



Privacy Policy of B.S.S.CH. – The Israeli Credit Insurance Company Ltd.

This Privacy Policy outlines, in general terms, how we, B.S.S.CH. – The Israeli Credit Insurance Company Ltd. (hereinafter: the “Company” or “ICIC”) use information provided to us or collected by us about you or others, whether through our online system or by other means, while providing our services in the fields of credit insurance and guarantee issuance.

The types of information collected and the way it is processed depends on the nature of our relationship with you (e.g., insured, agent or third party, buyer, guarantor, or supplier). We respect your privacy and collect and process information through computerized systems as necessary for the purposes detailed below, including the provision of our services and products, and the protection of our legitimate interests, all in accordance, inter alia, with the Israeli Privacy Protection Law, 1981 (the “Privacy Protection Law”), and other applicable legal and regulatory requirements.

If you choose not to provide certain information or do not agree to the terms set forth herein, you are under no legal obligation to do so; however, this may prevent you from receiving certain services from us. Nevertheless, some types of information may be required pursuant to specific legal obligations (e.g., anti-money laundering laws).

The information provided in this Privacy Policy is in addition to any privacy-related disclosures that may have been provided to you separately, such as in forms sent to you, products you have purchased, or your use of specific ICIC platforms. We recommend that you review all the information we provide regarding your privacy.

This Policy applies to personally identifiable information relating to you or other individuals as described above, as well as to information that can reasonably be used to identify an individual.

We may update this Privacy Policy from time to time, as necessary and in accordance with changes in applicable law. Please take note of such updates, which will be published on ICIC's website, as they apply to the collection and processing of information about you.

What Personal Information Are We Permitted to Collect?

We collect information in connection with the provision of our services related to the products. This information may include, subject to the nature of the service or product provided, your relationship with us, and applicable legal requirements, inter alia:

- Identifying information and contact details, including full name, ID number, residential address, workplace, job title, email address, phone numbers and gender.

- Information which includes a scanned copy or photograph of an identification document.
- Financial information, including bank account details.
- Additional information collected in specific circumstances, such as data obtained through private investigations, legal proceedings, and information from public and governmental sources.
- Telephone call recordings and data derived from them.
- Information we are legally permitted to use, such as data from government databases or credit data service providers.
- Information provided in response to identification and security questions.
- Information received from you through various communication channels with the Company, including using different applications.
- Information regarding your activity on our website and systems.
- Any additional information as described in this Privacy Policy.

All information collected is subject to the principle of “Privacy by Default.” Accordingly, ICIC collects only the information necessary for the provision of its services, the fulfillment of its role as an insurer and issuer of guarantees, the execution of business operations, and the delivery of services, in accordance with legal and regulatory requirements. Such collection may occur either directly (information provided by the customer or with their consent) or indirectly, as detailed in this document.

ICIC limits the processing of collected information to what is necessary and relevant for its business processes and the services provided to its clients. The duration of data retention and the list of individuals with access to the information are tailored to the purpose and necessity for which the information was collected.

Personal Information About Others

We may receive information about you even if you are not a customer or insured party of ICIC, for instance, in your capacity as a guarantor of our clients, a buyer of our clients, or through another indirect relationship with our clients.

Why Do We Collect Personal Information?

The information we collect is primarily intended to enable us to provide our services and products. The purposes for which we use personal information include, but are not limited to, the following:

- Submitting proposals and issuing insurance policies through ICIC.
- Approving guarantee facilities within ICIC.

- Identifying our clients through various means, including remote interactions via our website and systems.
- Sending important information regarding our products, including legally required notices and other useful communications.
- Communicating with you and others regarding our products and the services we provide.
- Managing your products, including handling claims and various requests.
- Complying with legal requirements, such as financial services supervision laws and anti-money laundering regulations; managing risks; responding to judicial and regulatory orders, including those issued by foreign authorities, where we believe we are obligated to comply.
- Protecting our legitimate interests and legal rights, as well as those of others.
- Implementing internal procedures and policies, such as auditing, information security, billing and collections, business continuity, disaster recovery, and record/document retention.
- Making decisions regarding insurance coverage, guarantee issuance, claims handling, and legal proceedings.
- Managing payment and collection matters, inter alia, future charges and credits.
- Improving our services and operational processes, including market research and surveys.
- Pricing our products and services.
- Marketing and advertising our offerings and providing information about third-party products and services offered in collaboration with us, in accordance with applicable law, including the Privacy Protection Law and the Communications Law (Telecommunications and Broadcasting), 1982 ("Communications Law").
- Handling requests to access or correct personal information, where applicable.

