Claim payment form

LifeStar

Bupa

Important information

You can type directly into this form. You can also complete it writing in block capitals using black ink. Once completed send it to bupa@lifestarinsurance.com.
For any queries contact us on +356 21 342 342 or bupa@lifestarinsurance.com
Need to know: All claim payments for medical treatment will be paid to the bank account given on this form. Note we cannot pay by cheque.
Please make sure that you have read, signed and dated the declaration at the end of this form.

1 Member details

Bupa Membership number			
ID number			
Title		First name	
Family name			
Email			
Telephone			

2 Payment details

Authorised designee bank account details:

Account full name/payee	
IBAN number	
Bank name	
Date	D D M M Y Y Y Y

3 Preferred notification method

Tick one Email ◯ Post ◯

Please note that you can change your preferred notification method by sending us a new form.

4 Terms and conditions

1. Unless otherwise authorised, this form must be completed and signed by the principal member insured under any of the Bupa Malta health insurance plans.
2. All covered claims made by the principal member and by any dependants under their policy, will be paid into the same bank account designated by the principal member.
3. If a principal member or a dependant become a dependant under another principal member, all claim **payments** will **default** to the bank account of the new principal member.

5 Privacy notice

Last updated: May 2022

We are committed to protecting your privacy when dealing with your personal information. This privacy notice provides an overview of the information we collect about you and how we use and protect it. It also provides information about your rights. Fuller details can be found in our Full Privacy Notice available at: https://www.bupaglobal.com/en/legal/privacy-notice. If you do not have access to the internet and would like a paper copy of the Full Privacy Notice, please contact the Bupa Malta service team on +356 21 342 342. Alternatively you can email or write to the team via bupa@lifestarinsurance.com or Bupa Malta, LifeStar Health Limited, Testaferrata Street, Ta' Xbiex XBX 1403, Malta. If you have any questions about how we handle your information, please contact us at gdpr@lifestarinsurance.com

Information about Bupa Malta

In this privacy notice, reference to 'Bupa Malta', 'we', 'us' and 'our' are to LifeStar Health Limited which is registered as an insurance agent for Bupa Global Designated Activity Company ('Bupa Global').

1 Scope of our Privacy Notice

This privacy notice applies to anyone who interacts with us about our products and services in any way (for example email, website, phone, applications and any other alternatives).

2 How we collect personal information

We collect personal information from you and from other organisations (for example those acting on your behalf, like brokers, healthcare providers and so on). If you give us information about other people, you must make sure that they have seen a copy of this privacy notice and are comfortable with you giving us their information.

3 Categories of personal information

We process the following categories of personal data about you and, if applicable, from your dependants.

- Standard Personal Data: for example, information we use to contact you, identify you or manage our relationship with you.
- Special Categories of Personal Data: for example health information, information about race, ethnic origin and religion that allows us to tailor your case.
- Data in relation to criminal convictions and offences: we may get this information when carrying out anti-fraud or anti-money-laundering checks.

4 Purpose of Processing Personal Data and lawful grounds of processing personal data

We process your personal data and special categories of personal data on the basis set out in our full privacy notice, including but not limited to:

- Deal with our relationship with you (including for claims and complaints handling),
- For research and analysis, to monitor our expectations of performance (including of health providers relevant to you)
- Protect our rights, property, or safety, or that of our customers, or others. The legal reason we process personal information depends on what category of personal information we process.

We normally process standard personal information on the basis that it is necessary so we can perform a contract, for our or others' legitimate interests or it is needed or allowed by applicable law. We process special categories of information because it is necessary for an insurance purpose, because we have your permission or as described in our full privacy notice.

We may process information about your criminal convictions and offences (if any) if this is necessary to prevent or detect a crime.

5 Profiling and automated decision making

Like many businesses, we sometimes use automation to provide you with a quicker, better, more consistent and fair service, as well as with marketing information we think will interest you (including discounts on our products and services). This may involve evaluating information about you and, in limited cases, using technology to provide you with automatic responses or decisions. You can read more about this in our full privacy notice. You have the right to object to direct marketing and profiling relating to direct marketing. You may also have rights to object to other types of profiling and automated decision-making.

6 Sharing your information

We share your information within the Bupa group of companies , with relevant policyholders (including your employer if you are covered under a group scheme), with funders who arrange services on your behalf, those acting on your behalf (for example brokers and other intermediaries) and with others who help us provide services to you (for example healthcare providers) or who we need information from to handle or check claims or entitlements (for example professional associations). We also share your information in accordance with the law. You can read more about what information may be shared in what circumstances in our full privacy notice.

7 International transfers

We work with companies that we partner with, or that provide services to us (such as health-care providers, other Bupa companies and IT providers) that are located in, or run their services from, countries across the world. As a result, we transfer your personal information to different countries including transfers from within the EEA (the EU member states plus Norway, Liechtenstein and Iceland) to outside the EEA, for the purposes set out in this privacy notice. We take steps to make sure that when we transfer your personal information to another country, appropriate protection is in place, in line with global data protection laws.

8 How long we keep your personal information

We keep your personal information in line with periods we work out using the criteria shown in the full privacy notice available on our website.

9 Your rights

The GDPR bestows upon the Data Subject the below rights. Please contact us if you would like to exercise any of your rights.

- Right to access Personal Data.
- Right of rectification.
- Right to be forgotten.
- Right to restriction of processing.
- Right of portability.
- Right to object.
- Right to not be subjected to automated decisions.
- Right to Judicial review.

10 Data protection contacts

If you have any questions, comments, complaints, or suggestions in relation to this notice, or any other concerns about the way in which we process information about you, please contact us at gdpr@lifestarinsurance.com.

You also have the right to make a complaint to your local supervisory authority for data protection. The contact details for the Maltese Information and Data Protection Commissioner are as follows: Information and Data Protection Commissioner, Level 2, Airways House, High Street, Sliema SLM 1549, Malta. Tel: +356 2328 7100, email: idpc.info@idpc.org.mt

Member's Signature	Date
	D D M M Y Y Y Y

Print name

LifeStar Health Limited acts as an insurance agent for Bupa Global Designated Activity Company (Bupa Global DAC), which has passported its services through the European Passport Rights for Insurance and Reinsurance Undertakings. LifeStar Health Limited is enrolled as an insurance agent under the Insurance Distribution Act, Cap 487 of the Laws of Malta and is regulated by the Malta Financial Services Authority of Notabile Road, Attard BKR 3000, Malta and subject to limited regulation by the Central Bank of Ireland.
Registered office: LifeStar Health Limited, Testaferrata Street, Ta' Xbiex XBX 1403, Malta. Company Registration No. C6393.
Bupa Global DAC, trading as Bupa Global, is a designated activity company limited by shares registered in Ireland under company number 623889 and having its registered office at Second Floor, 10 Pembroke Place, Ballsbridge, Dublin 4, DO4 V1W6. Bupa Global DAC, trading as Bupa Global, is regulated by the Central Bank of Ireland