

Legal Justifications for use of Personal Information

Purpose for use of Personal Information	You have provided consent	Needed to perform a contract with you or prepare to enter into a contract with you	Needed to comply with legal requirements	It is in our legitimate interests or those of a relevant third party
To communicate with you		YES	YES	YES
To make assessments and decisions about you	YES	YES	YES	YES
To provide insurance, claims and assistance services, and other products and services		YES		YES
To assess your eligibility for payment plans and to process payments		YES	YES	YES
To improve the quality of our products and services, for training, and to maintain information security			YES	YES
To prevent, detect and investigate crime, and manage commercial risks			YES	YES
To carry out research and analysis	YES <small>(in circumstances where a legal justification over and above legitimate interests is required by applicable law)</small>			YES
To provide marketing information	YES <small>(in circumstances where a legal justification over and above legitimate interests is required by applicable law)</small>			YES
To allow you to participate in competitions, prize draws and other promotions		YES		YES
To personalise your experience when using AIG Digital Services	YES <small>(in circumstances where personalisation is achieved with the use of cookies)</small>			YES
To manage our business operations and IT infrastructure		YES	YES	YES
To manage complaints, feedback and queries		YES	YES	YES
To comply with applicable laws and regulations			YES	YES
To establish and defend legal rights		YES	YES	YES