



DATED

GLOBAL BINDING CORPORATE RULES:
CONTROLLER POLICY

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INTRODUCTION

This Binding Corporate Rules: Controller Policy ("**Controller Policy**") establishes RGA's approach to compliance with data protection laws when Processing Personal Information for its own purposes and where such Personal Information originates in Europe, specifically with regard to transfers of Personal Information between members of the RGA group of entities. In this Controller Policy, we use "**RGA**" to refer to RGA group members ("**Group Members**").

This Controller Policy does not apply to Personal Information that RGA is processing as a Processor, which instead is protected in accordance with RGA's Binding Corporate Rules: Processor Policy.

This Controller Policy does not replace any specific data protection requirements that might apply to a business area or function.

A summary of this Controller Policy is accessible on RGA's corporate website at: www.rgare.com.

Definitions

For the purposes of this Controller Policy, the terms below have the following meaning:

- "Applicable Data Protection Law(s)"** means the data protection laws in force in the territory from which a Group Member initially transfers Personal Information under this Controller Policy. Where a European Group Member transfers Personal Information under this Controller Policy to a non-European Group Member, the term Applicable Data Protection Laws shall include the European data protection laws applicable to that European Group Member;
- "Controller"** means the natural or legal person which, alone or jointly with others, determines the purposes and means of the Processing of Personal Information. For example, RGA is a Controller of its HR records and CRM records;
- "Europe"** as used in this Controller Policy refers to the Member States of the European Economic Area – i.e. the 28 Member States of the European Union plus Norway, Lichtenstein and Iceland;
- "Group Members"** means any of the members of RGA's group of companies listed in Appendix 1;
- "Personal Information"** means any information relating to an identified or identifiable natural person. An identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person;
- "Processing", "Processed", "Process", "Processes"** means any operation or set of operations which is performed on Personal Information or on sets of Personal Information, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction;
- "Processor"** means a natural or legal person which processes Personal

Information on behalf of a Controller. For the purposes of this Controller Policy, a Processor may be either a third party service provider or another Group Member;

"Sensitive Personal Information"

means information that relates to an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health, or data concerning a natural person's sex life or sexual orientation. It also includes information about an individual's criminal offences or convictions, as well as any other information deemed sensitive under Applicable Data Protection Laws; and

"Workforce Members"

refers to all employees, new hires, individual contractors and consultants, and temporary members of the workforce engaged by any RGA Group Member. All Workforce Members must comply with this Controller Policy.

PART I: BACKGROUND AND SCOPE

WHAT IS DATA PROTECTION LAW?

Applicable Data Protection Laws give individuals certain rights in connection with the way their Personal Information is Processed. If organizations do not comply with Applicable Data Protection Laws, they may be subject to sanctions and penalties imposed by the national data protection authorities and courts. The Processing of any Personal Information of a natural individual by or on behalf of RGA globally is covered and regulated by Applicable Data Protection Laws.

According to Applicable Data Protection Laws, when an organization determines the purposes for which Personal Information are to be Processed and the means by which the Personal Information are Processed, that organization is deemed to be a *Controller* of that Personal Information and is therefore primarily responsible for meeting the legal requirements under Applicable Data Protection Laws.

On the other hand, when an organization Processes Personal Information only on behalf of a Controller, that organization is deemed to be a *Processor* of the Personal Information. In this case, the Controller of the Personal Information will be primarily responsible for meeting the legal requirements.

This Controller Policy describes how RGA will comply with Applicable Data Protection Laws with respect to Processing Personal Information as a Controller. RGA's Binding Corporate Rules: Processor Policy describes how RGA will comply with Data Protection Laws with respect to processing Personal Information as a Processor.

HOW DOES DATA PROTECTION LAW AFFECT RGA INTERNATIONALLY?

Applicable Data Protection Laws in Europe prohibit the transfer of Personal Information outside Europe to countries that do not ensure an adequate level of data protection. Only certain non-European countries in which RGA operates and to which Personal Information may be transferred from Europe are regarded by European data protection authorities as providing an adequate level of protection for individuals' privacy and data protection rights.

WHAT IS RGA DOING ABOUT IT?

RGA must take proper steps to ensure that it Processes Personal Information in a legitimate, fair and lawful manner wherever it operates or undertakes business. This Controller Policy sets out a framework to satisfy Applicable Data Protection Law requirements and, in particular, to provide an adequate level of protection for all Personal Information Processed by or on behalf of all Group Members located within and outside of Europe.

