

## Terms of Use and Customer consent notice for the Teleconsultation Services

Dear Customer,

You agreed to use the support and medical services offered by ALL (“Services”).

These Terms of Use and Customer consent notice describe how Your Personal Data may be collected, used, and disclosed, and how You can get access to Your Personal Data. **Please review it carefully.**

### 1. Teleconsultation Services description

Accor offers to its Eligible Customers Teleconsultation Services for non-urgent medical services while traveling.

These Teleconsultation Services include:

- Appointment booking through the Accor Hotel reception;
- Call back by phone for a medical consultation with an English or French speaking Doctor;
- The delivery of medical prescription if required.

If you wish to use these Services, prior to accessing the Teleconsultation Services, You should read and approve the Terms of Use and the Privacy policy as set out below. **Please give an explicit consent by answering “I agree” to be bound by such terms and conditions.**

### 2. Exclusions and Limitations for Teleconsultation Services

Teleconsultation Services are not designed to be an emergency response program.

Neither ACCOR, nor its subcontractors or providers, will be liable to pay any claim or damages to the Accor Eligible Customer resulting from such Teleconsultation Services.

### 3. Privacy Policy of Teleconsultations Services

**Your Personal Data.** When using the Teleconsultation Services you will be required to provide information about You (such as name, email address, phone number, location), including information about your health status which is considered as sensitive information (all together “Your Personal Data”).

Once activated by You, such Services will be provided directly to You by the company: Teladoc Health International SA, which acts as Data Controller (Hereafter “Teladoc”).

Your personal data will be collected and processed by Teladoc, a Spanish company, in accordance with the European Privacy Regulation 2016/679, and other applicable regulations, exclusively for the purpose of teleconsultation services, and subject to appropriate security measures.

**Access to Your Personal Data.** We will never use Your Personal Data for any purpose other than those strictly necessary for rendering the Services for Your benefit. We will not transfer your Personal Data

outside the EEA, except (i) to perform the Teleconsultation Services in the countries where you are traveling and (ii) to host your Data in data centers located in USA.

In the event that the data you provide refers to others persons you must previously inform them and obtain their consent for the processing of their aforementioned Personal Data. Should that person be a minor or incapacitated, the consent must be the one of the father, the mother or the guardian.

**Retention period.** After the end of the provision of the Services your data will be kept for the statutory period for the only purpose of complying with statutory laws .

**Your rights.** You can exercise your rights of access, rectification, limitation, objection and portability, as well as your right to withdraw your consent by e-mail at [lopd@teladochealth.com](mailto:lopd@teladochealth.com), or in writing to: Via Augusta 252-260, 2nd floor, 08017, Barcelona, Spain.

**Contact.** Teladoc has appointed a Data Protection Officer whom you can also contact for getting a copy of the privacy notice or for any questions or complaint you might have related to the processing of your personal data, by email at [dataprotectionofficer@teladochealth.com](mailto:dataprotectionofficer@teladochealth.com), or in writing to: Via Augusta 252-260, 2nd floor, 08017 Barcelona, Spain addressed to "Data Protection Officer. You also have the right to lodge a complaint with Your local data protection authority.