

## **Global Privacy Policy MEDJET Assistance, LLC**

MEDJET Assistance, L.L.C. d/b/a MedjetAssist (“MEDJET”) recognizes that privacy is important to you. MEDJET wants you to know how it collects, protects, uses, and discloses information about you. This Privacy Statement describes the privacy practices of MEDJET for information that we collect:

- through our website, <https://medjet.com> (“the Website”), operated by MEDJET from which you are accessing this Privacy Statement
- through the software applications made available by MEDJET for use on or through computers and mobile devices (“Apps”)
- through our social media pages that MEDJET controls from which you are accessing this Privacy Statement (collectively, our “Social Media Pages”)
- through HTML-formatted email messages that we send you that link to this Privacy Statement and through your communications with MEDJET
- through offline interactions with MEDJET

Collectively, MEDJET’s Website, the Apps, and its Social Media Pages are “Online Services.” The “Online Services” together with offline channels of interaction are collectively referred to as “the Services.” By using the Services, you agree and consent to the Terms and Conditions of this Privacy Statement.

This Privacy Statement does not address, and MEDJET is not responsible for, the privacy practices associated with the websites or services of any third parties to which you may hyperlink from the Services. MEDJET’s Website provides links to other websites and third parties for your convenience only. MEDJET is not responsible for the privacy practices or content of non-MEDJET websites or services to which you may hyperlink. MEDJET has no control over, and are not responsible for, any third party’s collection, use, and/or disclosure of your Personally Identifiable Information. Moreover, MEDJET is not responsible for the collection, security, use, and disclosure of other organizations, such as Facebook, Apple, Google, Microsoft, RIM, or any other app developer or provider, social media platform provider, operating system provider, wireless service provider, or device manufacturer, with respect to information you disclose about you through the Apps or MEDJET’s Social Media Pages. MEDJET encourages you to review the privacy practices of linked websites and other services to understand how they collect, use, and disclose information.

This Privacy Statement explains MEDJET’s privacy practices. The following shall not, however, be construed as a contractual promise, and MEDJET reserves the right to amend it at any time without notice and at its sole discretion. Any changes will become

effective when we post the revised Privacy Statement on the Website. Your use of the Services following these changes means that you accept the revised Privacy Statement.

Any information that is collected via the Services is covered by the Privacy Statement in effect at the time such information was collected. If we make any material changes to this Privacy Statement, including any change that we propose that will have retroactive effect, we will notify you of those changes by posting them on the Website, and we will revise the “Effective as of” date above to indicate when those changes were made.

## **COLLECTION OF PERSONALLY IDENTIFIABLE INFORMATION**

“Personally Identifiable Information,” as described in U.S. privacy law, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

“Personal Data,” as described in Europe’s General Data Protection Regulation (GDPR) is “any information relating to an identified or identifiable data subject.”

Collectively, Personally Identifiable Information and Personal Data are referred to in this Privacy Statement as “Personally Identifiable Information.”

Examples of Personally Identifiable Information that MEDJET collects are as follows:

Name, spouse’s name (if applicable), names and ages of your children, and if 19 or older, whether he/she is a full-time student (if applicable)

Address

Telephone number

Email address

Date of birth

Gender

MEDJET membership number (if applicable)

IATA number and inclusion in a consortia (if applicable)

Last four digits of your credit card number, its security code, and its expiration date

Cookie ID

IP address

If you submit any Personally Identifiable Information about people other than yourself, you represent that you have the authority to do so, and you permit MEDJET to use the information in accordance with this Privacy Statement.

