

LIST OF OUTSOURCED SERVICES

With the constant aim of improving service quality, AXA Assurances Luxembourg S.A. et AXA Assurances Vie Luxembourg S.A. (hereinafter the “Companies”) may subcontract certain services to third parties bound by the same confidentiality and personal data protection requirements. In this respect, each subcontractor is required to sign and comply with a strict confidentiality agreement issued by the Companies, involving in particular compliance with insurance secrecy (article 300 of the December 7, 2015 law on the insurance sector). Some subcontractors also benefit from PSF (Professionnel du Secteur Financier) certification issued by the CSSF (Commission de Surveillance du Secteur Financier).

The following table, which is updated regularly, lists all subcontractors, including:

- The name of the service provider and its country of location.
- The type of services outsourced.
- Nature of information collected (personal or non-personal data).

Service Providers	Country of establishment of subcontracted service providers	Outsourced services	Type of information provided in connection with subcontracting
Victor Buck Services S.A. (PSF)	Luxembourg	Printing and enveloping services	Data contained in communications, transmission of Personal Data ¹ required for enveloping (e.g., addresses, contract details ² , name(s) of subscriber(s), etc.)
CTG Luxembourg S.A. (PSF)	Luxembourg	IT support services (service desk)	Personal Data and information communicated in contracts and databases

¹ “Personal data” refers to personally identifiable information, which may include, but is not limited to the following information: (i) For policyholders who are natural persons: surname, first name(s), date and place of birth, passport/identity card number, national and/or tax identification number, insurance policy number, customer reference, postal and/or electronic address, place of residence, telephone number(s), legal capacity, nationality(ies), profession/activity ; (ii) For policyholders who are legal persons: name, postal and/or electronic address, date of incorporation, incorporating documents, registration number, national and/or tax identification number, insurance policy number, customer reference, telephone number(s), holding structure, names of beneficial owners.

Insurance policy data may include, but is not limited to, the following information: insurance policy account number(s), insurance policy value, all types of transactions (surrender and payment, policy settlement, transfer of rights, etc.), origin of assets, origin of wealth, insurance policy status statements, etc.

² The term “policy(ies)” refers to the insurance policy or capitalisation policy issued by the insurance company.

NTT Luxembourg S.A. (PSF)	Luxembourg	IT infrastructure services	Personal Data and information communicated in contracts and databases
Salesforce.com	France	Software services	No Personal Data
LAB Luxembourg S.A. (PSF)	Luxembourg	Physical archiving services	Personal Data and information contained in contracts
AXA Group Operations SAS	France, Belgium, Germany, Portugal	<ul style="list-style-type: none"> • Tool for filtering personal data in the fight against money laundering and terrorist financing and international financial sanctions and embargoes; • Management of risks within the AXA Group relating to laws and regulations concerning the fight against money laundering and the financing of terrorism, international financial sanctions and embargoes. 	<p>Informations concerned:</p> <ul style="list-style-type: none"> • the Personal Data necessary to identify the persons in the tool (including the Personal Data of any person involved or linked in a business relationship and the beneficial owners); • the Personal Data relating to policyholder transactions such as surrenders/payments, policy settlement, etc.; • the Personal Data collected when the Policy is concluded and during the life of the Policy; • Public information (e.g. press, internet, etc.) relating to policyholders
Inter Partner Assistance S.A. (intra-groupe)	Belgium	Claims management (car, motorcycle, home)	<ul style="list-style-type: none"> • Identification Personal Data ; • Information and Personal Data required for claim management
Henner SAS	France	<ul style="list-style-type: none"> • Management of certain health claims through Carte Blanche (Noémie network) for Insureds residing in France 	<ul style="list-style-type: none"> • Identification Personal Data ; • Information and Personal Data required for reimbursement

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