

**NOTICE OF WEBSITE PRIVACY PRACTICES**  
**of**  
**MEDJET Assistance, L.L.C.**

MEDJET Assistance, L.L.C. d/b/a MedjetAssist (“MEDJET”) values the privacy of individuals that visit MEDJET’s website. MEDJET wants you to know how it uses and protects information about you collected electronically from your use of MEDJET’s website. This document sets forth MEDJET’s Notice of WEBSITE Privacy Practices (“NWPP”) for the following website: <http://medjetassist.com> (“Website”).

If you have objections to this NWPP, you should not access or use the Website. By using the Website, you consent to MEDJET’s use of information that is collected as set out in this NWPP.

This NWPP does not govern privacy practices associated with the websites of third parties to which you may hyperlink from MEDJET’s Website. At the website of such third parties, personally identifiable information may be collected, and unless expressly stated otherwise, the collection and use of your personally identifiable information by such third parties’ websites will be governed by the privacy policy applicable to that website, not MEDJET’s NWPP. MEDJET is not responsible for the privacy practices or content of non-MEDJET sites to which you may hyperlink.

This NWPP does not govern the collection, use, and protection of information by MEDJET offline, i.e. other than through the Website. See instead MEDJET’s Notice of Privacy Practices.

This NWPP explains MEDJET’s privacy practices with regard to its Website. 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.

**INFORMATION MEDJET COLLECTS and HOW MEDJET USES IT**

“Personally identifiable information” is any information that identifies or can be used to identify, contact, or locate the person to whom such information pertains. Providing personally identifiable information on MEDJET’s Website is your choice. All personally identifiable information collected by MEDJET will be subject to the version of the NWPP in effect at the time it was collected.

MEDJET collects information three ways when you interact with the Website: Information you provide on the Website, information automatically collected when you use the Website, and cookies and pixels.

## Information You Provide

### 1. To Enroll or to Renew a Membership

To enroll in MEDJET online or to renew your MEDJET membership online, you will be asked to provide the following information: Your name, address, telephone number, email address, date of birth, passport number, drivers license number, and credit card number, security code, and expiration date.

To renew your MEDJET membership online, you will be asked to provide your existing MEDJET membership number in addition to such information.

### Information about Your Children

MEDJET's Website is intended for use by adults. MEDJET's Website is neither directed to nor intended to collect any information from children.

The only information collected online by MEDJET 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 information requested is your child's name and age only.

### Credit Card Information

MEDJET uses your credit card number, expiration date, and security code to process payment for your enrollment or renewal.

MEDJET uses the personally identifiable information described in this section to process your application for enrollment or renewal at that time.

### 2. To Access Elite or Plus Membership Services

If you purchase an Elite or Plus membership, your access to information about health and travel products and services specific to those memberships will be password protected. MEDJET will collect and maintain a user name and password (of your choosing) for access to such information.

3. To receive MEDJET's e-Newsletter

In the course enrolling in MEDJET or renewing your MEDJET membership, you were asked to provide your email address. MEDJET uses your email address only to contact you to confirm your enrollment or renewal or to answer your inquiries about enrollment or renewal.

If, however, you provide your email address in the double-opt in process to receive the MEDJET e-Newsletter, then MEDJET may share your email address with contractors that provide support services to MEDJET, such as a mailing house or web host.

In MEDJET's e-Newsletter, you may choose to participate in an online survey. Aggregate data from surveys may be shared with third-party entities in ways that do not compromise privacy.

4. To receive information about Corporate/Group Memberships

To receive information about corporate/group memberships, you will be asked to provide the following information online: The name of the organization and a contact's name, address, telephone number, and email address.

MEDJET uses the personally identifiable information described in this section to respond to your request for more information at that time. MEDJET does not store such personally identifiable information.

5. To receive information about selling MEDJET Memberships

Travel agents and others interested in receiving information about selling MEDJET memberships will be asked to provide the following information online: The name of the Agency/Organization and the contact's name, address, telephone number, email address, inclusion in a Consortia, and IATA Number.

MEDJET uses the personally identifiable information described in this section to respond to your request for more information at that time. MEDJET does not store such personally identifiable information.

### **Automatically Collected Information**

When you access the Website, our web servers automatically log information about visits to the Website. For example, when you visit the Website, server logs automatically record statistical information such as your Internet Protocol (IP) address, the date and time of your visits, the

type of browser you use, the website from which your visit originated, pages visited, time spent on web pages, certain searches/queries that you conducted via the Website, and other similar traffic data.

No personally identifiable information about you is revealed in this process.

