

Customer Consent for One-Time SMS Delivery of Portal Links

Purpose

This document outlines the process and legal basis by which customers provide explicit, one-time consent to receive an SMS containing a link for our sales, service, and claims portals. No further messages will be sent following this communication.

Consent Mechanism

- During interaction with the Allianz Global Assistance IVR or voicebot, customers are offered the option to receive a text message containing a portal link.
- Example prompts include:
 - “Would you like me to send you a text message with the link to our sales website?”
 - “Would you like me to send you a link to access your claims status online?”
 - “Would you like me to send you a text message with the link to upload your claims documents on our website?”
 - “Would you like me to send you a text message with this website link for self-service?”
- To receive the SMS, the customer must respond “YES” or press 1 and confirm that they wish to receive the message on the phone number they are calling from.

Scope of Consent

- Consent is strictly limited to a single SMS containing links to our websites.
- No additional marketing, informational, or follow-up messages will be sent as a result of this consent.

Opt-Out Mechanism

- Customers may opt out at any time by replying “STOP” to the SMS received.
- Upon receipt of a “STOP” reply, no further messages will be sent to the customer’s number.

Data Handling and Privacy

- The customer’s phone number is used solely for the purpose of delivering the requested download link via SMS.
- No personal data will be used for any other purpose without further explicit consent.
- Data is processed in accordance with applicable privacy laws and Allianz Partners’ Privacy Policy.

Legal Basis

- Consent is obtained in compliance with relevant data protection regulations.
- Consent is freely given, specific, informed, and unambiguous.
- Customers retain the right to withdraw consent at any time by replying “STOP”.

Record of Consent

- The system records the customer’s affirmative response (“YES”) and the phone number from which the request was made as proof of consent.
- A transcript or log of the interaction may be retained for audit and compliance purposes.

Contact Information

If you have any questions, comments, or complaints about this Notice or the way that we collect or handle your Personal Data, or if you would like a paper copy of this Notice, please contact our Chief Privacy Officer by any of:

Email: privacy@allianz-assistance.ca | Phone: 1-800-461-1079 | Mail: Allianz Global Assistance ATTN: Chief Privacy Officer
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