



Privacy Policy

1. General Considerations.

ASSIST CARD is an international travel assistance organization created for purposes of providing medical, legal, and personal assistance services, among others, in emergency situations during a trip.

In order to guarantee the best travel assistance service, ASSIST CARD may obtain, collect, and/or store Personal Information from its Clients (hereinafter "Personal Information"), provided that such information is essential and necessary for the provision of the mentioned services.

As responsible for the appropriate use and administration of such Personal Information, ASSIST CARD takes the sufficient security, technical, and administrative measures to keep the protection level required, thus assuring its Clients a due reliability and security in the management of the information.

ASSIST CARD guarantees the privacy and confidentiality of the Personal Information provided by its Clients, through any of the sites of ASSIST CARD, e-mail, sales channel, or any other communication media, according to the applicable regulations.

For purposes of fulfilling at the maximum extent possible the interests and expectations of the Clients, ASSIST CARD is seriously committed to the compliance with and observance of this Privacy, Confidentiality and Personal Information Protection Policy (hereinafter "Privacy Policy" or "Policy"), as regards the collection, use, storage, protection, and disclosure of data.

2. What Personal Information is collected?

ASSIST CARD collects and stores the Personal Information provided by its clients to contact and/or identify them, through the several channels enabled for such purpose.

In turn, ASSIST CARD obtains and stores the Personal Information the Clients provide for purposes of: (i) hiring travel assistance services, (ii) navigating ASSIST CARD site, and/or logging in as user in MY ASSIST CARD, (iii) using the various online services, (iv) participating in promotions, contests, draws, and/or promotional and/or marketing campaigns, (v) contacting via e-mail, (vi) using the application for mobile phones and tablets, (vii) requiring by phone, at our customer service offices and/or through any of the channels enabled for purposes thereof any of the assistance services provided by ASSIST CARD.

The Personal Information collected may include, without limitation, full name, mailing address, nationality, phone number, tax ID number, e-mail address, emergency contact, date, and/or destination.

ASSIST CARD only collects the Personal Information freely and voluntarily provided by the Client, without storing any other information which has not been provided in such way.



The Client may choose not to provide specific Personal Information, when deemed appropriate, to the extent that the lack of the mentioned information does not prevent the provision of the services relevant for the Client.

ASSIST CARD may store once the phone call recordings, in order to perform quality operating audits, and guarantee the appropriate provision of the assistance service required by the Client. The call recordings will be retained for the time reasonably necessary, and then they will be erased.

With the reserves specified herein, and confidentiality, protection, and security in treatment being the guiding principle on Personal Information Matters, the Client consents expressly that such information may be transferred to external service providers of ASSIST CARD (e.g., healthcare providers, hospitals, clinics, legal advisors, airlines, etc.) for purposes of the provision of the assistance services hired.

In every case that ASSIST CARD exceptionally discloses Personal Information to providers for the provision of the required service, such providers will be required to treat the information confidentially, pursuant to the regulation governing the protection of personal information, for the sole and exclusive purpose of providing the assistance services required.

3. What do we do with the Personal Information collected?

ASSIST CARD will store any Personal Information provided by the Client, for a successful provision of the assistance that may be required, and this provider expressly consents to the following:

- a) That ASSIST CARD stores any Personal Information obtained for, during, and/or as a consequence of the assistance required, in the Records duly submitted before the Controlling Authority.
- b) ASSIST CARD may assign, transfer, and/or provide the required Personal Information to: (i) external providers related to ASSIST CARD, contributing to the compliance with the purposes of the provision required; (ii) third parties who have signed confidentiality agreements with ASSIST CARD, provided that such third parties are linked, related, and/or connected to the fulfillment of the assistance required, and need the mentioned information for the provision of the services; (iii) the companies belonging to ASSIST CARD Group, its controlling and controlled companies, provided that this is required to fulfill the purpose therefor.
- c) ASSIST CARD may offer better services or provide information related to products already acquired.
- d) ASSIST CARD may contact them for purposes of: (i) Improving the business and promotional initiatives, customizing the contents, their submission and services; (ii)



sending information or messages by e-mail on new services, advertisements, or promotions, banners of interest, news on ASSIST CARD, (iii) sending notices on contests and/or draws organized by ASSIST CARD.

- e) ASSIST CARD may share Personal Information with business partners, who may jointly offer products and services with the company. Such providers or business partners will be subject to confidentiality agreements forbidding the unauthorized use or disclosure of the Personal Information accessed by them. Access to the Personal Information by third parties will be governed by the opt-out policy, described below.

4. How to access, update, or correct your personal information

The Personal Information will be stored, and Clients, as holders of said information stored, are empowered to enforce the right of access, rectification, cancellation, and/or elimination.

In the event that the Client has any question and/or needs additional information as to this Policy, such person may contact ASSIST CARD at the customer service offices by phone, and/or through an e-mail sent to personal.data@assistcard.com

The Personal Information will be addressed to the legal protection extent required to guarantee the security of such information, and avoid its alteration, loss, unauthorized treatment, or access.

5. Opt out Policy

When the Client performs transactions or logs in as user in MY ASSIST CARD, or acquires any of the Travel Assistance Product of ASSIST CARD, such person will be given the option to receive promotional circular letters, messages, or e-mail alerts on offers. The Client may modify the choices at any time, through the e-mail settings, which will show the possibility to unsubscribe from the receipt of messages.

6. External Links

The ASSIST CARD site has links to other sites. ASSIST CARD is not responsible for the confidentiality or content of those sites. If you visit those sites, ASSIST CARD advises that you revise their confidentiality and privacy policies.

The Client may choose not to provide information, assuming all the consequences arising from such decision.

Upon reading this Privacy Policy, you agree and authorize ASSIST CARD to address the data that may have been obtained, according to the terms hereof, and within the framework of the specific regulation.

Failure to formally notify the disagreement with these terms and conditions will imply the express consent of the Client to the extension, mode, and rules set in such terms.