

September 2024



BINDING CORPORATE RULES (UK):

APPENDIX 6

COMPLAINT HANDLING PROCEDURE (UK) (PROCESSOR)

1 INTRODUCTION

- 1.1 RGA's "Binding Corporate Rules (UK): Controller Policy" and "Binding Corporate Rules (UK): Processor Policy" (together the "Policies" or, respectively, the "Controller Policy" and the "Processor Policy") safeguard Personal Information transferred between the RGA group members ("Group Members"). In order to affect Data Subjects third-party beneficiary rights under the UK Binding Corporate Rules, RGA maintains a Complaint Handling Process for Data Subjects to directly contact RGA regarding its compliance with the Policies. The purpose of this Complaint Handling Procedure (UK) (Processor) is to describe the practical steps Data Subjects whose Personal Information is Processed by RGA under the Processor Policy may take to submit complaints and how such complaints are dealt with by RGA.
- 1.2 Where RGA Processes Personal Information on behalf of a Controller, this procedure will be made available to that Controller (under the Processor Policy).

2 HOW DATA SUBJECTS CAN BRING COMPLAINTS

Data Subjects may bring complaints in writing by contacting RGA's Chief Security and Privacy Officer at privacy@rgare.com, or contact any of the RGA UK BCR Entities listed in

CHANGE LOG

Date	Version	Change
Sep 2023	1.0	First (non-Draft) version
Sep 2024	1.1	No changes