SCOPE OF THIS CONTROLLER POLICY

This Controller Policy applies to all Personal Information that RGA Processes as a Controller for the purposes of carrying out legitimate business activities, employment administration, customer management and vendor management. As such, the Personal Information to which this Controller Policy applies includes:

- RGA Workforce Member Personal Information: including Personal Information past and current RGA Workforce Members, individual consultants, independent contractors, temporary Workforce Members, and job applicants;
- Customer relationship management data: including Personal Information of representatives of business customers who use RGA's business services and customer support platform;

- Policyholder data: including Personal Information of individuals who are parties to or beneficiaries of primary individual or group insurance and pension policies;
- Supply chain management data: including Personal Information of individual contractors and of account managers and staff of third party suppliers who provide services to RGA; and
- Other third party data: including any other Personal Information from unaffiliated third parties such as analytics providers, consultants, investigators, insurance brokers, lawyers, and physicians with whom RGA engages for legitimate business-related purposes.

RGA will apply this Controller Policy in all cases where it Processes Personal Information through both manual and automated means.

MANAGEMENT COMMITMENT AND CONSEQUENCES OF NON-COMPLIANCE

RGA's management is fully committed to ensuring that all Group Members and their Workforce Members comply with this Controller Policy at all times.

All Group Members and their Workforce Members must comply with and respect this Controller Policy when Processing Personal Information, irrespective of the country in which they are located. All Group Members that engage in the collection, use or transfer of Personal Information as a Controller or as a Processor acting on behalf of another Group Member must comply with the Rules set out in **Part II** of this Controller Policy together with the policies and procedures set out in the appendices in **Part III** of this Controller Policy.

In recognition of the gravity of these risks, Workforce Members who do not comply with this Controller Policy may be subject to disciplinary action, up to and including dismissal.

RELATIONSHIP BETWEEN THE CONTROLLER AND PROCESSOR POLICIES

This Controller Policy applies only to Personal Information that RGA Processes as a Controller and is then transferred to RGA Group Members in their capacity as either a Controller or a Processor.

RGA has a separate Binding Corporate Rules: Processor Policy that applies when it Processes Personal Information as a Processor on behalf of a Controller that is not an RGA Group Member. When a RGA Group Member Processes Personal Information as a Processor on behalf of a third party Controller, it must comply with the Processor Policy.

Some Group Members may Process Personal Information as Controllers under some circumstances and as Processors under different circumstances. Such Group Members must comply with this Controller Policy and the Processor Policy, as appropriate.

If at any time it is not clear to a Group Member as to what its legal status as Controller or Processor would be and which policy applies, Personal Information as a Controller or Processor, such Group Member must contact the Chief Privacy Officer whose contact details are provided below.

FURTHER INFORMATION

If you have any questions regarding the provisions of this Controller Policy, your rights under this Controller Policy, or any other data protection issues, you may contact RGA's Chief Privacy Officer using the contact information below. All inquiries will be dealt with directly by the Chief Privacy Officer or delegated to the RGA Workforce Member or department best positioned to address such inquiry.

Attention: Dean C. Bryant, Vice President, Chief Privacy Officer

Email: dbryant@rgare.com

Address: 16600 Swingley Ridge Road, Chesterfield, Missouri, 63017, USA

RGA's Chief Privacy Officer is responsible for ensuring that any changes to this Controller Policy are communicated to all RGA Group Members and to individuals whose Personal Information is Processed by RGA in accordance with [Appendix 8](#).

If you have concerns or would like more information regarding the way in which RGA Processes your Personal Information, you are encouraged to submit a request and/or complaint through RGA's separate Complaint Handling Procedure (Controller), which is outlined in Part III, [Appendix 6](#).

PART II: CONTROLLER OBLIGATIONS

This Controller Policy applies in all situations where a Group Member Processes Personal Information as a Controller.

Part II of this Controller Policy is divided into three sections:

- Section A identifies and describes the data protection principles that RGA observes at any time it Processes Personal Information as a Controller.
- Section B specifies the practical commitments to which RGA adheres in connection with this Controller Policy.
- Section C describes the third party beneficiary rights RGA provides to individuals under this Controller Policy.

SECTION A: BASIC PRINCIPLES

RULE 1 – LAWFULNESS OF PROCESSING

Rule 1 – RGA will ensure that all Processing is carried out in accordance with Applicable Data Protection Laws.

