

Company Privacy Policy

MEDJET Assistance, LLC PRIVACY STATEMENT

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. PLEASE READ IT CAREFULLY.

MEDJET Assistance, LLC (d/b/a MedjetAssist) recognizes the importance of protecting the privacy of all information provided by our members, recipients of our e-mail newsletters and all of our customers. Through this Privacy Statement, we want to reassure users that we will not sell, share, or rent member information to others.

INFORMATION COLLECTION

MedjetAssist collects information from members via telephone, fax and our Website. For example, we collect and/or request information when a member:

1. Provides enrollment information either via telephone or facsimile to enroll in our membership program.
2. Enrolls on the www.medjetassist.com website
3. Requests notification of membership via email
4. Requests information via email or mail
5. Submits an E-mail
6. Provides medical information in the case of a possible transport

In order to fulfill the requests in the above instances, the member may be requested to provide contact and/or credit card information. If we have trouble processing a membership, a request, or completing a delivery, this contact information will be used by MedjetAssist to contact the member.

AUTOMATIC DATA COLLECTION

Our websites have features that automatically collect information from members, to deliver content specific to members' interests and to honor their preferences. This information assists us in processing the membership that will serve the needs of our members.

GATHERING AND SHARING INFORMATION

We monitor traffic patterns and gather broad demographic information in order to improve our services such as improvement of our website design and membership experience. To that end, we may employ suitable third parties with whom we share the information necessary to accomplish these objectives. These statistics include no personally identifying information.

Where appropriate, we share aggregated statistical information with our business partners. These statistics include no personally identifying information.

We use a credit card processing company to bill purchasers of goods and services from the website and internally, and depending upon the goods and/or services being ordered and where they are being shipped, we may also use outside suppliers and/or delivery companies to assist us in fulfilling and delivering orders. We share with them the information necessary to enable such card processing, fulfillment, and delivery of goods (i.e. name, address, and as appropriate, payment information).

Additionally, we partner with trusted third parties to provide website users with MedjetAssist approved unique services which may be of value to our members. In such instances, we will share a member's name and address with a trusted third party to enable them to notify the member of the unique offer and/or service. We will never provide credit card information and you will always be provided with the opportunity to unsubscribe from any such list.

Our website also contains links to external Internet websites as well as co-branded websites, which may be operated by an external party and they may have privacy practices that differ from those here at www.medjetassist.com. A co-branded website is a Website, usually operated by a third-party, and displaying that third-party's name along with the MedjetAssist name and logo. Such co-branded websites offer MedjetAssist approved goods or services to our members. When you click on links that take you to such external or co-branded websites, you will be subject to their privacy policies, and we encourage you to become familiar with that party's privacy policies as these may differ from those utilized on our website. Please note that this privacy statement applies solely to information collected by MedjetAssist on our website and, while we strongly support the protection of privacy on the Internet, we cannot be responsible for the privacy practices of other Websites, uses of the information collected by other Websites, or the content of those other Websites. We may share aggregate information, which is not personally identifiable, with others. This information may include usage and demographic data, but it will not include personal information.

CHILDREN'S ON-LINE PRIVACY

MedjetAssist recognizes the particular importance of protecting the privacy of children. Consistent with the Children's Online Privacy Protection Act (COPPA), we will not knowingly collect any personally identifiable information from children under the age of 13 other than their dates of birth.

SECURITY

We use reasonable precautions to protect our members' personal information and to store it securely. Sensitive information that is transmitted to us online (such as credit card number) is encrypted and is transmitted to us securely. In addition, access to all of our members' information, not just the sensitive information mentioned above, is restricted. Only employees who need the information to perform a specific job (for example, membership services representative) are granted access to personally identifiable information. Finally, the servers on which we store personally identifiable information are kept in a secure environment.

LINKS

Our websites contain links to other sites. MedjetAssist is not responsible for the privacy practices or content of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each web site to which we may link that may collect personally identifiable information.

SPECIAL OFFERS, COMMUNICATIONS AND OPTING OUT

In order to best serve our members, we may send newsletters or other information about our services. For example, we send members a confirmation of membership. We may also communicate with a member to provide requested services and for account-related issues via e-mail, phone or regular mail. We offer our members the option to receive information about our company, related products, services and special deals. The members of the MedjetAssist are always given the opportunity to 'opt-out' of having their information used for purposes not directly related to the confirmation of memberships. Members can notify us of their decision to "Opt-out" by emailing us at info@medjetassist.com.

