

# Data privacy statement for the job application process at the Hannover Re Africa Group through SAP SuccessFactors

We hereby advise you of the procedures for the processing of your personal information by the Hannover Re Africa Group (which includes its holding company Hannover Rück SE in Germany, and local subsidiaries Hannover Re South Africa, Compass Insurance Company, and Lireas Holdings – referred to as Hannover Re) and the rights to which you are entitled under the various data privacy laws.

Hannover Re has its local registered office in Rosebank, South Africa, and its parent company, which also processes information, is registered in Hannover, Germany. Hannover Re operates the human capital management system "SAP SuccessFactors Recruiting" to manage job applications and publish vacant positions for its Group companies worldwide.

## 1. Who is responsible for data processing and data privacy?

### a. Responsible for data processing and data privacy in South Africa

Hannover Reinsurance Group Africa (Pty) Ltd

- Human Resources Unit (Data processing)
- Information Officer (data privacy)

Rosebank Towers, Office Level 3

15 Biermann Ave, Rosebank

Johannesburg, 2196

Tel. +27 11 481 6500

E-mail: [hrgsa\\_dataprivacy\\_applications@hannover-re.co.za](mailto:hrgsa_dataprivacy_applications@hannover-re.co.za),  
[com\\_dataprivacy\\_applications@compass.co.za](mailto:com_dataprivacy_applications@compass.co.za)

### b. Responsible for data processing and data privacy in Germany

Hannover Rück SE

- Candidate & Employee Relations (data processing)
- Data Protection Officer (data privacy)

Karl-Wiechert-Allee 50

30625 Hannover

Germany

Tel. +49 511 5604-0

Fax +49 511 5601-1618

E-mail: [personnel@hannover-re.com](mailto:personnel@hannover-re.com)

## 2. What categories of data do we use and where does this come from?

The categories of personal information processed by us include your primary data (e.g., name, gender, education, disability, etc.), contact information (e.g., address, phone number, e-mail address) and the data from the entire application process (curriculum vitae, references, questionnaires/interviews, details of your qualifications and previous employment).

We do not require special personal information (e.g., religious beliefs, political persuasion, sexual orientation, etc.), however in accordance with the Broad-Based Black Economic Empowerment and Employment Equity Acts, we do require information on your race or ethnic origin to process your application [exemption under Section 29 of the Protection of Personal Information Act 4 of 2013 (“POPIA”)]. As part of the application process, we will also verify your credit rating, qualifications, and criminal record, for which we will obtain your specific consent [Section 27(1)(a) of POPIA].

We use this data on the basis that you have provided it to us voluntarily or have requested a third party (e.g., recruitment agency) to do so on your behalf as part of the application process. In the event of a face-to-face job interview, we may also record your data in the context of video monitoring at certain premises, such as the entrance to the main building.

### 3. For what purpose and on what legal basis is your information processed?

We process your personal information in conformity with the provisions of the South African Protection of Personal Information laws, and the European Union (EU) General Data Protection Regulations (GDPR). The purpose for which your personal information is processed is the recruitment process, the evaluation of your suitability for the vacancy in question, and to fulfil our legal obligations as a potential employer. We may also use your application documents for other vacant positions within the Hannover Re Group, potentially worldwide. Note that where such consent is given, you have the right to withdraw it any time. Furthermore, we may also use your data for statistical purposes (e.g., analyses of surfing/navigation on our webpages). Statistics are compiled solely for our own purposes and the results of such analyses are anonymised or aggregated.

Should we wish to process your personal data for a purpose not specified above, we shall inform you in advance of this within the scope of legal provisions.

Should you fail or refuse to provide the information your application will not be processed, and you will not be considered for the vacant position within our Group.

### 4. Who receives your data?

Your application data is treated confidentially at all times. Within our company your personal information is provided only to persons who require it for recruitment decisions and to fulfil our legal obligations.

As far as the vacant position may be at a location in another country, your information will be passed on to the relevant personnel at the other company or office within our global group. The job description will specify the country in which the vacant position is to be filled.