RGA will comply with all Applicable Data Protection Laws, including any laws governing the protection of Personal Information (e.g. in Europe, the General Data Protection Regulation 2016/679 and any national data protection laws) and will ensure that all Personal Information is Processed in accordance with Applicable Data Protection Laws.

RGA will ensure all Processing of Personal Information has a legal basis (such as the individual's consent, the necessity to execute the terms of a contract, or the obligation to comply with any applicable law) in compliance with any Applicable Data Protection Law including any laws governing the protection of personal information in the country where the data is originally collected.

To the extent that any Applicable Data Protection Law requires a higher level of protection than is provided for in this Controller Policy, RGA acknowledges that it will take precedence over this Controller Policy.

As such:

- where Applicable Data Protection Laws exceed the standards set out in this Controller Policy, RGA must comply with those laws; but
- where there is no data protection law, or where the law does not meet the standards set out by the Controller Policy, RGA will Process Personal Information in accordance with the Rules in this Controller Policy.

RULE 2 – FAIRNESS AND TRANSPARENCY

Rule 2 – RGA will ensure individuals are provided with a fair notice and sufficient information at the time when their Personal Information is collected, regarding the Processing of their Personal Information.

Where required by Applicable Data Protection Laws, RGA shall implement appropriate measures to inform individuals about the Processing of their Personal Information in a concise, transparent, intelligible and easily accessible form. This information shall be provided in writing, or by other means, including, where appropriate, by electronic means.

- Personal Information that are obtained directly from individuals:

Where required by Applicable Data Protection Laws, RGA shall, at the time when it collects Personal Information from individuals, provide individuals with the following information necessary to ensure fair and transparent Processing in respect of the individual (unless such individuals have already received the information):

- the **identity** of the Controller and its contact details;
- the contact details of the **Data Protection Officer**, where applicable;

- the **purposes** of the Processing for which the Personal Information is intended as well as the **legal basis** for the Processing;
- where the Processing is based on RGA's or a third party's legitimate interests, the **legitimate interests** pursued by RGA or by the third party;
- the **recipients** or categories of recipients of their Personal Information (if any); and
- where applicable, the fact that a Group Member in Europe intends to **transfer** Personal Information to a Group Member outside Europe including a reference to the appropriate safeguards that are put in place (i.e. this Controller Policy, entering into standard contractual clauses with a third party who is receiving the data, or ensuring that such third party can provide adequate protection through other means (e.g. approved code of conduct, approved certifications mechanism), as per Rule 8 below), and the means by which to obtain a copy of the Controller Policy (and information regarding any other appropriate safeguards put in place) or where it has been made available.

In addition to the information above, where required by Applicable Data Protection Laws, RGA shall, at the time when Personal Information is obtained, provide individuals with the following further information necessary to ensure fair and transparent Processing:

- the **period** for which the Personal Information will be stored, or if that is not possible, the criteria used to determine that period;
- information about the **individuals' rights** to request access to, rectify or erase their Personal Information, as well as the right to restrict or object to the Processing, and the right to data portability;
- where the Processing is based on consent, the existence of the right to **withdraw consent** at any time, without affecting the lawfulness of Processing based on consent before its withdrawal;
- the **right to lodge a complaint** with the competent supervisory authority;
- whether the provision of Personal Information is a **statutory or contractual** requirement, or a requirement necessary to enter into a contract, as well as whether the individual is obliged to provide the Personal Information and the possible consequences of failure to provide such information; and
- the existence of **automated decision-making**, including profiling, and, where such decisions may have a legal effect or significantly affect the individuals whose Personal Information is collected, any meaningful information about the logic involved, as well as the significance and the envisaged consequences of such Processing for those individuals.
 - Personal Information that are not obtained from individuals:

Where Personal Information has not been obtained directly from the individuals concerned, and where the Applicable Data Protection Law requires, RGA shall provide those individuals, in addition to the information above, with the following information:

- the **categories** of Personal Information that are being Processed; and
- from which **source** the Personal Information originates, and if applicable, whether it came from publicly accessible sources.

Where the Personal Information are not obtained from the individuals, RGA shall provide the above information to those individuals:

- within a reasonable period of time after obtaining the Personal Information, but at the latest within one month, having regard to the specific circumstances in which the Personal Information are processed;
- if the Personal Information are to be used for communication with the individual, at the latest at the time of the first communication to that individual; or if a disclosure to another recipient is envisaged, at the latest when the Personal Information are first disclosed.

