salute) eventualmente forniti dall'Interessato, tale trattamento sarà giustificato dall'eccezione di cui all'Art. 9.2.a del GDPR (<i>l'interessato ha espresso il proprio consenso esplicito al trattamento di tali dati personali</i>).</p>
<p><b>Avvertenza</b> – Il conferimento dei dati è facoltativo. Precisiamo tuttavia che senza i Tuoi dati personali comuni e di categoria particolare, non saremo in grado di fornirti i prodotti assicurativi richiesti. Pertanto, in relazione a questa specifica finalità, il conferimento dei tuoi dati personali comuni, ed il tuo consenso esplicito al trattamento dei dati di categoria particolare, sono un requisito necessario per la conclusione del contratto e per lo svolgimento del rapporto assicurativo / erogazione delle prestazioni in fase di sinistro.</p>	
<p><b>2. Finalità di adempimento di obblighi di legge ai quali siamo soggetti (derivanti dalla normativa nazionale o dell'Unione Europea) e di adempimento di provvedimenti o richieste specifiche delle Autorità competenti.</b></p> <p>Nel dettaglio, tratteremo i tuoi dati personali per le seguenti finalità:</p> <ul style="list-style-type: none"> <li>• adempimento di tutte le prescrizioni normative, di legge e regolamentari, in materia assicurativa alle quali siamo soggetti;</li> <li>• adempimento di tutte le altre prescrizioni normative, di legge e regolamentari, a noi applicabili, ad esempio in materia contabile e</li> </ul>	<p><b>ADEMPIMENTO OBBLIGO DI LEGGE</b> - La <b>base giuridica</b> di questi trattamenti è l'Art. 6.1.c GDPR (<i>il trattamento è necessario per adempiere un obbligo legale al quale è soggetto il titolare del trattamento</i>).</p>

