

Privacy Policy – APRIL International Mobile App (Easy Claim App)

1. Who we are – Editor and Developer

The Editor of this Privacy Policy specific to the **Easy Claim App** is **APRIL International Care France**, located at: 14 rue Gerty Archimède, 75012 Paris, France

If you have any questions about this Privacy Policy or your personal data, you can contact us at:

dpo.aicf@april.com

For more detailed information on our overall data protection practices, you may also consult our General Privacy Notice: <https://www.april-international.com/en/legal/privacy-policy>

2. Scope of this Privacy Policy

This Privacy Policy explains how we collect, use, store, and share your personal data when you use our mobile application, including when you:

- create or access your account
- submit claims via the App
- upload documents
- contact customer support
- use any features of the App

3. Personal data we collect

We may collect and process the following categories of data:

Identity and contact data

- Name, surname
- Policy number
- Email address
- Phone number

Sensitive Health and claims data

- Medical information related to your claims
- Healthcare providers
- Reimbursement data
- Insurance coverage details

Documents and uploaded content

- Medical invoices
- Prescriptions
- Medical reports
- Supporting documents submitted via the App

Device and usage data

- Device type, operating system
- App logs and usage data

- IP address
- Login and authentication information

4. How we use your data

We use your personal data to:

- Manage your insurance policy
- Process and reimburse your claims
- Provide customer support
- Communicate with you regarding your contract
- Detect and prevent fraud
- Comply with legal and regulatory obligations
- Improve our services and user experience
- Conduct statistical and performance analysis

We only process your data when we have a valid legal basis (contract, legal obligation, legitimate interest, or consent).

5. Data sharing

We only share your data where necessary to provide our services or comply with legal obligations.

We may share your personal data with:

- Insurance partners (insurers and reinsurers)
- Healthcare providers involved in your care
- Service providers (IT, hosting, payment, customer support)
- Regulatory authorities when required by law
- Fraud prevention organisations

We do not sell your personal data.

All third parties are contractually required to ensure the security and confidentiality of your data.

6. Data retention

We retain your personal data only for as long as necessary:

- **Insurance and claims data:** for the duration of your contract and applicable legal limitation periods
- **Claims and medical data:** up to applicable legal retention periods
- **Customer support data:** up to 5 years
- **Marketing data:** up to 3 years after last contact
- Technical and usage data: up to 12 months

Where legally required, certain data may be retained longer.

7. Data deletion and account deletion

You have the right to request deletion of your personal data at any time.

How to request deletion:

- Via your Member Portal (contact form), or
- By contacting us at: dpo.aicf@april.com

What happens next:

- We will delete or anonymise your data within 30 days, unless a longer retention period is required by law
- Some data may be retained where required by law or for legal claims

Account deletion:

If you request deletion of your account:

- Your access to the App will be permanently disabled
- Your personal data will be deleted or anonymised in accordance with applicable laws

8. Data security

We implement appropriate technical and organisational measures including:

- Secure hosting environments
- Encryption of data in transit
- Access controls and authentication mechanisms
- Monitoring and security procedures

International data transfers: Your data is primarily processed within the European Union.

If your data is transferred outside the EU, we ensure appropriate safeguards such as Standard Contractual Clauses.

9. Your rights

You have the right to:

- Access your personal data
- Rectify inaccurate data
- Request deletion of your data
- Restrict processing
- Object to processing
- Request data portability
- Withdraw your consent at any time

To exercise these rights, you can contact us at: dpo.aicf@april.com

You may also lodge a complaint with the Commission Nationale Informatique et Libertés (CNIL), 3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07 France

10. Cookies and tracking technologies

The App may use tracking technologies or SDKs provided by trusted partners to:

- Ensure proper functioning of the App
- Analyse usage and performance
- Improve user experience

11. Children's privacy

The App is not intended for children without parental involvement.

12. Changes to this Privacy Policy

We may update this Privacy Policy at any time. The latest version is available in the App and app store listing.

Contact

APRIL International Care France
14 rue Gerty Archimède
75012 Paris – France
dpo.aicf@april.com

A French simplified joint-stock company (S.A.S.) with capital of €200,000. Registered in Paris under number 309 707 727 Insurance intermediary registered with ORIAS under number 07 008 000 (www.orias.fr) Prudential Supervision and Resolution Authority – 4, place de Budapest CS 92459 - 75436 Paris Cedex 09 – France