RGA will follow Rule 2 unless (a) the individual already has the information; (b) the provision of such information proves impossible or would involve a disproportionate effort; or (c) as otherwise permitted by Applicable Data Protection Laws.

A summary of this Controller Policy (and any updates thereof) will be accessible on RGA's website at <http://www.rgare.com>.

RULE 3 – PURPOSE LIMITATION

Rule 3A – RGA will obtain and Process Personal Information only for those purposes outlined in the privacy information provided to individuals in accordance with its transparency obligations.

RGA will specify the purposes for which it intends to Process Personal Information and make them known to the individuals when and from whom such information is obtained, or, if not practicable to do so at the point of collection, as soon as possible after collection, in accordance with Rule 3B below.

Rule 3B – RGA will Process Personal Information only for specified, explicit and legitimate purposes and not further Process that information in a manner that is incompatible with those purposes unless such further Processing is consistent with the Applicable Data Protection Law of the country in which the Personal Information was collected.

Where RGA intends to further Process Personal Information for a purpose other than that for which the Personal Information was initially collected, RGA shall provide individuals prior to that further Processing with information on that other purpose and with any relevant further information in accordance with Rule 2 above.

Where RGA has not obtained the individual's consent to Process his/her Personal Information for a purpose other than that for which the Personal Information was initially collected, or such further purpose is not based on Applicable Data Protection Laws, RGA will assess whether the Processing for a different purpose is compatible with the purpose for which the Personal Information was initially collected, taking into account:

- (a) any link between the purposes for which the Personal Information was collected and the purposes of the intended further Processing;
- (b) the context in which the Personal Information was collected;
- (c) the nature of the Personal Information, in particular whether such information may constitute 'Sensitive Personal Information';
- (d) the possible consequences of the intended further Processing for the individuals; and
- (e) the existence of any appropriate safeguards that are implemented by RGA.

In certain cases, for example, where the Processing is of Sensitive Personal Information, RGA will, to the extent required by law and where no exceptions or exemptions apply, obtain the individual's consent before Processing that information for a different purpose.

RGA shall implement appropriate technical and organizational measures for ensuring that, by default, only personal information which are necessary for each specific purpose of the processing are processed.

RGA shall implement appropriate technical and organizational measures, which are designed to implement the protection of Personal Information into the Processing that is carried out by RGA.

RULE 4 – DATA MINIMISATION AND ACCURACY

Rule 4A – RGA will keep Personal Information accurate and up to date.

RGA will take reasonable steps to ensure that all Personal Information that are inaccurate are erased or rectified without delay, having regard for the purposes for which they are Processed. In order to ensure that the Personal Information held by RGA is accurate and up to date, RGA shall actively encourage individuals and data Controllers from whom RGA received Personal Information to inform RGA when Personal Information has changed or has otherwise become inaccurate.

Rule 4B – RGA will only Process Personal Information that is adequate, relevant and limited to what is necessary in relation to the purposes for which it is Processed.

RGA will identify the minimum amount of Personal Information necessary in order to fulfil the purposes for which it must Process the Personal Information.

RULE 5 – LIMITED RETENTION OF PERSONAL INFORMATION

Rule 5A – RGA will only keep Personal Information for as long as is necessary for the purposes for which it is collected and further Processed.

RGA will comply with RGA's record retention policies and guidelines as revised and updated on a periodic basis.

RULE 6 – SECURITY AND CONFIDENTIALITY

Rule 6A – RGA will implement appropriate technical and organizational measures to ensure a level of security around Personal Information that is appropriate to the risk for the rights and freedoms of the individuals.

RGA will implement appropriate technical and organizational measures to protect Personal Information against unintentional or unlawful destruction or accidental loss, alteration, unauthorised disclosure or access, in particular where Processing involves transmission of Personal Information over a network, and against all other unlawful forms of Processing.

To this end, RGA will comply with the requirements in the security policies in place within RGA, as revised and updated as necessary, together with any other security procedures relevant to a business area or function.

RGA will ensure that any Workforce Members of RGA who have access to Personal Information are Processing the data only on instructions from RGA.

Rule 6B – RGA will ensure that providers of services to RGA also adopt appropriate and equivalent security measures.

