

Privacy notice for Customer Service

The following describes in more details HTC's privacy practices regarding customer service communications related to HTC's products or services. For information about HTC's general information collection and process practices, please visit the [HTC Privacy Policy](#).

Why do we collect and process personal data?

When you submit a request or claim with respect to our products or services, you may provide your personal information to us, both online and offline, including for example, your name, email address, street address, phone number, device identifiers (such as device IMEI or serial number), warranty data, proof of purchase, medical records, insurance records, or photos/videos. We may use the personal information you provide to us as follows:

- For identification and claim tracking;
- To administer and manage our products and services and systems, including the management and administration of any claim, recovery or settlement;
- To assess and investigate any claims made by you;
- To respond or send you information related to your requests, queries, and claims;
- To manage complaints and disputes, and report to dispute resolution bodies;
- To protect, investigate and deter against fraudulent, unauthorized or illegal activities.

If you decline to provide us with requested information, or if you object to the continued processing of information received, we may be unable to review and process your request or claim.

Where does HTC obtain my personal information from?

In the course of providing customer service, your personal information may be obtained from:

- Publicly available sources of information;
- The insured, policy or product holder;
- A third party that we've contracted to provide administrative or other services, for example:
 - Call centers or other claims management service providers
 - Device repair centers
- Government, statutory or regulatory bodies and enforcement bodies;
- Other insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessor;
- Hospitals and medical, health or wellbeing professionals;
- Any other organization or person, where you've asked them to provide your personal information to us or asked us to obtain personal information from them.

Where might HTC disclose your personal information to?

In order to assist with your request or claim, we may disclose your personal information to:

- A third party that we've contracted to provide administrative or other services, for example:
 - Information technology providers,
 - Administration or business management services,
 - Call centers or other Claims management service providers,
 - Managing and document management services,
 - Device repair centers
- Government, statutory or regulatory bodies and enforcement bodies,
- Insurers, reinsurers, insurance investigators and claims or insurance reference services, loss assessors,
- Legal and any other professional advisers or consultants,
- Any other organization or person with whom you've asked us to share your personal information.

How long does HTC store my personal data?

Information that we collect may be retained for as long as needed to fulfil the purposes outlined in this notice, or for a period of time specifically required by applicable regulations or laws such as retaining the information for tax and accounting purposes. Otherwise, we securely erase your information once this is no longer needed.

Questions and queries

If you have any questions about your data protection rights, please email us at global-privacy@htc.com. You may also contact us in writing at the address listed in the [HTC Privacy Policy](#).