MEDJET Assistance (d/b/a MedjetAssist™) is dedicated to protecting your personal information. We are required by law to maintain the privacy of protected information and to provide you with this Notice of our legal duties and privacy practices with respect to protected information. MedjetAssist is required by law to abide by the terms of this Notice.

HOW YOUR INFORMATION WILL BE USED AND DISCLOSED:

We will use your information only as part of maintaining your membership with MedjetAssist and/or rendering patient care should a medical transport be necessary. For example, your medical information may be used by the doctor or nurse treating you, by the business office to process your payment for the services rendered, if any, and by administrative personnel reviewing the quality of the care you receive.

We may also use and/or disclose your information in accordance with federal and state laws for the following purposes:

Membership Renewal Reminders.

- We may contact you to inform you of your upcoming renewal or in the case of an expired membership as a courtesy to you.

Treatment Information.

- We may contact you with information about treatment alternatives or other health-related benefits and services that may be of interest to you or in relation to an impending transport.

Disclosure to Department of Health and Human Services.

- We may disclose medical information when required by the United States Department of Health and Human Services as part of an investigation or determination of our compliance with relevant laws.

Family and Friends.

- Unless you object, we may disclose your medical information to family members, other relatives or close personal friends when the medical information is directly relevant to that person's involvement with your care.

Notification.

- Unless you object, we may use or disclose your medical information to notify a family member, a personal representative or another person responsible for your care of your location, general condition or death.

Disaster Relief.

- We may disclose your medical information to a public or private entity, such as the American Red Cross, for the purpose of coordinating with that entity to assist in disaster relief efforts and repatriation.

Health Oversight Activities.

- We may use or disclose your medical information for public health activities, including the reporting of disease, injury, vital events and the conduct of public health surveillance, investigation and/or intervention. We may disclose your medical information to a health oversight agency for oversight activities authorized by law, including audits, investigations, inspections, licensure or disciplinary actions, administrative and/or legal proceedings.

Abuse or Neglect.

- We may disclose your medical information when it concerns abuse, neglect or violence to you in accordance with federal and state law.

Legal Proceedings.

- We may disclose your medical information in the course of certain judicial or administrative proceedings.

Law Enforcement.

- We may disclose your medical information for law enforcement purposes or other specialized governmental functions.

Coroners, Medical Examiners and Funeral Directors.

- We may disclose your medical information to a coroner, medical examiner or a funeral director.

Business Associates.

- We may disclose your health information to a business associate with whom we contract to provide services on our behalf. To protect your health information, we require our business associates to appropriately safeguard the health information of our patients.

AUTHORIZATIONS

We will not use or disclose your personal or medical information for any other purpose without your written authorization. Once given, you may revoke your authorization in writing at any time. To request a Revocation of Authorization form, you may contact:

MedjetAssist
P.O. Box 43099 Birmingham, AL 35243
(800) 527-7478
Attention: Mona Roy

YOUR RIGHTS REGARDING YOUR MEDICAL INFORMATION

You have the following rights with respect to your personal and medical information:

You may ask us to restrict certain uses and disclosures of your medical information. We are not required to agree to your request, but if we do, we will honor it.

You have the right to receive communications from us in a confidential manner.

You may request a paper copy of this Notice of Privacy Practices for Protected Health Information.

You have the right to inspect and copy protected health information.

You have the right to amend protected health information.

You have the right to receive an accounting of disclosures of protected health information.

You have the right to complain to us and/or to the United States Department of Health and Human Services if you believe that we have violated your privacy rights. If you choose to file a complaint, you will not be retaliated against in any way. To complain to us, please contact:

MedjetAssist
P.O. Box 43099
Birmingham, AL 35243-0099
(800) 527-7478
Attention: Roy Berger

If you would like further information regarding your rights or regarding the uses and disclosures of your medical information, you may contact:

MedjetAssist
P.O. Box 43099
Birmingham, AL 35243-0099
(800) 527-7478
Attention: Roy Berger

THIS NOTICE IS EFFECTIVE AS OF MARCH 31, 2006.

REVISION OF NOTICE OF PRIVACY PRACTICES

We reserve the right to change the terms of this Notice, making any revision applicable to all the protected health information we maintain. If we revise the terms of this Notice, we will post a revised notice at www.medjetassist.com and will make paper copies of the revised Notice of Privacy Practices available upon request.