Where a Group Member appoints a service provider to Process Personal Information on its behalf, RGA must impose strict contractual obligations, in writing, on the service provider that require it:

- to act only on RGA's instructions when Processing that information, including with regard to transfers of Personal Information outside Europe;
- to have in place appropriate technical and organizational security measures to safeguard the Personal Information;
- to ensure that any individuals who have access to the Personal Information are subject to a confidentiality obligation;
- to not engage a sub-processor without prior specific or general written authorisation from RGA and to ensure the agreement that is entered into with such sub-processor imposes the same obligations as those that are imposed on the service provider;
- to return to RGA or securely delete the Personal Information upon the termination of the contract;
- to assist RGA as needed to comply with RGA's obligations as a Controller;
- to make available to RGA all information necessary to demonstrate compliance with these obligations, and allow for and contribute to audits, including inspections, conducted by RGA or another auditor mandated by RGA; and
- to immediately inform RGA if, in its opinion, an instruction by RGA infringes applicable data protection laws.

Rule 6C – RGA will comply with data security breach notification requirements under Applicable Data Protection Laws.

In the event of a Personal Information breach, as defined under Applicable Data Protection Laws, RGA will notify the competent regulator without undue delay and in accordance with the requirements of Applicable Data Protection Laws. Where the Personal Information breach is likely to result in a high risk to the rights and freedoms of the individuals whose Personal Information was involved in the breach, RGA will also notify those affected individuals without undue delay and in accordance with the requirements of Applicable Data Protection Laws.

RULE 7 – HONOURING INDIVIDUALS' DATA PRIVACY RIGHTS

Rule 7A – RGA will adhere to the Data Subject Rights Procedure (Controller) and will respond to any requests from individuals to access their Personal Information in accordance with Applicable Data Protection Laws.

Individuals may request access to, and obtain a copy of, the Personal Information RGA holds about them (including information held in both electronic and paper records). This is known as the right of subject access under Applicable Data Protection Laws. RGA will follow the steps set out in the Data Subject Rights Procedure (Controller) (see [Appendix 2](#)) when receiving and dealing with such requests.

Rule 7B – RGA will also deal with requests to rectify or erase Personal Information, or to restrict or object to the Processing of Personal Information, and to exercise the right of data portability in accordance with the Data Subject Rights Procedure (Controller).

Individuals may ask RGA to rectify Personal Information RGA holds about them where individuals believe such Personal Information is inaccurate. In other circumstances, individuals may request that their Personal Information be erased, for example, where the Personal Information is no longer necessary in relation to the purposes for which it was collected.

In certain circumstances, as set out in [Appendix 2](#), individuals may also restrict or object to the Processing of their Personal Information or withdraw their consent to Process their Personal Information.

The right to data portability allows an individual to receive Personal Information about them in a structured, commonly used and machine-readable format and to transmit that information to another Controller if certain grounds apply.

In such circumstances, RGA will follow the steps set out in the Data Subject Rights Procedure (Controller) (see [Appendix 2](#)).

RULE 8 – ENSURING ADEQUATE PROTECTION FOR TRANSBORDER TRANSFERS

Rule 8 – RGA will not transfer Personal Information to third parties outside Europe without ensuring adequate protection for the Personal Information in accordance with the standards set out by this Controller Policy.

In principle, cross-border transfers of Personal Information to third parties outside the RGA group of entities are not allowed unless Personal Information is transferred to a third country that is deemed to have an adequate level of protection by the European Commission or RGA provides appropriate safeguards such as by entering into standard contractual clauses with a third party who is receiving the data, or ensuring that such third party can provide adequate protection through other means (e.g. approved code of conduct, approved certification mechanism).

RULE 9 – SAFEGUARDING THE USE OF SENSITIVE PERSONAL INFORMATION

Rule 9 – RGA will only Process Sensitive Personal Information collected in Europe where the individual's explicit consent has been obtained, unless RGA has an alternative legitimate basis for doing so consistent with the Applicable Data Protection Laws of the European country in which the Personal Information was collected.

RGA will assess whether Sensitive Personal Information is required for the intended purpose of Processing. Sensitive Personal Information includes, but is not limited to, information relating to an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health, or data concerning a natural person's sex life or sexual orientation.

In principle, RGA must obtain the individual's explicit consent to collect and Process his/her Sensitive Personal Information, unless RGA is otherwise authorized to do so by Applicable Data Protection Laws or has another legitimate basis for doing so consistent with the Applicable Data Protection Laws of the European country in which the Personal Information was collected.