## HOW MEDJET COLLECTS PERSONALLY IDENTIFIABLE INFORMATION

MEDJET collects Personally Identifiable Information in a variety of ways:

- **Online Services:** MEDJET collects Personally Identifiable Information when you apply for Membership on our Website or communicate or otherwise connect with MEDJET such as by emailing us; filling out the Contact form; talking with us via our online chat services; posting to Social Media Pages; signing up for an e-Newsletter, special offers, or renewal reminder emails; or participating in a survey, contest, or promotional offer.
- **Cookies.** MEDJET collects certain data from cookies, which are pieces of data stored directly on the computer or mobile device that you are using. Cookies allow MEDJET to collect data such as browser type, time spent on the Online Services, pages visited, referring URL, language preferences, and other aggregated traffic data. We use the data for security purposes, to facilitate navigation, to display data more effectively, to collect statistical data, to personalize your experience while using the Online Services, and to recognize your computer to assist your use of the Online Services. We also gather statistical data about the use of the Online Services to continually improve design and functionality, understand how they are used, and to assist us with resolving questions. Cookies also allow us to select which advertisements or offers are most likely to appeal to you and display them while you are using the Online Services or to send marketing emails. We also use cookies to track responses to online advertisements and marketing emails.

You can choose whether to accept cookies by changing the settings on your browser or by managing your tracking preferences. If, however, you do not accept cookies, you may experience some inconvenience in your use of the Online Services. For example, we will not be able to recognize your computer, and you will need to log in every time you visit. You also will not receive advertising or other offers from us that are relevant to your interests and needs.

Like many other websites and online services, we do not currently alter our practices when we receive “Do Not Track” signals.

- **Your IP Address:** We collect your IP address, a number that is automatically assigned to the computer that you are using by your Internet Service Provider

(ISP). An IP address is identified and logged automatically in our server log files when a user accesses the Online Services, along with the time of the visit and the pages that were visited. We use IP addresses to calculate usage levels, diagnose server problems, and administer the Online Services. We also may derive your approximate location from your IP address.

- **Offline Interaction:** MEDJET collects Personally Identifiable Information when you or someone on your behalf calls us on the telephone; when you or someone on your behalf sends us a facsimile; when you send us Personally Identifiable Information through the mail; or when you or someone on your behalf interacts in person with a MEDJET representative.
- **Membership Service Center:** MEDJET collects Personally Identifiable Information over the telephone when you or someone on your behalf calls MEDJET.
- **Third-Party Vendors:** MEDJET collects Personally Identifiable Information from companies to which we may pay a commission for their services.
- **Authorized Licensees:** MEDJET collects Personally Identifiable Information when we enter into a license or similar agreement to sell goods and services under a MEDJET brand...
- **Strategic Business Partners:** MEDJET collects Personally Identifiable Information from companies with which we partner to provide you with goods, services, or offers based on your experiences or that we believe will be of interest to you.
- **Other Sources:** MEDJET collects Personally Identifiable Information from other sources, such as public databases, joint marketing partners, and other third-parties.

## COLLECTION OF OTHER DATA

Information that does not reveal your specific identity or that does not relate to a specific individual is referred to generally in U.S. and in European privacy law as “other data.” In this Privacy Statement, such information shall also be referred to collectively as “Other Data.” Other Data includes the following:

- Browser and electronic device data
- Data collected through cookies, pixels, and other technologies
- Demographic data and other data provided by you
- Aggregated data

## HOW MEDJET COLLECTS OTHER DATA

MEDJET collects Other Data in a variety of ways:

- **Your browser or electronic device.** We collect certain data through your browser or automatically through your electronic device such as your Media Access Control (MAC) address, screen resolution, operating system name and version, device manufacturer and model, language, internet browser type and version, and the name and version of the Online Service (such as the Apps) you are using. We use this data to ensure that the Online Services function properly.
- **Pixel Tags and other similar technologies.** We collect data from pixel tags, which are used with some Online Services to, among other things, track the actions of users of the Online Services (including email recipients), measure the success of our marketing campaigns, and compile statistics about usage of the Online Services.
- **Analytics.** We collect data through Google Analytics, ADARA, and Hotjar, which use cookies and technologies to collect and analyze data about use of the Online Services. These services collect data regarding the use of other websites, apps, and online resources.
- **Aggregated Data.** We may aggregate data that we collected. This aggregated data will not personally identify you or any other user.