Who Do We Share Personal Information With?

We may share personal information with third parties as part of our business activity, but only for the purposes permitted to us under applicable law, in accordance with your authorization, or as outlined in this Policy, and for the provision of our services and products. Our service providers may include third parties, including those located abroad.

For the purpose of fulfilling the permitted objectives, we may transfer information to entities and service providers such as:

- Reinsurers, insurance agents and financial institutions.
- Attorneys, experts, accountants and auditors.
- Subcontractors in areas such as IT systems, telecommunications providers, cloud computing services, printing houses, mail and distribution service providers, surveyors, marketing consultants, risk managers, and outsourced business operations providers.
- Other business partners, such as providers of related services and products for marketing, advertising, direct mailing, and collaborations in research and development.

We may take steps to pursue our legitimate interests, including fraud prevention, which may involve sharing personal information. We may use information from such sources when handling insurance coverage proposals and claims.

We may use and disclose information to third parties as required by law, including in response to orders from authorities and courts (including foreign ones) and in accordance with the requirements of such orders.

We may transfer information in connection with the sale of our business (including during negotiations for such a sale), as well as in the context of corporate restructuring, mergers, joint ventures or other business transactions. In such cases, the recipient of the information will be subject to the same restrictions on the use of the information as those applicable to us.

For the purpose of providing insurance coverage, guarantee facilities, and handling claims, we may share personal information with the insurance agent through whom you chose to engage with us, with reinsurers, financial institutions, other business partners and various service providers.

If Israeli legal authorities require ICIC to disclose information (personal or otherwise) about its clients in accordance with applicable law, ICIC will notify the client of such disclosure to the extent reasonably possible under the circumstances. This does not apply in cases where the authorities instruct ICIC not to inform the client, at their discretion and in accordance with the legal provisions.

Use of Advanced Tools, Machine Learning, and AI-Based Decision-Making

As part of our activity, we may use automated processes, including those based on artificial intelligence (AI) and machine learning, to make decisions in accordance with the purposes for which personal information is used, as detailed in this Privacy Policy.

The use of such tools is carried out in compliance with applicable legal requirements, in accordance with this Policy, and for purposes including (but not limited to):

- Determining the terms of various insurance policies, as well as making other decisions related to the services provided by ICIC, including matters involving insurance claims, guarantee facilities, fraud detection, underwriting and actuarial analysis.
- Enhancing and optimizing various internal processes at ICIC, as well as our products and services.

Contact Methods and Direct Marketing

By providing us with your contact details, you consent to our use of such information to communicate with you. Contact methods may include postal mail, email, telephone, and mobile phone, for the purpose of sending business-related information.

You have the right to request removal from our direct marketing distribution list (as defined in the Privacy Protection Law) via any communication channel, by sending an email to: dpo@icic.co.il.

Even after opting out of marketing communications, you will continue to receive messages from us (via any contact method) that we are legally permitted or required to send you (such as service-related notifications), regardless of your consent.

Notifications, updates, and information regarding your products will be sent to the contact details registered with us at the time of dispatch. Please note that updating your contact details for one product may result in updates across other products held with ICIC. You may view your updated details at any time. If you wish to update your information, please submit a request to your account manager at the Company.

Right to Access and Correct Information

You may view the personal information (as defined in Section 3 of the Privacy Protection Law) held by us about you. To exercise this right, you must submit a written request to: dpo@icic.co.il, including the identification details required to verify your identity. If the information we hold about you is inaccurate, you have the right to request correction or deletion.

Cookies and Automatic Data Collection

Third parties (e.g., Google Analytics) may use cookies and similar technologies (such as SDK) to collect data from your use of our website, applications, and across the internet, including device identifiers, IP addresses, and advertising

IDs, for the purposes of measurement and personalized advertising. ICIC does not independently use cookie technology; rather, such tools are utilized by third parties, such as Google Analytics, which use cookies on their own behalf.

Cookies are unique internal markers stored in your browser. Cookie files are saved on your end device. Cookies are not software programs and cannot read data or perform any actions on your computer or mobile device.

