

Security and Privacy Protection Policy

Zurich's Security and Privacy Protection Policy offers coverage designed to respond to today's dynamic risks.

Protecting yourself is critical because while you can outsource processes, you cannot outsource liability.



The challenges

Media headlines paint a troubling picture. Stories of lost or stolen personal information, customer records, compromised credit card records, lost laptops containing patient information, disgruntled employees downloading confidential records before leaving the company, suppliers using client customer lists for prospecting – and the list keeps growing.

Data breaches are costly. Multiplied by thousands of records, and the costs can be overwhelming.

In today's world, the likelihood of a data breach is continually escalating. So is the cost. Any company that handles data – whether on employees, customers, suppliers, or business partners – is exposed to potential business costs, regulatory investigations and lawsuits associated with a breach.

Give yourself the advantage of our Security and Privacy Protection Policy

Zurich's deep understanding of the information security and privacy risk management environment positions us to effectively address our customers' exposures.

The Zurich Security and Privacy Protection policy was designed to provide liability and first party coverages, including critical privacy breach costs which can help mitigate negative publicity and customer dissatisfaction.

A broader, enhanced policy that stands apart in the marketplace

Third party coverage:

- Security and Privacy Liability coverage
- Regulatory proceedings defence costs
- Civil fines and penalties coverage
- Internet media liability coverage.

First party coverage:

- Privacy breach costs including:
 - Forensic investigation expenses
 - Legal and public relations expenses
 - Notification expenses
- Digital asset replacement expense coverage
- Business income loss and dependent business income loss coverage
- Cyber extortion threat and reward payments coverage.

Our easy-to-read, concise form offers numerous advantages, including:

- Broad privacy breach costs coverage, reimbursing the company for certain costs incurred directly resulting from a privacy breach or violation, such as those to retain an accountant, legal, public relations consultant or other third party to:
 - Conduct a forensic analysis of a company's computer system to determine the cause or extent of a privacy breach
 - Determine if there is an indemnification obligation with respect to a wrongful act of a service provider in connection with a privacy breach or violation
 - Notify the affected individuals or applicable regulatory agencies of a privacy breach or violation
 - Effect compliance with any privacy regulation most favourable to the affected individuals
 - Establish new account numbers for the affected individuals

- Engage public relations services to counter or minimise the actual or anticipated adverse effects of negative publicity
- Procure credit monitoring services for the affected individuals
- Coverage for the actions of the Insured's service providers and anyone else for whom the Insured is legally responsible
- Regulatory proceeding coverage extends to both Privacy and Network Security
- Definition of 'Insured Person' includes independent contractors
- Personal Information does not require 'name in combination with'
- Final adjudication and non-imputation clause for the Fraud exclusion
- Imputation to the company of representations made in application is limited to officers, risk manager, general counsel of the company or any Insured Person serving in a functionally equivalent position
- 30 days automatic post policy reporting period for claims
- Policy goes into automatic runoff upon a takeover
- Bodily injury exclusion has a write-back for privacy events.

Beyond the product – superior service and commitment

Service is a crucial component of our offering – we want to give you peace of mind and confidence when dealing with us.

Underwriting

Dedicated Financial lines underwriting professionals bring you industry experience and a broad knowledge in respect to the security and privacy protection marketplace.

Delivering when it matters

Zurich's global team of claims professionals helps our customers through their loss with prompt, fair and easy-to-understand assistance.

Specialist in-house claims team

Our experienced Financial Lines claims team provides resources to manage complex coverage issues in-house and provide our insureds with years of valuable experience. We can assist our insureds to resolve their claim in a practical, cost-effective and satisfactory manner.

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Zurich International Programs

Supporting and servicing our customer's means to us:

- Optimise the total cost of insurance.
- Ensuring a consistent insurance cover for all local operations
- Creating efficiency by providing one dedicated contact with global S&P expertise
- Provide an overview and control of local policies and claims.
- Dealing with all local regulatory, legal and tax requirements.

Working with Zurich offers access to a number of unique benefits which include:

- Multicultural technical experts
 - over 6,000 international programs managed globally
- Global network
 - over 210 countries in Zurich's network
 - 2,000 people certified to handle international programs
 - over 8,000 global claims professionals
 - 900 risk engineering professionals
- Long-Term collaboration and transparency
- Dedicated global team is assigned to your program
- Top tier global service platform
 - Zurich's International Program System (IPS) provides efficient premium invoice delivery, rapid policy issuance, supports the movement of premium, and helps with claims payment handling
- Award winning cross-border compliance tool
- Our tax and regulatory database Zurich Multinational Insurance Application (Zurich MIA) is continually updated by over 150 independent legal experts worldwide
- Extensive partner network
 - Relationships with expert and reputable partners in countries with no Zurich representation are managed by six Zurich network hubs
- Industry-leading loss data and risk analysis portal
 - My Zurich, allows you to view and manage coverage, risk engineering and risk more easily, avoiding duplication and identifying areas for action.



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