<p>fiscale, in materia di contrasto al riciclaggio e al finanziamento del terrorismo (AML/CFT, sanzioni internazionali), in materia di rilevazione e prevenzione della corruzione, in materia antifrode, in materia di tutela del consumatore, in materia di segnalazione di illeciti (c.d. <i>whistleblowing</i>);</p> <ul style="list-style-type: none"> <li>• adempimento di disposizioni delle Autorità competenti (IVASS, Banca d'Italia, Garante Privacy, ecc.) emesse sotto qualsiasi forma (provvedimenti, circolari, linee guida, lettere al mercato, raccomandazioni, codici di condotta, etc.), e adempimento di richieste delle Autorità giudiziarie;</li> <li>• attività di gestione di controllo interno e di revisione interna previste dalle prescrizioni normative, di legge e regolamentari, applicabili al Titolare</li> </ul>	
<p><b>3. Finalità di perseguimento di un nostro interesse legittimo (o di un altro titolare a cui comunichiamo i tuoi dati personali), comunque connesso alle finalità assicurative sopra indicate di esecuzione del contratto e adempimento di obblighi di legge.</b></p> <p>Nel dettaglio, tratteremo i tuoi dati personali per le seguenti finalità:</p> <ul style="list-style-type: none"> <li>• gestione del rischio assicurativo a seguito della stipula di un contratto di assicurazione (ad es., gestione dei rapporti con i coassicuratori e/o riassicuratori);</li> <li>• adozione di presidi e utilizzo di strumenti e tecnologie, che possono includere l'utilizzo di sistemi di Intelligenza Artificiale, idonei alla prevenzione delle frodi (ad esempio, verifiche antifrode sui documenti, verifiche antifrode sui pagamenti anche relative alla congruità dell'IBAN, verifiche sui furti di identità);</li> <li>• monitoraggio e gestione dei pagamenti dei premi irregolari e degli insoluti, e connesse attività di recupero crediti;</li> <li>• gestione di eventuali procedimenti e contenziosi stragiudiziali (inclusi i sistemi alternativi di risoluzione delle controversie, quali ad esempio la mediazione e l'arbitro assicurativo) e giudiziali;</li> <li>• attività di gestione di controllo interno, di revisione interna e di risposta ad audit interni, in adempimento di obblighi giuridici gravanti sul Titolare e delle nostre procedure interne aziendali;</li> <li>• analisi e reportistiche interne tecniche ed attuariali (es.: valutazione dei rischi, stima delle riserve e dei sinistri, previsione dei rischi, pricing analysis, calcolo e modellizzazione dei rischi);</li> <li>• presidio della sicurezza dei sistemi IT e delle reti ai fini di tutela della riservatezza, integrità e disponibilità dei dati personali, e di prevenzione di incidenti informatici da cui possano derivare anche violazioni di dati personali, nonché ai fini di continuità aziendale;</li> <li>• comunicazione di dati personali all'interno del Gruppo AXA, per finalità di gestione contrattuali, amministrativa in generale e di reportistica interna;</li> <li>• efficienza aziendale (es.: ottimizzazione e automatizzazione di processi operativi, test dei sistemi informatici);</li> <li>• attività finalizzate al miglioramento qualitativo dei nostri servizi (inclusa la registrazione e il riascolto delle telefonate da te intrattenute con i nostri operatori);</li> <li>• effettuazione di sondaggi di opinione e di soddisfazione della clientela sulla qualità dei servizi resi, svolte direttamente da noi o tramite il supporto di società specializzate (i "Sondaggi");</li> <li>• attività di data management (gestione e governance dei dati, <i>data quality</i>);</li> <li>• gestione di eventuali operazioni societarie straordinarie</li> </ul>	<p><b>LEGITTIMO INTERESSE</b> - La <b>base giuridica</b> di questi trattamenti è l'Art. 6.1.f GDPR (<i>il trattamento è necessario per il perseguimento del legittimo interesse del titolare del trattamento o di terzi, a condizione che non prevalgano gli interessi o i diritti e le libertà fondamentali dell'interessato che richiedono la protezione dei dati personali, in particolare se l'interessato è un minore</i>).</p> <p>In aggiunta, unicamente per quanto riguarda l'effettuazione dei sondaggi di opinione, il trattamento si basa sull'eccezione del <i>soft spam</i>, prevista ai sensi dell'Art. 130.4 del Codice.</p> <p><b>CONSENSO ESPLICITO</b> – nel caso in cui, in riferimento alle operazioni di trattamento giustificate sulla base del legittimo interesse, il Titolare dovesse trattare anche dati di categoria particolare degli Interessati (e.g. inerenti allo stato di salute), tale trattamento verrà giustificato sulla base dell'eccezione di cui all'Art. 9.2.a GDPR (<i>l'interessato ha espresso il proprio consenso esplicito al trattamento di tali dati personali</i>) o, ove applicabile, dell'Art. 9.2.f GDPR (<i>il trattamento è necessario per accertare, esercitare o difendere un diritto in sede giudiziaria</i>).</p>

<ul style="list-style-type: none"> <li>sviluppo e addestramento di soluzioni di Intelligenza Artificiale</li> </ul>	
<p><b>Avvertenza</b> - Quando facciamo affidamento sull'interesse legittimo, garantiamo che il trattamento sia proporzionato e che i tuoi interessi, diritti fondamentali e libertà siano rispettati. In ogni caso, nei limiti di quanto applicabile, potrai sempre opporli al trattamento basato sul legittimo interesse o sull'eccezione del soft spam per quanto riguarda l'erogazione dei Sondaggi.</p>	
<p><b>4. Finalità di marketing e di profilazione</b></p> <p>Per questa finalità, trattiamo i tuoi dati personali svolgendo le seguenti attività:</p> <ul style="list-style-type: none"> <li>invio di comunicazioni promozionali, pubblicitarie o commerciali e offerta diretta di nostri prodotti o servizi, tramite l'impiego del telefono e della posta cartacea, nonché tramite sistemi automatizzati di chiamata senza l'intervento di un operatore e tramite posta elettronica, telefax, messaggi SMS, MMS, App o di altro tipo;</li> <li>attività di profilazione, finalizzata ad analizzare i dati personali, prodotti, servizi, le caratteristiche dell'interessato, con lo scopo di rilevare comportamenti e preferenze, anche attraverso trattamenti automatizzati, compresa la profilazione, per ottenere vantaggi personalizzati, formulare offerte che tengano conto dei risultati di tali analisi e migliorare l'offerta dei prodotti per renderla maggiormente in linea con i bisogni dell'interessato.</li> </ul>	<p><b>CONSENSO</b> - La base giuridica di questi trattamenti è l'Art. 6.1.a GDPR (<i>l'interessato ha espresso il consenso al trattamento dei propri dati personali</i>).</p> <p><b>Avvertenza</b> - Potremmo trattare i dati per queste due finalità solo ed esclusivamente qualora, in sede di stipula del contratto assicurativo, anche eventualmente on-line, ti sia richiesto nella modulistica di prestare o negare il consenso a questi trattamenti (due consensi distinti e separati). In assenza di tale richiesta, o in caso di negazione dei consensi, non tratteremo mai i tuoi dati per le finalità (marketing e/o profilazione) per le quali hai negato il consenso.</p> <p>Se presti i consensi, potrai comunque revocarli in qualsiasi momento. Tale revoca non pregiudica la liceità di qualsiasi trattamento effettuato prima di esso.</p>

