



**The General Data Protection Regulation (GDPR)**  
Personal data in SOS International

[www.sos.eu](http://www.sos.eu)



# SOS International is ready for the new data protection regulation



In May 2018, the General Data Protection Regulation (GDPR) comes into effect. The new regulation from the European Union increases the existing requirements in a number of areas.

In addition to already implemented compliance, SOS International has initiated a dedicated programme with underlying projects to make sure we meet the new requirements.

The project includes assessments of for example processes and routines, as the new regulation sets increased demands in relation to:

- ✓ IT design and IT systems
- ✓ Contracts
- ✓ Consent
- ✓ IT security
- ✓ Documentation

# Personal data is important and we are obliged to protect it

## The right to respect for privacy

Everyone has the right to respect for his or hers privacy, family life, home and correspondence

## The right to protection of data

Everyone has the right to protection of personal data relating to him or her



# The general data protection regulation (GDPR)



The EU GDPR will increase privacy for individuals and give regulatory authorities greater powers to take action against businesses that breach the laws



The regulation also applies to non-EU companies that process personal data of individuals in the EU



Enforcement date:  
25 May 2018

## Requirements

Requirement	Similar to existing rules	Significant tightening	New
Principles	✓		
Requirements in agreements		✓	
Documentation requirements			✓
Individual's right to access and object to SOS' processing		✓	
Consent		✓	
IT-systems: Build-in privacy			✓
Information security	✓		( ✓ )
Notifying authorities of personal data incidents		✓	
Data Protection Officer (DPO)			✓

# Consequences of violating GDPR

Organisations in non-compliance will face heavy fines:

- GDPR provides the possibility to issue considerable fines to companies in violation of the new legislation
- Fines for non-compliance will be applicable to both the data controller (the insurance company) and the data processor (the supplier)



## Which personal data do we process in SOS International?

### Insurance information

- Name of the insured
- Reporter of a claim/relatives
- Address/telephone number/email
- Insurance policy
- Purpose of travel
- Cause of insurance notification e.g. injury or illness and receipts from insured

### Assistance information

- Same data as 'Insurance information'
- Travel information
- Medical information including but not limited to medical records, medical history, current state of health, current medical treatment, observations and examinations etc.

## What constitutes personal data?

Any information related to a natural person or 'Data Subject' that can be used to directly or indirectly identify the person e.g. name, photo, email address, medical info, IP address etc.



<http://www.eugdpr.org/gdpr-faqs.html>

# Compliance in SOS International

In SOS International quality, information security and data protection comprise some of the most important parameters for the success of our business.

- ✓ Accreditations and certifications such as ISO 9001 (quality management), ISO 27001 (information security) and ISO 14001 (environmental management in the Technical Division) underline our proactive and continuous work with quality, the environment and information security. SOS International has been ISO-certified since 2013.
- ✓ Risks are examined, documented and evaluated on an ongoing basis via the quality system Total Quality Management (TQM).
- ✓ A Compliance Board with sub-boards prepares for and ensure fulfillment of existing and new regulation.
- ✓ Reporting and regular audits ensure continued high quality of all services.
- ✓ Customer contracts are adjusted to Solvency II requirements where required.
- ✓ Company Code of Conduct and Supplier Code of Conduct ensure compliance, observance of national standards and legal and contractual requirements are implemented and made available.

## MANAGEMENT SYSTEM CERTIFICATE

CERTIFIED BY  
DNV GL

This is to certify that

**SOS Intec**  
Norsk e & S, AS, OS  
and the sites as if

has been found to  
**ISO/IEC 27001**

This certificate is  
Provide details of  
processing sensitive information (PII)  
according to ISO

This certificate  
valid until 30 June 2018

For additional information  
visit [www.dnvgl.com](http://www.dnvgl.com)

## MANAGEMENT SYSTEM CERTIFICATE

This is to certify that the management system

**SOS International**  
Norsk e & S, AS, OS, 20000, Trondheim  
and the sites as mentioned in it

has been found to conform to  
**DS/EN ISO 9001:2015**

This certificate is valid for the following scope:  
Provide acute personnel and a  
processing sensitive information (PII) and produce

This certificate  
valid until 30 June 2018

For additional information  
visit [www.dnvgl.com](http://www.dnvgl.com)

## MANAGEMENT SYSTEM CERTIFICATE

This is to certify that

**SOS International**  
Norsk e & S, AS, OS, 20000, Trondheim  
and the sites as mentioned in it

has been found to conform to the following standard:  
**DS/EN ISO 14001:2015**

This certificate is valid for the following scope:  
Provide continually improved environmental performance in the Technical  
Division by ensuring environmental commitment and reducing the carbon  
footprint in all services and activities

This certificate  
valid until 30 June 2018

For additional information  
visit [www.dnvgl.com](http://www.dnvgl.com)

**ISO 9001**  
**ISO 14001**  
**ISO 27001**



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SOS International is the leading assistance organisation in the Nordic region. From alarm centres in Denmark, Sweden, Norway and Finland, SOS International provides acute personal assistance all over the world on behalf of insurance companies.

SOS International offers a wide range of solutions in the form of worldwide medical and travel assistance, health assistance and roadside assistance.

SOS International is owned by a number of the largest insurance companies in the Nordic region and has a case volume that places SOS International as one of the largest assistance organisations in the world.