

List of Service Providers

Service providers with data processing
as main objective of the contract (as of May 2025)

Service Provider	Objective / Purpose of the Contract
Air Doctor Ltd, Israel	Processor for mediation of medical service providers
BSPayOne	Full service payment provider for the processing of online payments of all kinds
DCM	Collection, processing or use of personal data for the purpose of checking and implementing recourse (e.g. in the case of private health insurance) and implementing an insurance relationship (e.g. processing an application and checking an obligation to pay benefits)
DER Touristik GmbH & Co. KG	Collection and billing of insurance premiums
Donhauser GmbH	Collection, processing or utilisation of personal data for the establishment, execution or termination of an insurance relationship (e. g. processing of an application and verification of benefits)
equeo GmbH	Collection, processing or use of personal data to operate an app
ERGO Group AG	The collection, processing or use of personal data for the establishment, execution or termination of an insurance agreement (e.g. the processing of an application, the assessment of the risk cover, the administration of insurance contracts or the verification of an obligation to pay a benefit)
ERGO Beratung und Vertrieb AG	Sales and brokerage of insurance and other financial services
ERGO Direkt AG	Customer-oriented communication, sales and brokerage of insurance and other financial services, IT service provider
ERGO Technology & Services Management AG, ITERGO Informationstechnologie GmbH, ERGO Technology & Services S.A.	IT service provider
Euro-Center Holding (ECH)	Assistance services collection, processing or use of personal data for the purpose of checking the obligation to pay and the settlement of claims
Insurtech, Frankfurt	Settlement of travel insurance claims
International SOS	Assistance services
MPlus	Collection, processing, or use of personal data for the establishment, execution, or termination of an insurance relationship (e.g., processing an application and assessing a claim)
Miss Money Penny Technologies GmbH	Service and information for customers via a digital emergency card after conclusion of the insurance policy
Munich Re AG	Risk evaluation in cases of particularly high risk
On Service GmbH, Hamburg	Processing, sorting and scanning of incoming mail
PCI Booking	Payment Service Provider to comply with the security protocols and regulations for credit card payments
T-Systems	Network and telephone services provider
Touristik Assekuranz-Service GmbH	Collection, processing or utilisation of personal data for the establishment, execution or termination of an insurance relationship (e. g. processing an application, administration of insurance contracts and verification of benefits)
Safeture AB, Sweden	Collection, processing or use of personal data via an online web portal and an app to provide country information and alerts

List of Service Providers

Categories of service providers for whom the processing of personal data is not the main purpose of the contract, and service providers who are only occasionally engaged

Service Provider	Objective / Purpose of the Contract
Address researchers	Address verification
Archiving	Archiving of files
Assistance	Assistance services
Document management	Preparation, sorting and scanning of incoming mail
Disposer	Destruction of confidential documents on paper and electronic data media
Collection agency	Debt collection
IT and telecommunications service provide	IT, network and telephone services
IT maintenance service provider	System / program maintenance
Lettershops / printers	Printing and shipment of postal items
Marketing agencies / services providers	Marketing campaigns
Market research company	Market research
Travel Booking Systems	Bookings of travel insurances
Claims settlement	Examination of the obligation to pay and the regulation of claims
Payment service provider	Processing of payment transactions