## 5. QUALI SONO LE CATEGORIE DI DATI PERSONALI OGGETTO DI TRATTAMENTO

A seconda categoria di persona alla quale tu appartieni (cliente, potenziale cliente, assicurato, beneficiario, etc.), del tipo di prodotto assicurativo sottoscritto e delle interazioni che abbiamo con te, raccogliamo vari tipi di dati personali, tra cui::

- dati identificativi personali e di contatto** (ad esempio: il nome e il cognome, il luogo e la data di nascita, la residenza anagrafica e il domicilio, copia e/o estremi di documenti di identificazione personale, il codice fiscale o partita iva, e-mail, numero di telefono, ed eventuali altri dati identificativi e di contatto strettamente necessari ai fini contrattuali);
- dati relativi al contratto di assicurazione e del sinistro** (ad esempio: numero di proposta, numero di polizza, numero di sinistro, capitale assicurato, decorrenza, durata e scadenza del contratto, garanzie assicurative oggetto di contratto e/o di sinistro, informazioni relative alle determinazioni dei danni e degli indennizzi);
- dati bancari e di pagamento relativi ai premi, sinistri e altre transazioni relative al contratto stipulato** (ad esempio, l'IBAN e numero di conto corrente, informazioni SEPA, altre informazioni sui mezzi di pagamento);
- dati relativi alla situazione personale o familiare** (ad esempio: stato civile, composizione nucleo familiare, rapporti con i beneficiari delle prestazioni, qualifica di PEP), **occupazionale** (ad esempio: categoria professionale, settore di attività, professione, datore di lavoro, contratti di lavoro, lettere di licenziamento, procure, visure e altri documenti societari) ed **economica** (ad esempio: buste paga, CUD, reddito o pensione, estratti contributivi, TFR) raccolti e trattati solo qualora rilevanti per l'assicurazione;
- dati relativi al finanziamento/mutuo/altro prodotto finanziario o servizio sottostante protetto dall'assicurazione** (ad esempio in caso di polizze connesse a finanziamenti o mutui o altri prodotti o servizi finanziari e non finanziari: numero del finanziamento assicurato, decorrenza e durata del finanziamento ai fini della copertura, società finanziaria erogante, capitale erogato e rata mensile ai fini della quantificazione delle prestazioni in caso di sinistro, rate insolute, debito residuo, piano di ammortamento, spese oggetto di rimborso), raccolti e trattati solo qualora rilevanti per l'assicurazione;
- dati che identificano il bene assicurato** (ad esempio, in caso di veicoli assicurati: marca e modello, targa, numero di telaio, data di immatricolazione, libretto di circolazione, certificato di proprietà del veicolo; in caso di altri beni assicurati: numero seriale del bene o altro identificativo univoco), raccolti e trattati solo qualora rilevanti per l'assicurazione;
- dati relativi alla posizione geografica** (ad esempio, informazioni sul luogo di accadimento del sinistro, geolocalizzazione in caso di danno a veicoli, previo consenso ove applicabile);
- dati di autenticazione**, ottenuti quando sei connesso a un sito web/app (ad esempio, username e password di nostri siti web/app);
- dati di connessione e telecomunicazione**, ottenuti quando sei connesso a un sito web/app o a una rete di comunicazione (ad esempio, indirizzi IP, log, cookie, metadati di telefonate/e-mail).