This information may be used by MEDJET to administer the Website, to analyze its usage, to protect the Website and its content from inappropriate use, and to improve your experience. Traffic and transaction information may also be shared with third parties on an aggregate and anonymous basis.

## **Cookies and Pixels**

“Cookies” are pieces of information that are sent to your browser from a web server and stored on your computer’s hard drive. “Pixels” are small images on specific web pages that track when that page has been loaded or when a specific action has occurred, such as a purchase.

MEDJET’s Website may use cookies and pixels to track and store information about you to enhance MEDJET services; to display the content according to your preferences; to aggregate statistics on website activity levels; and to better tailor advertising on MEDJET’s Website and other websites you may visit, through the involvement with the Website of third-party advertising networks like Google and Quantcast. To opt-out of interest-based content and advertisements and not have third-parties measure your pattern of website visits or other online media consumption, utilize the following links: <http://www.aboutads.info/choices/> and [http://www.networkadvertising.org/managing/opt\\_out.asp](http://www.networkadvertising.org/managing/opt_out.asp). You may disallow cookies and pixels through your web browser settings and may still experience the Website. Some features of the Website, however, may not function properly if you do not accept cookies.

Data collected by cookies and pixels is anonymous and contains no personally identifiable information.

## **HEALTH INFORMATION**

Generally speaking, HIPPA (Health Insurance Portability and Accountability Act) protects health information that can be associated with a specific person.

No health information is requested or collected online by MEDJET's Website.

#### MedFlash Device

On the Website, there is information about a "MedFlash USB device" on which you may deliberately load your health information. If you choose to do so, you will use the website of <http://MedFlash.com>. That website, <http://MedFlash.com>, and not MEDJET's Website, collects and retains the personally identifiable information and/or health information you choose to provide, and the collection and use of your personally identifiable information and/or health information by MedFlash.com will be governed by the privacy policy applicable to its website, not MEDJET's NWPP.

### **WHO HAS ACCESS TO PERSONALLY IDENTIFIABLE INFORMATION**

MEDJET does not rent or sell your personally identifiable information.

MEDJET does not share your personally identifiable information except as follows:

- As required by law, in a matter of public safety or policy, as may be needed in connection with the transfer of business assets, or if, in MEDJET's good faith belief, sharing the information is necessary to protect MEDJET's rights or property.
- With employees and third parties (1) that need to know the information to process it on MEDJET's behalf, to provide support services to MEDJET (for example transaction processor, mailing house, or web host), or to market MEDJET products and services and (2) that have agreed not to disclose it to others.

Please note that your personally identifiable information may be stored and processed in systems located outside of your home country.

### **HOW MEDJET PROTECTS INFORMATION IT COLLECTS**

The contractors used by MEDJET to transmit and to process your credit card information use encryption and tokenization technology to protect your credit card information. The contractors are certified as compliant with the Payment Card Industry Data Security Standards (PCI DSS). PCI DSS compliant vendors provide layered security for their merchants, like MEDJET.

The contractor used by MEDJET to collect and maintain enrollment information you provide uses physical and technological security measures to protect personally identifiable information. The contractor is an SAS70 Type II Certified Data Center and is certified as HIPAA and HITECH compliant.

MEDJET protects your personally identifiable information through appropriate physical, administrative, and technological security measures.

Nonetheless, no data transmission over the Internet can be guaranteed to be 100% secure. Therefore, we cannot guarantee the security of any information you transmit to or from the Website, and you do so at your own risk and subject to the disclaimers of liability in this NWPP.

## **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 assumes 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.

### **HOW TO LIMIT CONTACT FROM MEDJET**

If you signed up to receive MEDJET's e-Newsletter, you may change your preferences at any time by clicking on the "Update Your Profile" link at the bottom of the eNewsletter. You can stop receiving the e-Newsletter at any time by utilizing the "Unsubscribe" mechanism at the bottom of each publication.

To see and ask for corrections of personally identifiable information other than your email address, call Membership Services at 1-800-527-7478 or write to Membership Services, 3075 Healthy Way, Birmingham, Alabama 35243.

### **HOW TO CONTACT MEDJET ABOUT ITS WEBSITE PRIVACY PRACTICES**

If you have any questions, concerns, or complaints related to this NWPP and/or MEDJET's privacy practices with regard to its Website, please contact John Gobbels via email at [jgobbels@medjet.com](mailto:jgobbels@medjet.com) or via mail at 3075 Healthy Way, Birmingham, Alabama 35243.

### **EFFECTIVE DATE**

This Notice was updated on July 13, 2016.