## **USE OF PERSONALLY IDENTIFIABLE INFORMATION AND OF OTHER DATA**

We use Personally Identifiable Information and Other Data to provide you with the Services, to develop new offerings, and to protect MEDJET and our members as described in this Privacy Statement. In some instances, we will request that you provide Personally Identifiable Information or Other Data directly to MEDJET. If you do not provide the information we request, or prohibit us from collecting such data, we may not be able to provide the requested Services.

We use Personally Identifiable Information and Other Data for our legitimate business interests including the following:

**To provide you with the Services you request.** We use Personally Identifiable Information and Other Data to provide Services you request including registering you to become a member, renewing your membership, and arranging a transport.

**To manage our contractual relationship with you.** We use Personally Identifiable Information and Other Data to manage our contractual relationship with you because MEDJET has a legitimate interest to do so and/or to comply with a legal obligation. More specifically:

To personalize the Services according to your preferences. We use Personally Identifiable Information and Other Data to personalize the Services and to improve your experience by customizing your experience

according to your personal preferences and by presenting offers tailored to your personal preferences.

To communicate with you about services according to your personal preferences. We use Personally Identifiable Information and Other Data to send you marketing communications and promotional offers as well as periodic customer satisfaction, market research, or quality assurance surveys.

Business Purposes. We use Personally Identifiable Information and Other Data for data analysis; audits; security; developing new services; enhancing, improving, and/or modifying our Services; identifying usage trends; determining the effectiveness of our promotional campaigns; and operating and expanding our business activities.

## **RIGHT TO WITHDRAW YOUR CONSENT**

If you have given MEDJET consent in relation to particular processing or activities, you can withdraw your consent at any time by contacting us as indicated herein.

## **DISCLOSURE OF PERSONALLY IDENTIFIABLE INFORMATION AND OTHER DATA**

We do not rent or sell your Personally Identifiable Information or Other Data.

MEDJET's goal is to provide you with the Services, and to do so, we share your Personally Identifiable Information and Other Data with the following:

Service Providers: MEDJET discloses Personally Identifiable Information and Other Data to third-party service providers for the purposes described in this Privacy Statement. Examples of service providers include medical transport affiliates and companies that provide data analysis, payment processing, information technology and related infrastructure provision, customer service, email delivery, marketing, auditing, and other services.

Strategic Business Partners: MEDJET discloses Personally Identifiable Information and Other Data to strategic business partners who provide goods, services, and offers that enhance your experience or that we believe will be of interest to you. By sharing such information and data with the strategic business partners, MEDJET is able to make personalized services and unique experiences available to you.

Corporate Reorganization: MEDJET may disclose or transfer your Personally Identifiable Information and Other Data to a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer, or other disposition of

all of any portion of MEDJET, assets, or stock (including bankruptcy or similar proceedings).

**Advertisers' and Other Third Parties' Use of Cookies:** Advertisers and third parties that deliver ads to you on the Website may place or recognize a unique cookie on your hard drive. These types of non-MEDJET cookies are known as "third-party cookies." Advertisers and third-party advertising partners may use third-party cookies in order to collect information about you, which may include how many times you have seen their ads or whether you have interacted with an ad. They may also use third-party cookies to provide you with interest-based advertising. Most major web browsers provide users with the option to accept or to reject third-party cookies. The use of third-party cookies is not covered by this Privacy Statement.

## **OTHER USES AND DISCLOSURES**

MEDJET will use and disclose Personally Identifiable Information as we believe necessary or appropriate: (a) to comply with applicable law, including laws outside your country of residence; (b) to comply with legal process; (c) to respond to requests from public and government authorities, including authorities outside your country of residence, and to meet national security or law enforcement requirements; (d) to enforce our Rules and Regulations; (e) to protect our operations; (f) to protect the rights, privacy, safety, or property of MEDJET, you, or others; (g) to allow MEDJET to pursue available remedies or limit the damages we may sustain.

MEDJET may use and disclose Other Data for any purpose, except where not allowed under applicable law. We may combine Other Data with Personally Identifiable Information in some instances (such as your name with your location), and if we do, MEDJET will treat this combined information as Personally Identifiable Information for as long as it is combined.