Inoltre:

- solo qualora necessario per l'esecuzione precontrattuale/contrattuale del contratto di assicurazione o la fase di sinistro, trattiamo altresì **categorie di dati particolari ex art. 9 GDPR, inclusi quelli relativi al tuo stato di salute** per cui verrà comunque richiesto un consenso esplicito (dato forniti mediante risposte a nostri questionari medici; oppure contenuti in documentazione medica, quali ad esempio certificati medici, referti di viste ed esami, cartelle cliniche; oppure forniti, per taluni prodotti, tramite interviste telefoniche oppure on-line). Ai sensi della normativa sull'**Oblio Oncologico** (Legge 7 dicembre 2023, n. 193 e relativi decreti attuativi, Provvedimento IVASS 169/2026) per l'eventuale determinazione delle condizioni e dei termini contrattuali, non richiederemo (o non utilizzeremo, se già in nostro possesso) informazioni relative al tuo stato di salute con specifico riguardo alle passate patologie oncologiche il cui trattamento attivo si sia concluso, senza episodi di recidiva, da più di dieci anni al momento della richiesta (periodo ridotto a cinque anni qualora la patologia sia insorta prima del compimento del ventunesimo anno di età);

- j) potremmo trattare altresì **dati giudiziari**, cioè i dati relativi a condanne penali o reati o a connesse misure di sicurezza, che possono rivelare l'esistenza di determinati provvedimenti giudiziari soggetti ad iscrizione nel casellario giudiziale. Il trattamento di dati giudiziari avviene sempre e comunque in conformità a quanto previsto dalle leggi o dai regolamenti o decreti in materia e limitatamente alle finalità ivi stabilite, quali ad esempio l'accertamento di responsabilità o del diritto all'indennizzo in relazione a sinistri o eventi attinenti alla vita umana assicurabili e/o la prevenzione, l'accertamento e il contrasto di frodi o situazioni di concreto rischio per il corretto esercizio dell'attività assicurativa, secondo quanto previsto dall'art. 2-*octies* del Codice.

## 6. A CHI COMUNICHIAMO I TUOI DATI PERSONALI

All'interno della nostra organizzazione, i tuoi dati personali sono trattati da nostri dipendenti e collaboratori che trattano i dati raccolti esclusivamente nell'ambito delle rispettive mansioni, per le finalità indicate nella presente Informativa, in conformità alle istruzioni ricevute dal Titolare e sotto la sua autorità.

I tuoi dati personali (raccolti in sede di stipula ed esecuzione del contratto, inclusa la fase di sinistro) possono altresì essere comunicati alle seguenti categorie di soggetti terzi, esterni alla nostra organizzazione, che agiscono in qualità di autonomi titolari del trattamento o di responsabili del trattamento per nostro conto. Tali soggetti a cui possiamo comunicare i tuoi dati personali sono:

- a) altri soggetti del settore assicurativo (c.d. catena assicurativa), quali assicuratori, coassicuratori e riassicuratori, broker, agenti ed altri intermediari assicurativi (e relativi addetti all'attività di intermediazione) utilizzati per l'acquisizione e gestione dei contratti di assicurazione, contraenti di polizze collettive;
- b) professionisti, consulenti, studi o società operanti nell'ambito di rapporti di consulenza e assistenza professionale, quali consulenti legali, avvocati, medici di fiducia, periti, consulenti privacy, consulenti antiriciclaggio, consulenti fiscali, professionisti/società di recupero crediti, società incaricate del monitoraggio/controllo qualità dell'offerta e collocamento dei contratti di assicurazione, società di servizi informatici e telematici, società di informazione commerciale, società di investigazioni private;
- c) soggetti che svolgono attività connesse e strumentali all'esecuzione del contratto di assicurazione e alla gestione o liquidazione del sinistro / erogazione della prestazione, quali ad esempio: fornitori di servizi di stoccaggio, gestione, archiviazione e distruzione della documentazione cartacea o elettronica; fornitori di servizi di firme elettroniche; fornitori di servizi postali (per attività di trasmissione, imbustamento, trasporto e smistamento delle comunicazioni alla clientela); fornitori di servizi di assistenza alla clientela (es.: call center, help desk); fornitori di servizi di offerta e collocamento a distanza di contratti di assicurazione (es.: call center esterni); fornitori di servizi di assunzione medica del rischio; fornitori di servizi di amministrazione delle polizze e supporto alla gestione ed incasso dei premi; fornitori, strutture sanitarie, professionisti o altri soggetti convenzionati dal Titolare per la liquidazione/erogazione delle prestazioni; soggetti coinvolti nelle attività di riparazione di veicoli e beni assicurati; fornitori di servizi bancari, finanziari e di pagamento; fornitori di servizi antiriciclaggio; fornitori di servizi antifrode;
- d) organismi associativi consortili propri del settore assicurativo (ANIA) o finanziario, cui noi o altri soggetti della catena assicurativa siamo iscritti;
- e) società del gruppo AXA Partners e altre società del gruppo AXA (società controllanti, controllate e collegate, anche indirettamente, ai sensi delle vigenti disposizioni di legge);
- f) altri soggetti nei cui confronti la comunicazione dei dati è obbligatoria per legge quali, a titolo esemplificativo: IVASS, Banca d'Italia - UIF (Unità d'informazione finanziaria) e altre autorità di vigilanza (incluse quelle del paese di origine del titolare), Agenzia delle Entrate, Magistratura, Forze dell'Ordine;
- g) chiamati all'eredità / eredi dell'assicurato deceduto nell'ambito delle richieste di accesso ai dati personali dei beneficiari specifici di polizze vita (ai sensi ed entro i limiti del Provvedimento del Garante per la protezione dei dati personali n. 520 del 26/10/2023 , a condizione che l'interesse perseguito sia concreto e attuale, cioè realmente esistente al momento dell'accesso ai dati, strumentale o prodromico alla difesa di un proprio diritto successorio in sede giudiziaria).