You may disable cookies. For instance, most web browsers and operating systems allow users to delete cookies from their device, block their receipt, or receive alerts before cookies are stored. Disabling cookies in applications may be possible by adjusting advertising settings on your device (if you have a smartphone, you may restrict the use of your device ID for advertising purposes). Please note that disabling cookies may affect your user experience on our website and applications.

For more information about cookies and how third parties use data collected through them, we recommend reviewing Google's privacy policy at: www.google.com/policies/privacy/partners. You may also review Google Analytics' current opt-out options at: <https://tools.google.com/dlpage/gaoptout>.

Surveys

We may request information from you as part of voluntary surveys. Participation in such surveys is optional. The information provided through surveys will be used to improve or modify our services, monitor satisfaction with our websites or applications, and for other uses permitted by law.

Information Security and Encryption

ICIC implements appropriate security measures for the information it holds, in accordance with applicable law. To this end, ICIC uses reasonable security tools aligned with the internet industry standards, including encryption and other protections.

Despite these measures, there is a risk of unauthorized access to data repositories. As long as ICIC employs reasonable security measures, it shall not be liable for any damage resulting from such unauthorized access and the disclosure of information to third parties due to such breaches.

At times, we may offer you the option to receive information via regular mail, website, fax, or email. We take various security precautions to ensure that information about you is delivered only to you; however, effective security also depends on you. If your registered email address is incorrect, communications will be sent to the address registered with us, not necessarily to you. If you share your website login credentials or email account with others, or if your device is infected with malware, your information may become accessible to others.

Additionally, if you choose to send us documents or information via mobile applications or software (such as WhatsApp), and request to receive services or information through these channels, please note that such applications are not secured by ICIC and are subject to the terms of use and privacy policies of the respective applications.

As part of the regular operation of our systems (internal systems, websites, applications, etc.), temporary files containing personal information may be generated to ensure proper system functionality. ICIC retains these files as needed for operational purposes and for the duration required to provide services and maintain the level of service to which it is committed.

Online Fraud – Phishing

Various factors may attempt to gain unauthorized access to our website or systems by using the login credentials provided to you by ICIC. Therefore, you must never share your username or password with anyone.

Various factors may attempt to obtain your password and other login credentials through deception. For example, they may send you a fake email that imitates the branding and design of ICIC (or another well-known company), asking you to provide your login details (such as passwords, policy numbers, etc.), often under the pretense of “security reasons,” “system upgrades,” or similar justifications. These emails may contain links to fraudulent websites that closely mimic the official site. The goal is to unlawfully obtain your credentials and gain access to your accounts. If you enter your password on such a fake site, the information may be captured and misused by fraudsters. Therefore, be cautious of fake emails.

Pay particular attention to messages that are not personalized, contain spelling or grammatical errors, or are unexpected. If the message includes links, hover your mouse over the link. Often, although the link appears to lead to the official site, hovering over it will reveal a different address—sometimes similar to the original (designed to mislead). In any case of doubt, access the official website by typing the full address into your browser (or searching for it via a search engine), rather than clicking on a link sent by email—unless you are certain it was sent by ICIC. Do not open attachments unless you are expecting them and are confident they were sent by ICIC.

Please note - ICIC will never contact its clients via email requesting that they provide their personal access code. **Therefore, you should never respond to such requests received by email, and you must not disclose your username or password to any party.**

We recommend that you take additional security precautions. Use the security features of your computer’s operating system, install antivirus software, apply all available updates (it is recommended to enable automatic updates), avoid

downloading files from unofficial websites, enable encryption when using wireless networks, and avoid using public computers (e.g., in internet cafés) or public Wi-Fi networks—unless you are certain that your communication is encrypted.

If you suspect that your login credentials (especially your password) or any personal information have been compromised or accessed by unauthorized parties, please contact your account manager at ICIC immediately.

Restrictions on the Use of Information

In accordance with this Privacy Policy and our commitment to maintaining confidentiality and privacy, we will safeguard your information and will not trade, sell, or transfer it to others for any purpose, except as expressly stated in this document.

Questions Regarding the Privacy Policy

If you have any questions or requests regarding this Privacy Policy or the use of your personal information, you are welcome to contact ICIC's Data Protection Officer, Adv. Adva Perets Ovadya, at: dpo@icic.co.il.

Policy Updates

ICIC reserves the right to make changes to this Policy. The most up-to-date version of the Privacy and Security Policy will always be available on the ICIC's website.