

PRIVACY POLICY AND CONSENT FORM

Privacy Statement:

UNITED COCONUT PLANTERS LIFE ASSURANCE CORPORATION (“COCOLIFE”, for brevity), the biggest Filipino-owned stock life insurance company, and the first and only ISO-certified Filipino life insurance company, is a prominent market leader in the industry.

We, COCOLIFE, uphold an individual’s data privacy rights and assures that all your personal information, sensitive personal information and privileged information (collectively, “Personal Data”), collected and to be collected, are processed in compliance to the Data Privacy Act of 2012 (RA No. 10173 and its Implementing Rules and Regulations (IRR).

Personal data refers to all types of personal information, sensitive personal information and privileged information. Personal information refers to “any information, whether recorded in a material form or not, from which the identity of an individual is apparent or can be reasonably and directly ascertained by the entity holding the information, or when put together with other information would directly and certainly identify an individual”.

This Privacy Statement provides information on how we collect, use, manage and secure your personal information necessary to serve you better.

Why do we collect your personal data?

To enable us to perform our processes related with your application for life insurance and other various products, it is important that COCOLIFE collects, uses and stores your personal data. Thus, we are using your information to:

- Administer your policy, with any person or organization who has information about you, including your employer under Group Accounts, authorized institutions, investigative agencies, insurers and reinsurers;
- Provide services to you or for other reasonable purposes related to the upgrading of our systems and business processes, which may include data analytics and other automated processing;
- Serve as a reference for promotional information regarding our products, and to occasionally conduct surveys and studies through phone, mail, email, SMS or other communication facility in order to help us take better care of your financial protection needs; and
- Perform any other action as may be necessary to implement the terms and conditions of our contract.

What kind of personal data do we collect?

Vital to our service is the collection of your personal data. This includes information such as:

1. Personal information such as full name, mailing and e-mail addresses, contact numbers;
2. Sensitive information such as nationality, spouse name, civil status, gender, age, birthdate, government issued identification card/document with photograph which includes, but not limited to identity cards, passport, social security number, TIN, driver’s license, COMELEC, PRC, UMID, company ID, proof of billing, latest payslip for DEPED loan, financial statement, certificate of registration, DTI registration, business permit, Mayor’s permit, credit card information, individual health and medical records, school and employment service.

When you provide information other than yours, you certify that you obtained their consent to disclose and process those information of your parents, spouse, children, dependent or about another person. You also certify that all personal data you submit is accurate, complete and up-to-date.

How do we collect your personal data?

COCOLIFE collects your personal data when you:

1. Apply for life and/or medical insurance policy and various products including top-up, policy/salary/housing loan, assignment, policy changes/amendments.
2. Submit insurance claim, receive living benefits and maturities, reinstatement processing.
3. When you avail the services of our medical health providers and professionals for health insurance coverage.
4. Contact our sales or customer relations agents for update of your information, in relation to your queries or request, participate in our survey, discount, event information, fill-up raffle and prize promotion, when you refer a person to verify the information you provided to us; when you visit and connect to our website and social media pages.

How do we preserve and protect your personal data?

COCOLIFE preserves your personal data:

1. To the extent agreed upon by the parties to a policy and contract.
2. To the extent necessary in keeping track of your records and servicing your policy and contract.

To maintain the integrity and confidentiality of your personal information, we have implemented measures to secure and protect it from theft, loss, penetration or breach. We put in place organizational, physical and technical security measures necessary to protect your personal information:

1. Use of secured servers, firewalls, encryptions and other latest security tools.
2. Limited access to personal information to duly authorized processors. All transfers are made after complying with the established confidentiality policy and practices in place.
3. Maintaining a secured server operating environment by performing regular security patch update and server hardening.

How do we use and share your personal data?

COCOLIFE uses the personal data you submit to us, fairly and lawfully, only to:

1. Arrange the products and services we offer that you availed from us.
2. Communicate our latest products, services, promos and events that will enhance your client experience.
3. Respond immediately to your needs, requests, queries and complaints.
4. Comply with the law and all legal orders and processes.
5. Perform the necessary processes in conducting due diligence and documentation.
6. Any other purpose relating to any of the above.

We may share your personal data only to the extent that is reasonable and necessary, to:

1. Our employees and officers handling your orders and requests.
2. Our subsidiaries, affiliates, partners, joint venture & other related parties e.g. employer under Group Accounts for related purpose provided in this policy.
3. Banks, Insurers and Professional advisers performing due diligence checks.
4. Any third-party service providers performing financial, administrative, technical and other ancillary services.
5. Government institution and other competent authorities which by law, rules or regulations requires us to disclose.
6. Person or entity that we contractually entered with, that ensures the confidentiality standard we implement and adhere to the DPA.
7. Any person that fall within matters of public concern, in order to carry out functions of public authority only to the extent of collection and further processing consistent with a constitutionally or statutorily mandated function pertaining to law enforcement, taxation and other regulatory function.

Thus, as a rule, COCOLIFE is not allowed to share your personal data to third party. However, by giving your consent, you authorize COCOLIFE to disclose your personal data to the aforementioned individuals and entities that is necessary for the proper execution of processes related to the declared purposes in this Consent Form and in COCOLIFE’s Privacy Policy and may not use it for any other purpose.

Where and how long do we store your personal data?

Your personal data will be stored in secured filing rooms in COCOLIFE’s offices or archived in a third-party storage facility located in the Philippines after 10 years from the date of execution of Release and Quitclaim, full payment of the claim and maturity, lapsation of policy, full payment of loan. Once deleted, your personal data will no longer be searchable and will be completely removed from all the storage location.

What if there are updates/changes in our Privacy Policy?

COCOLIFE may periodically update or amend its Privacy Policy in order to adhere to new and existing laws affecting the DPA, including any change or improvement we establish to secure your personal information. If we amend our Privacy Policy, we will post the updated and revised version in our website: www.cocolife.com and will take effect immediately. Rest assured, however, that any updates or changes shall not alter how we handle previously collected personal data without obtaining your consent, unless required by law.

Contact us:
To exercise your rights under the DPA which include right to erase, block, modify and object to processing your personal data or should you have any inquiries or feedbacks on this Consent and Privacy Policy and/or complaints, you may contact our Data Protection Officer at:

COCOLIFE Data Protection Officer
 COCOLIFE Building, 6807 Ayala Avenue, Makati City
 e-Mail address: dpo@cocolife.com
 Telephone No.: (02) 8812-9015

Please note that our decisions to provide such access or consider any request for objection, erasure, correction to process your personal data as It appears in our records are always subject to any exceptions under the applicable and relevant law/s and/or the DPA, its IRR and NPC circulars and issuances. Kindly browse through our Privacy Policy Statement in our company website to know more about the importance of your rights under DPA.

CONSENT

I/We, the undersigned hereby certify that I/We explicitly and unambiguously consent to the collection, processing, sharing, storing of my/our personal and sensitive personal information by COCOLIFE for the purposes/s described in this Privacy Policy. I/We hereby certify that I/We carefully understood and comprehend the terms above before giving our consent.

Dated at: _____ on: _____

Name and Signature of Insured

Name and Signature of Policy Owner

Name and Signature of Parent/Guardian
(if insured is below 18 y/o)

Name and Signature of Agent/Witness

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Thumb mark of Insured/Parent of Minor Insured
(if unable to sign or if signature is in block letters)

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Right Thumbmark

Thumb mark of Policyowner
(if unable to sign or if signature is in block letters)

This consent shall apply to all of my existing policies with COCOLIFE.