Puoi ottenere l'elenco nominativo dei soggetti a cui abbiamo comunicato i tuoi dati personali, e che agiscono come autonomo titolare o responsabile del trattamento, in sede di esercizio del tuo diritto di accesso ai sensi dell'Art. 15 GDPR, contattandoci ai recapiti indicati nella precedente Sezione 2 (*"QUALI SONO I DATI DI CONTATTO DEL RESPONSABILE DELLA PROTEZIONE DEI DATI (DPO)"*).

## 7. TRASFERIMENTO DEI DATI PERSONALI A DESTINATARI UBICATI IN PAESI TERZI

Per talune attività, ci avvaliamo di soggetti di nostra fiducia - operanti talvolta anche al di fuori dell'Unione Europea - che svolgono per nostro conto compiti di natura tecnica, organizzativa o gestionale; lo stesso fanno anche i soggetti già indicati nella presente informativa a cui i dati vengono comunicati. In ogni caso il trasferimento dei dati fuori dall'Unione Europea avverrà sulla base delle ipotesi previste dalla vigente normativa, tra cui l'utilizzo di regole aziendali vincolanti per i trasferimenti all'interno del Gruppo AXA (cd. BCR – versione italiana consultabile al seguente link [Binding Corporate Rules](#), maggiori informazioni sul sito internet [www.axapartners.it](http://www.axapartners.it) - Sezione Privacy, Ulteriore Documentazione BCR, ove è anche possibile consultare l'elenco delle società del Gruppo AXA che hanno aderito alle BCR), l'applicazione di clausole contrattuali standard definite dalla Commissione Europea per i trasferimenti verso società non appartenenti al Gruppo AXA o la verifica della presenza di una decisione di adeguatezza in merito al sistema di protezione dei dati personali del paese importatore.

## 8. PER QUANTO TEMPO CONSERVIAMO I DATI PERSONALI

Conserviamo i dati personali per un periodo di tempo compatibile con la finalità per la quale viene effettuato il trattamento e, in ogni caso, con l'assolvimento degli obblighi di legge e di quelli contrattuali, tenuto altresì conto del termine prescrizione applicabile.

In particolare:

- a) i dati personali relativi ai contratti assicurativi stipulati sono conservati per un periodo di 10 anni decorrente dalla scadenza o anticipata cessazione, per qualsiasi causa, del contratto di assicurazione, oppure – se verificatasi successivamente a tale scadenza/cessazione – decorrente dall'ultima operazione (ad esempio, di pagamento del sinistro);

- b) i dati personali relativi a proposte assicurative a cui non ha poi fatto seguito la stipula del contratto per qualsiasi motivo (es.: rifiuto della compagnia ad assumere il rischio, revoca della proposta dal parte dell'assicurato) sono conservati per un periodo di 1 anno dalla loro raccolta o, in caso di semplici preventivi, anche inferiore;
- c) i dati personali per finalità antifrode sono conservati per 5 anni dalla loro raccolta;
- d) in caso di necessità di tutela dei diritti del Titolare e dell'Interessato (anche in sede giudiziaria), i dati personali sono conservati sino al termine di passaggio in giudicato della relativa sentenza o ultimo grado di giudicato e, ove necessario, per la successiva fase esecutiva;
- e) i dati personali raccolti per l'invio dei Sondaggi vengono conservati per un periodo di 24 mesi.