Consent must be given freely, and must be specific, informed and unambiguous.

RULE 10 – LEGITIMISING DIRECT MARKETING

Rule 10 – RGA will provide customers with the opportunity to opt-in to receiving marketing information and will ensure that the right of individuals to object to the use of their Personal Information for direct marketing purposes is honoured.

All individuals have the right to object, free of charge, to the use of their Personal Information for direct marketing purposes and RGA will honour all such opt-out requests in accordance with Applicable Data Protection Laws. RGA will inform individuals about the rights they may exercise with respect to direct marketing in a privacy notice that is provided to them in accordance with Applicable Data Protection Laws.

RULE 11 – AUTOMATED INDIVIDUAL DECISIONS

Rule 11 – Individuals have the right not to be subject to a decision based solely on automated Processing and to contest such decision.

Under Applicable Data Protection Laws, no decision that produces legal effects concerning an individual, or significantly affects that individual, can be based solely on the automated Processing of that individual's Personal Information, unless such decision is authorized by law, or is necessary for entering into, or performing, a contract between RGA and that individual, or is based on the individual's explicit consent. In the two latter situations, RGA shall implement suitable measures to protect the legitimate interests of the individual, at least the right to obtain human intervention, to express one's view and to contest the decision.

SECTION B: PRACTICAL COMMITMENTS

RULE 12 – COMPLIANCE

Rule 12A – RGA will have appropriate Workforce Members and support to ensure and oversee privacy compliance throughout the business.

RGA has appointed its Chief Privacy Officer to oversee and ensure compliance with this Controller Policy. The Chief Privacy Officer will report to the Board of Directors. The Chief Privacy Officer, supported by RGA's Data Protection Team, is responsible for overseeing and enabling compliance with this Controller Policy on a day-to-day basis. A summary of the roles and responsibilities of RGA's Data Protection Team is set out in [Appendix 3](#).

Rule 12B – RGA will maintain records of the Processing activities it carries out for its own purposes.

RGA shall maintain and update a record of all the Processing activities it carries out for its own purposes. This record will be maintained in writing (including in electronic form) and will be made available to the data protection authorities on request.

Rule 12C – RGA carries out a data protection impact assessment where the Processing is likely to result in a high risk for the data subjects.

Where a type of Processing is likely to result in a high risk to the rights and freedoms of natural persons (including where RGA uses new technologies), RGA carries out an assessment of the impact of the envisaged Processing on the protection of Personal Information, prior to the Processing.

Such data protection impact assessment will take into account the nature, scope, context and purposes of the intended Processing.

Where a data protection impact assessment indicates that the Processing would result in a high risk in the absence of measures taken by RGA to mitigate the risk, the competent supervisory authority should be consulted prior to Processing.

RULE 13 – PRIVACY TRAINING

Rule 13 – RGA will provide appropriate privacy training to Workforce Members who have permanent or regular access to Personal Information, who are involved in the Processing of Personal Information or in the development of tools used to Process Personal Information in accordance with the Privacy Training Program (Controller) attached as Appendix 4.

RULE 14 – AUDIT

Rule 14 – RGA will verify compliance with this Controller Policy and will carry out data protection audits on a regular basis in accordance with the Audit Protocol (Controller) set out in Appendix 5.

RULE 15 – COMPLAINT HANDLING

Rule 15 – RGA will ensure that individuals may exercise their right to file a complaint and will handle such complaints in accordance with the Complaint Handling Procedure (Controller) set out in Appendix 6.

RULE 16 – COOPERATION WITH DATA PROTECTION AUTHORITIES

Rule 16 – RGA agrees to comply with the advice and to abide by a formal decision of any competent data protection authority on any issues relating to the interpretation and application of the Policies under Applicable Data Protection Laws, notwithstanding its right to appeal such decisions in accordance with applicable procedural laws, as set out in the Cooperation Procedure (Controller) in Appendix 7.

RULE 17 – UPDATES TO THE CONTROLLER POLICY

Rule 17 – RGA will report changes to this Controller Policy to the data protection authorities in accordance with the Updating Procedure (Controller) set out in Appendix 8.

