

# Zurich Security and Privacy Protection Policy

## Factsheet

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

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



## The challenges

Recent headlines tell the ongoing stories of lost or stolen personal information, customer records, millions of credit card records are compromised, a laptop containing patient information is stolen, a disgruntled employee downloads thousands of confidential records on a USB stick before leaving the company, a supplier using a company's customer list for prospecting.

Data breaches are costly. Multiply this 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 and lawsuits associated with a breach.

## Give yourself the advantage of our Security and Privacy Protection Policy

Our broad understanding of the security risk environment and the trends that influence it positions us to address customers' risks effectively.

The Zurich Security and Privacy Protection policy was designed to address these concerns with liability and first party coverages, including privacy breach costs and business interruption, which can help mitigate negative publicity and customer dissatisfaction. Third party coverage includes limited coverage for regulatory proceedings defence costs and optional internet media liability coverage.

## A broader, enhanced policy that stands apart in the marketplace

Third party coverage:

- Security and Privacy Liability coverage, which includes limited coverage for regulatory proceedings defence costs
- Civil fines and penalties coverage
- Internet media liability coverage (available as an option).

First party coverage:

- Privacy breach costs including:
  - Forensic investigation expenses of a company's computer system to determine the cause or extent of a privacy breach
  - Certain legal and public relations 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 company's affected individuals or applicable regulatory agencies of a privacy breach or violation
  - Effect compliance with any privacy regulation most favourable to the company's affected individuals
  - Establish new account numbers for the company's affected individuals
  - Engage public relations services to counter or minimize the actual or anticipated adverse effects of negative publicity
  - Procure credit monitoring services for the Company's affected individuals
- Liability coverage extends to service providers of the insured 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 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 security and privacy protection marketplace, both in the Benelux and globally.

### 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

Financial Lines insurance is a complex area that requires specialised claims resources. A Financial Lines claim will often require detailed technical analysis in order for an insurer to respond with its position on indemnity.

Our experienced Financial Lines claims team provides us with the resources to not only manage the complex coverage issues in-house, but also to provide our insureds with years of valuable experience in claims management. We can assist our insureds to resolve their claim in a practical, cost-effective and satisfactory manner.

### A solid foundation

Zurich Financial Services is an insurance-based financial services provider with a global network. Founded in 1872, the company's headquarters are in Zurich, Switzerland. Zurich employs approximately 60,000 people serving customers in more than 170 countries. It is the second largest insurer of global corporate business.

In excess of 2,000 global programmes are handled for large corporate customers encompassing over 17,500 local policies issued by our extensive global network.

Zurich Insurance plc  
Muzenstraat 31  
2511 VW THE HAGUE  
THE NETHERLANDS

Please contact:  
richard.bakker@zurich.com