In tema di Oblio Oncologico (Legge 7 dicembre 2023, n. 193 e relativi decreti attuativi, Provvedimento IVASS 169/2026) si precisa che:

- a) nei casi in cui le informazioni sulla patologia oncologica pregressa sono state fornite al Titolare, procediamo alla loro cancellazione entro trenta giorni dal ricevimento della certificazione attestante l'avvenuto oblio oncologico;
- b) la certificazione attestante l'avvenuto oblio oncologico è conservata per dieci anni dalla sua ricezione.

Alla scadenza del termine di conservazione, provvediamo alla cancellazione o anonimizzazione dei dati personali.

Potremo altresì stabilire i termini di conservazione sulla base del bilanciamento tra il nostro legittimo interesse e il rispetto dei diritti e delle libertà dell'interessato. In ogni caso, con cadenza periodica, verifichiamo l'effettivo permanere dell'interesse del soggetto a cui si riferiscono i dati rispetto alle finalità in precedenza richiamate e, in sua assenza, per dare corso alle operazioni di cancellazione o di anonimizzazione.

## 9. QUAL E' LA FONTE DA CUI OTTENIAMO I DATI PERSONALI

Otteniamo i tuoi dati personali:

- a) avvalendoci della nostra rete di intermediari assicurativi (agenti, broker, banche e loro addetti interni ed esterni all'attività di intermediazione assicurativa), altri partner commerciali o fornitori – sono tali soggetti che raccolgono i dati personali presso di te;
- b) direttamente presso di te, ad esempio in fase di sinistro o in caso di collocamento di contratti di assicurazione direttamente da parte nostra, senza intermediari;
- c) presso i nostri clienti (aziende o privati), che stipulano con noi il contratto di assicurazione in qualità di contraente di polizza (quando, ad esempio, tu sei un assicurato o un beneficiario indicato in polizza che non interviene nella fase di stipula del contratto);
- d) da altre società del gruppo AXA;
- e) da informazioni pubbliche come quelle pubblicate sulla stampa, nonché da pubblicazioni/banche dati messe a disposizione da autorità ufficiali o da terzi (ad esempio: registro imprese, banche dati gestite da autorità di vigilanza).

## 10. MODALITA' DI TRATTAMENTO DEI DATI - INTELLIGENZA ARTIFICIALE (IA)

Il trattamento dei dati personali per le finalità indicate nella precedente Sezione 4 ("QUALI SONO LE FINALITÀ E LE BASI GIURIDICHE DEL TRATTAMENTO DEI DATI PERSONALI") è effettuato con modalità informatiche o cartacee, in modo da garantire la riservatezza e la sicurezza dei dati conferiti, nel rispetto della normativa vigente in materia di protezione dei dati personali.

Il trattamento dei dati personali potrebbe altresì avvenire tramite sistemi di Intelligenza Artificiale ("IA"). L'Intelligenza Artificiale è un termine che indica una serie di tecnologie che sostituiscono i processi manuali e risolvono compiti complessi, svolgendo funzioni solitamente svolte dagli umani. Utilizziamo l'IA per migliorare e semplificare i nostri processi aziendali, assicurando standard coerenti e aumentando l'efficienza delle nostre attività, previa applicazione di misure tecniche e organizzative – quali la minimizzazione e ove possibile l'anonimizzazione – idonee a garantire un livello di sicurezza dei dati personali adeguato al rischio e la tutela dei tuoi diritti (inclusa la prevenzione di *bias* e di rischi di c.d. allucinazioni). In ogni caso, l'utilizzo dei sistemi di IA avverrà nel rispetto dei principi previsti dal GDPR e dalla normativa vigente in materia di IA (ad esempio, Reg. (UE) 2024/1689), ivi incluso il principio di revisione umana. Quando utilizziamo l'IA, combiniamo le informazioni che ci hai fornito direttamente, informazioni che otteniamo su di te dall'uso dei nostri servizi o dalle tue interazioni con noi, e informazioni provenienti da altri soggetti.