Our platform for online applications is operated by the external service provider SAP, which in turn makes use of other IT service providers. These service providers are duly authorised operators acting on behalf of Hannover Re with applicable mandates and security processes in place, as required under the South African and EU data privacy laws.

## 5. How is your personal information managed?

When you access SAP SuccessFactors Recruiting your personal information and other particulars may be stored. Hannover Re shall treat this information as strictly confidential, and Hannover Re's application and job portals do not contain any ActiveX elements. Cookies are used solely for interactive functionalities, including for example in connection with the Applicant's Portal or activation of the "Job Subscription" notification service. All other cookies are deleted automatically when the browser is closed. Personal information is always transferred using SSL (Secure Socket Layer) encryption.

Note that Hannover Re does not guarantee the permanent availability of the SAP SuccessFactors Recruiting.

## 6. How is data transferred to non-EU countries (third countries)?

If personal information is transferred to service providers or Group companies outside the EU, this is done only if the third country in question has been confirmed by the European Commission as having an appropriate level of data protection, or if other appropriate data protection guarantees (e.g., mandatory internal company data protection regulations or EU standard contractual clauses (SCC)) are in place.

## 7. How long is your data stored?

We automatically erase your personal information six months after the conclusion of the application process, i.e., after receipt of a rejection or discontinuation of the application process. This does not apply if legal provisions prevent erasure or further storage is necessary for evidentiary purposes or if you have consented to longer storage. (If you do not delete your personal account in the Hannover Re application portal, your personal information will remain stored in your application profile for six months from the last change or activity, provided your application status is not active. This means that you can use it for further applications to Hannover Re. If you neither change your data nor apply for another position at Hannover Re within the six months and your application status is not active, your application profile will be automatically deleted along with your personal account in the portal. Only anonymised data may remain on the portal.)

Where applicable, invoices for any travel expense reimbursements are archived in accordance with commercial and tax law requirements. As a rule, they are stored for 10 years.

If you receive and accept an offer of employment, your personal information is transferred to your personnel file and is then subject to the relevant employment, fiscal, privacy and retention laws.

## 8. What data privacy rights do you have as a data subject?

### a. Request for information

You can request a record or description of your personal information stored by Hannover Re, including details of all third parties who have, or have had, access to your personal information by email to the stated addresses.

You may have a right to restrict the processing of your personal information as well as a right to have the

data that you made available provided to you in a structured, commonly used, and machine-readable format.

b. Rectification of data

If you believe that your personal information is incorrect or incomplete, you can request rectification of the data, or can make rectification yourself, through SAP SuccessFactors Recruiting.

c. Deletion of data

Under the provisions of the GDPR and POPIA you can request that your personal information be deleted through the SAP SuccessFactors Recruiting, but only as far as this is permitted under the applicable laws.

d. Right to object

If we process your data to protect legitimate (Group) interests, you may register your objection to this processing at the stated addresses provided you have reasonable grounds to oppose such data processing, and provided there is no applicable legislation that dictates such processing.

## 9. Complaints about the handling of your personal information

You have recourse to our Information Officer in South Africa or our Data Protection Officer in Germany (the contact details are provided in 1. above) or to a data protection authority.

a. The data protection authority for Hannover Re based in South Africa:

The Information Regulator  
JD House, 27 Stiemens St, Braamfontein, Johannesburg, 2001  
Phone: +27 (010) 023 5200  
E-mail: [enquiries@info regulator.org.za](mailto:enquiries@info regulator.org.za)

b. The data protection authority for Hannover Re based in Germany is:

Die Landesbeauftragte für den Datenschutz Niedersachsen (Data Protection Commissioner for Lower Saxony)  
Prinzenstrasse 5  
30159 Hannover  
Germany  
Phone: +49 (0511) 120 45 00  
Fax: +49 (0511) 120 45 99  
E-mail: [poststelle@lfd.niedersachsen.de](mailto:poststelle@lfd.niedersachsen.de)

Status of this information: October 2024