

# Specific Service Use Terms

## – Diaverum d.HOLIDAY Fly Back Programme

**Effective Date:** 13 June, 2024

These Specific Service Use Terms contain the terms under which you use or otherwise avail yourself of the Diaverum d.HOLIDAY Fly Back Programme that Diaverum AB (“**Diaverum**”) provides.

These Specific Service Use Terms apply in addition to the Diaverum General Service Use Terms, available [here](#). In these Diaverum d.HOLIDAY Fly Back Programme Specific Service Use Terms, we refer to the combination of these Specific Service Use Terms and the General Service Use Terms collectively as the “**Service Use Terms**”. The Service Use Terms describe how you may access and use the Diaverum d.HOLIDAY Fly Back Programme and under what conditions you may do so. When we publish and make the Service Use Terms available in other languages than English, we do that only for the convenience of users. In case of any conflict or inconsistency between an English version and a version in any other language, the English version shall prevail and take precedence.

Please read the Service Use Terms carefully before using the Diaverum d.HOLIDAY Fly Back Programme. By using the Diaverum d.HOLIDAY Fly Back Programme, you agree to be legally bound by the Service Use Terms. If you don't agree to the Service Use Terms, you may not use the Diaverum d.HOLIDAY Fly Back Programme.

### 1. ABOUT THE DIAVERUM D.HOLIDAY FLY BACK PROGRAMME

- 1.1. The Diaverum d.HOLIDAY Fly Back Programme is a service provided by Diaverum. It allows dialysis patients on vacation or other trips to quickly reach their transplantation destination upon receiving notice that they are up for a transplantation procedure.
- 1.2. All patients using d.HOLIDAY that are also on a transplantation list are eligible to use and avail themselves of the Diaverum d.HOLIDAY Fly Back Programme (“**Eligible Patients**”).
- 1.3. If you are an Eligible Patient that needs to get to your transplantation destination, the Diaverum d.HOLIDAY Fly Back Programme will arrange the quickest regularly available journey for you, including transfers.

### 2. HOW IT WORKS

- 2.1. You get a call from the transplantation coordinator and are urged to your designated transplantation destination.
- 2.2. Subject to the limitations set out in these Service Use Terms, you have two options:
  1. Contact our call centre and we will book tickets for you on the first regularly available means of transportation and manage any transfer arrangements.
  2. Make your own travel arrangements.
- 2.3. You make your way to your transplantation destination.

- 2.4. No cost implications on your end – subject to the limitations set out in these Service Use Terms, we cover all travel costs connected to getting you to your designated transplantation destination.
- 2.5. You can reach our call centre at +46 10 334 05 61 during office hours (weekdays from 8.30am to 4.30pm CET). Contact us this way if you want us to make your travel arrangements and settle payment of tickets directly with our travel agency.

Outside office hours, or if you prefer it, you can make your own travel arrangements. You can then apply to Diaverum for reimbursement using a claims form made available by Diaverum (“**Claims Form**”).

### 3. SERVICE RESTRICTIONS

- 3.1. Diaverum does not guarantee that Eligible Patients reach their designated transplantation destination in time to undergo the transplantation procedure but will, subject to the limitations set out in these Service Use Terms, use its best efforts.
- 3.2. The following travel arrangements are not included in the Diaverum d.HOLIDAY Fly Back Programme:
  - Private jets, helicopters and other non-regular means of transportation.
  - Business, first-class and non-standard tickets to the extent economy/standard tickets are available at the time of booking.
- 3.3. The Diaverum d.HOLIDAY Fly Back Programme only covers trips to, from and within the countries and territories set out in the Appendix (“**Covered Countries And Territories**”). Countries and territories that are not Covered Countries And Territories are not covered by the Diaverum d.HOLIDAY Fly Back Programme.
- 3.4. Only Eligible Patients are covered by the Diaverum d.HOLIDAY Fly Back Programme; family members, other relative, friends or other fellow travelers of Eligible Patients are not covered.
- 3.5. If you have made your own travel arrangements, the right to reimbursement is subject to your submission of a correctly and fully completed Claims Form; and limited to an amount covering the quickest way (subject to the limitations set out in these Service Use Terms) to your designated transplantation destination.
- 3.6. Within thirty (30) calendar days of reaching your transplantation destination you must submit a doctor’s certificate to the effect that you have undergone a transplantation procedure at said destination or that such a procedure was initiated for your benefit.
- 3.7. Travel arrangements made by you in breach of these Service Use Terms will not be reimbursed.
- 3.8. Without prejudice to any other remedies available to Diaverum under these Service Use Terms, any breach of these Service Use Terms will render you liable to repay any relevant reimbursement received from Diaverum in connection with the Diaverum d.HOLIDAY Fly Back Programme.

#### 4. PRIVACY

- 4.1. When you use the Diaverum d.HOLIDAY Fly Back Programme, you will be prompted to submit certain information about yourself, which may contain Personal Data about you. Examples of such data are health data, contact details and other information.
- 4.2. Diaverum and/or Affiliates control the above data, collect, and process it for the purposes set out in the d.HOLIDAY privacy policy made available on the d.HOLIDAY platform. The d.HOLIDAY privacy policy contains information about, among other things, what Personal Data we collect, what we do with it and our legal ground for doing so.
- 4.3. As required by law and Diaverum policy, we will ask you to provide consent to our collection and processing of your Personal Data.

## APPENDIX

### Covered Countries And Territories

1. Austria
2. Belgium
3. Bulgaria
4. Croatia
5. Cyprus
6. Czech Republic
7. Denmark
8. Estonia
9. Finland
10. France
11. Greece
12. Ireland
13. Italy
14. Latvia
15. Lithuania
16. Luxemburg
17. Malta
18. Netherlands
19. Poland
20. Portugal
21. Romania
22. Slovakia
23. Slovenia
24. Spain
25. Sweden
26. Germany
27. Hungary
  
28. Albania
29. Andorra
30. Bosnia and Herzegovina
31. Iceland
32. Kosovo
33. Lichtenstein
34. Moldova
35. Monaco
36. Montenegro
37. North Macedonia
38. Norway
39. Serbia
40. Switzerland
41. Turkey
42. United Kingdom