RULE 18 – ACTION WHERE NATIONAL LEGISLATION PREVENTS COMPLIANCE WITH THE CONTROLLER POLICY

Rule 18A – RGA will ensure that where it believes legislation applicable to it prevents it from fulfilling its obligations under the Controller Policy or such legislation has a substantial effect on its ability to comply with the Controller Policy (which may include a legally binding request for disclosure of Personal Information by a law enforcement authority or state security body in a third country), RGA will promptly inform:

- the Chief Privacy Officer and RGA International Reinsurance Company dac;
- the competent data protection authority;

unless otherwise prohibited by a law enforcement authority.

Rule 18B – RGA will ensure that where there is a conflict between the legislation applicable to it and this Controller Policy, the Chief Privacy Officer will make a responsible decision on the action to take and will consult the data protection authority with competent jurisdiction in case of doubt, unless prohibited from doing so by a law enforcement authority or agency.

RGA uses reasonable efforts to inform the requesting authority or agency about its obligations under Applicable Data Protection Laws and to obtain the right to waive this prohibition in order to communicate as much information as possible to the competent data protection authorities. Where such prohibition cannot be waived, despite RGA's efforts, RGA provides the competent data protection authorities with an annual report providing general information about any requests for disclosure RGA may have received from a requesting authority or agency, to the extent that RGA has been authorized by said authority or agency to disclose such information.

In any case, the transfers of Personal Information by RGA to any public authority cannot be massive, disproportionate and indiscriminate in a manner that would go beyond what is necessary in a democratic society.

SECTION C: THIRD PARTY BENEFICIARY RIGHTS

Under Applicable Data Protection Laws, individuals whose Personal Information is Processed in Europe by a Group Member acting as a Controller (an "**EEA Entity**") and/or transferred to a Group Member located outside Europe under the Controller Policy (a "**Non-EEA Entity**") have certain rights. The principles that individuals may enforce as third party beneficiaries are those that are set out under Part I; section A of Part II; and Rules 12B, 15, 16 and 18 under section B of Part II.

In such cases, the individual's rights are as follows:

- *Complaints*: Individuals may submit complaints to any EEA Entity in accordance with the Complaint Handling Procedure (Controller) and may also lodge a complaint with a European data protection authority in the jurisdiction of their habitual residence, or place of work, or place of the alleged infringement;
- *Proceedings*: Individuals have the right to an effective judicial remedy if their rights under this Controller Policy have been infringed as a result of the Processing of their Personal Information in non-compliance with this Controller Policy. Individuals may bring proceedings against RGA International Reinsurance Company dac (Ireland) to enforce compliance with this Controller Policy, whether in relation to non-compliance by an EEA Entity or non-EEA Entity, before the competent courts of the EEA Member State (either the jurisdiction where the Controller or Processor is established or where the individual has his/her habitual residence);
- *Compensation*: Individuals who have suffered material or non-material damage as a result of an infringement of this Controller Policy have the right to receive compensation from the Controller or Processor for the damage suffered. In particular, in case of non-compliance with this Controller Policy by a non-EEA Entity, individuals may exercise these rights and remedies against RGA International Reinsurance Company dac (Ireland) and, where appropriate, receive compensation from RGA International Reinsurance Company dac (Ireland) for any material or

non-material damage suffered as a result of an infringement of this Policy, in accordance with the determination of a court or other competent authority; and

- *Transparency*: Individuals also have the right to obtain a copy of the Controller Policy and the Intragroup Agreement entered into by RGA or any other EEA Entity on request.

Where individuals can demonstrate that they have suffered damage and establish facts which show it is likely that the damage has occurred because of a non-compliance with this Policy, it will be for RGA International Reinsurance Company dac (Ireland) to prove that the Non-EEA Entity was not responsible for the non-compliance with this Policy giving rise to those damages or that no such non-compliance took place.

PART III: APPENDICES

APPENDIX 1

LIST OF RGA GROUP MEMBERS (CONTROLLER)

APPENDIX 2

DATA SUBJECT RIGHTS PROCEDURE (CONTROLLER)

APPENDIX 3

PRIVACY COMPLIANCE STRUCTURE (CONTROLLER)

APPENDIX 4

PRIVACY TRAINING PROGRAM (CONTROLLER)

APPENDIX 5
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APPENDIX 6

COMPLAINT HANDLING PROCEDURE (CONTROLLER)

APPENDIX 7

COOPERATION PROCEDURE (CONTROLLER)

APPENDIX 8
UPDATING PROCEDURE (CONTROLLER)