Generalmente, sviluppiamo e addestriamo i nostri sistemi di IA senza utilizzo o previa anonimizzazione di dati personali. Come indicato nella precedente Sezione 4 ("QUALI SONO LE FINALITÀ E LE BASI GIURIDICHE DEL TRATTAMENTO DEI DATI PERSONALI"), laddove ciò non sia a nostro giudizio possibile, potremmo tuttavia in taluni casi trattare i tuoi dati personali (e, più in particolare, dati che ci hai fornito direttamente, informazioni che ricaviamo dal tuo utilizzo dei nostri servizi o dalle tue interazioni con noi, nonché informazioni provenienti da altre fonti) per sviluppare e addestrare le nostre soluzioni di IA, al fine di perseguire il nostro legittimo interesse a migliorare ulteriormente i nostri prodotti e servizi, nonché a rendere più efficienti e ottimizzare i nostri processi.

Puoi in ogni momento richiederci maggiori informazioni sul trattamento dei tuoi dati personali mediante IA contattandoci ai recapiti indicati nella precedente Sezione 2 ("QUALI SONO I DATI DI CONTATTO DEL RESPONSABILE DELLA PROTEZIONE DEI DATI (DPO)").

## 11. SICUREZZA DEI DATI PERSONALI

Utilizziamo misure tecniche e organizzative appropriate progettate per proteggere le tue informazioni personali. Le misure di sicurezza da noi utilizzate forniscono un livello di sicurezza adeguato al rischio dell'attività di trattamento delle tue informazioni personali, in linea con gli standard di sicurezza del gruppo AXA.

## 12. INFORMAZIONI SU PROCESSI DECISIONALI AUTOMATIZZATI

L'emissione del contratto assicurativo può essere sottoposta allo svolgimento di processi decisionali automatizzati, che possono comprendere altresì sistemi di IA, predisposti sia in considerazione dei nostri requisiti di assicurabilità / assunzione dei rischi / tariffazione (esempio: età alla stipula della polizza, età alla scadenza della polizza, capitale assicurato) che in considerazione di requisiti normativi (ad esempio, al fine di proporti il prodotto più adeguato alle tue esigenze assicurative, al fine del rispetto delle normative anticiriclaggio e antiterrorismo). Tale processo automatizzato è necessario ai fini della conclusione del contratto, e si può verificare ad esempio in riferimento ai prodotti assicurativi acquistati on-line oppure emessi tramite piattaforme informatiche nostre o di nostri intermediari. Il trattamento automatizzato è comunque sempre

finalizzato ad assicurare che, operativamente, entrino effettivamente in copertura soggetti assicurabili in base alle decisioni prese dal Titolare in merito a requisiti di assicurabilità / assunzione dei rischi / tariffazione. In ogni caso, raccoglieremo sempre il tuo consenso esplicito ai sensi dell'Art. 9.2.a GDPR per il trattamento dei dati di categoria particolare (e.g. dati legati alla salute) coinvolti nel trattamento automatizzato.

Tale processo decisionale automatizzato impatta sulla emissione della polizza. Il conferimento dei dati per tali finalità è necessario: perciò, in mancanza sarà impossibile concludere ed eseguire il contratto assicurativo.

Potrai comunque esercitare il diritto di ottenere l'intervento umano da parte del Titolare, di esprimere la tua opinione o di contestare la decisione, contattandoci ai recapiti indicati nella precedente Sezione 2 (*"QUALI SONO I DATI DI CONTATTO DEL RESPONSABILE DELLA PROTEZIONE DEI DATI (DPO)"*).

### **13. MODIFICHE ALLA INFORMATIVA PRIVACY**

Il Titolare potrà aggiornare la presente Informativa sulla privacy per riflettere i cambiamenti di informazioni in essa contenuti o in adempimento di requisiti di legge. L'ultima versione della presente informativa è sempre disponibile online sul sito internet [www.axapartners.it](http://www.axapartners.it). Ti informeremo in ogni caso di eventuali modifiche significative attraverso i nostri canali di comunicazione standard, utilizzando i dati di contatto forniti.

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