## **COLLECTION OF PROTECTED HEALTH INFORMATION**

Generally speaking, "protected health information," as described in HIPPA (Health Insurance Portability and Accountability Act), is information, including demographic information, which relates to:

- the individual's past, present, or future physical or mental health or condition
- the provision of health care to the individual
- the past, present, or future payment for the provision of health care to the individual and that identifies the individual or for which there is a reasonable basis to believe can be used to identify the individual

Protected health information includes many common identifiers (e.g., name, address, birth date, Social Security Number) when they can be associated with the health information listed above.

“Sensitive personal data, “as described in Europe’s General Data Protection Regulation (GDPR) is personal data pertaining to information about health and biometric data. Sensitive personal data includes your national identification number, such as your passport and/or VISA.

Collectively, protected health information and sensitive personal data are referred to in this Privacy Statement as “Protected Health Information.”

## **HOW MEDJET COLLECTS PROTECTED HEALTH INFORMATION**

MEDJET collects Protected Health Information in a variety of ways when you supply such information to us via:

- **Online Services:** MEDJET collects Protected Health Information when you apply for Membership on our Website and when you communicate or otherwise connect with MEDJET such as by emailing us or talking with us via our online chat services.
- **Offline Interaction:** MEDJET collects Protected Health Information when you or someone on your behalf calls us on the telephone; when you or someone on your behalf sends us a facsimile; when you send us Protected Health Information through the mail; or when you or someone on your behalf interacts in person with a MEDJET representative.
- **Membership Service Center:** MEDJET collects Protected Health Information over the telephone when you or someone on your behalf calls MEDJET.

## **USE OF PROTECTED HEALTH INFORMATION**

We use Protected Health Information as set forth in MEDJET’s “Notice of Privacy Practices with Regard to Medical Information About You.” [Click here.](#)

## **CHOICES AND ACCESS**

You have choices when it comes to how we use your Personally Identifiable Information. MEDJET wants to ensure that you have the information necessary to make the choices that are right for you.

If you no longer want to receive the e-Newsletter or marketing-related emails, you may opt out by clicking on the “update subscription preferences” link at the bottom of the



e-Newsletter or by following the instructions in any such email you receive from MEDJET. We will try to comply with your request as soon as reasonably practicable.

If you opt out of receiving marketing emails from us, we may still send you important administrative messages from which you cannot opt out.

## **HOW YOU CAN REQUEST ACCESS, CHANGE, DELETE, RESTRICT USE OF, OR OBJECT TO PROCESSING OF YOUR PERSONALLY IDENTIFIABLE INFORMATION OR PROTECTED HEALTH INFORMATION**

If you would like to access, change, delete, restrict the use, or object to the processing of your Personally Identifiable Information that you have previously provided to MEDJET, or if you would like to receive an electronic copy of your Personally Identifiable Information for purposes of transmitting it to another company (to the extent these rights are provided to you by law), please contact MEDJET via email [privacy@medjet.com](mailto:privacy@medjet.com) or by mail as follows:

PRIVACY OFFICER  
3075 Healthy Way  
Birmingham, Alabama 35243

In your request, please state specifically what Personally Identifiable Information you want to access, change, delete, restrict use of, or object to. For your protection, we only fulfill requests for the Personally Identifiable Information associated with the particular email address that you use to send us your request.

As for Protected Health Information, if you would like MEDJET to review, correct, update, suppress, restrict, or delete such information or if you would like to receive an electronic copy of your Protected Health Information for purposes of transmitting it to another company (to the extent this right to data portability is provided to you by law), please refer to MEDJET's "Notice of Privacy Practices with Regard to Medical Information About You." [Click here](#).

For your protection, we may need to verify your identity before fulfilling your request(s). We will try to comply with you request(s) as soon as reasonably practicable and consistent with applicable law.

NOTE: MEDJET often needs to retain certain Personally Identifiable Information, Other Data, and/or Protected Health Information for record keeping purposes and/or to complete transactions that you began prior to requesting the change or deletion. There may also be residual Personally Identifiable Information, Other Data, and/or Protected Health Information that will remain within our databases and other records that will not be removed. Additionally, there may be certain information that we may not allow you to review for legal, security, or other reasons.

## **RETENTION**

MEDJET will retain your Personally Identifiable Information for the period necessary to fulfill the purposes outlined in this Privacy Statement, and your Protected Health Information for the period necessary to fulfill the purposes outline in the “Notice of Privacy Practices with Regard to Medical Information About You,” unless a longer period of time is required or permitted by law. The criteria used to determine the retention periods include the following:

The length of time we have an ongoing relationship with you and provide you with the Services (for example, as long as you are a MEDJET member)

Whether there is a legal obligation to which we are subject (for example, certain laws require MEDJET to keep records of your transports for a certain period of time before we can delete them)

Whether retention is advisable considering our legal position (such as for statutes of limitations, litigation, or regulatory investigation)

## **USE OF THE SERVICES BY MINORS**

The Services are not directed to individual under the age of 13, and we request that they do not provide to us Personally Identifiable Information through the Services.

The only information collected by us about your child is information that you deliberately provide as his/her parent in order to become a member of MEDJET or to renew a MEDJET membership. The only information you may be asked to provide is your child’s name and date of birth, and if he/she is 19 or older, whether that child is a full-time student.

## **CROSS-BORDER TRANSFER**

MEDJET provides the Services globally. Sharing information and data cross-border is essential to the Services so that you receive the Services wherever you are in the world. Consequently, we will transfer Personally Identifiable Information, Other Data, and Protected Health Information collected in connection with the Services to entities in countries where data protection standards may differ from those in the county in which you reside. By using the Services, you acknowledge and understand that we transfer your Personally Identifiable Information, Other Data, and Protected Health Information globally.

In certain circumstances, courts, law enforcement agencies, regulatory agencies, or security authorities in those other countries will be entitled to access your Personally Identifiable Information, Other Data, and Protected Health Information.

## **SECURITY**

MEDJET seeks to use reasonable organizational, technical, and administrative measures to protect Personally Identifiable Information and Protected Health Information. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that the security of your account with MEDJET has been compromised, please notify MEDJET immediately as set forth in the “Contact” section below.

## **LEGAL NOTICES OF TERMS AND CONDITIONS**

The Website and all elements thereof are provided on an “as is” basis without warranty of any kind, express or implied. MEDJET makes no warranties or representations as to the accuracy of the content contained on the Website or that the information presented on the Website is current or up-to-date. MEDJET does not warrant that the Website will operate or perform in a manner that is uninterrupted or error-free or that the Website or host server will be maintained free of viruses or other harmful code.

Neither MEDJET nor any of its employees or agents shall be held liable for any improper or incorrect use of the information described and/or contained in MEDJET’s Website and assume no responsibility for anyone’s use of the information.

Under no circumstances, and regardless of legal theory, whether in tort, contract, or otherwise, will MEDJET or any of its employees, agents, or affiliates be liable to you or any other party for any direct, indirect, special, incidental, punitive, or consequential damages, however caused, and regardless of character, including, without limitation, any damages arising in any way out of the use of the Website including, but not limited to, those caused by any failure to process an application for enrollment or renewal, the failure to process a credit card payment, failure of performance, error, omission, interruption, deletion, defect, delay in operation or transmission, communication line failure, computer virus, the loss of data from or the failure or malfunctioning of your computer, theft or destruction or unauthorized access to, alteration of, or use of record.

Construction of the disclaimers herein and resolution of all disputes arising out of same are governed exclusively by the laws and by the courts of the State of Alabama. The laws of the State of Alabama shall apply to all uses of this data and the Website.

## **CONTACT**

If you have any questions about our Privacy Statement, please contact MEDJET via email [privacy@medjet.com](mailto:privacy@medjet.com) or by mail as follows:

PRIVACY OFFICER  
3075 Healthy Way  
Birmingham, Alabama 35243

Because email communications may not be 100% secure, do not include Protected Health Information, credit card number, or social security number.