

TERMS AND CONDITIONS OF THE BLOOD DONORS CLUB

The present Terms and Conditions (hereinafter referred to as the "Terms and Conditions") are intended to regulate and establish the procedures applicable to the Donors Club in relation to the Blood Bank (Blood Components, A.C.).

The altruistic donor agrees to comply with the following DEFINITIONS, TERMS, AND CONDITIONS:

DEFINITIONS: APPLICABLE BLOOD BANK: A blood bank is a facility focused on the selection of a blood donor or their components, as well as the collection, processing, analysis, storage, and distribution of the donated tissue. In addition to storing this tissue, the blood bank also conducts various processes and studies to ensure that transfusions for patients meet the quality standards required by both national and international regulations in force by agreeing to donate blood or any of its components to be given to someone in need of a transfusion, you can help save lives. **DONATION CARD:** This document is used to record all altruistic donations made by the donor. **DONORS CLUB/MEMBERS:** A non-profit organization established with the goal of reducing blood shortages in hospitals. **HEALTH APPRECIATION COUPON:** A specified gift card provided to members of the Blood Bank Donors Club with an established validity period. The bank is not responsible for loss or misuse of this card. **ALTRUISTIC DONOR:** Any individual who donates their blood or blood components for therapeutic use by someone in need, without the intent to benefit a particular person, motivated solely by humanitarian and solidarity reasons, without expecting any compensation and without a specific request from healthcare personnel, family, or friends of the patient. **EFFECTIVE DONORS:** A healthy individual who altruistically donates blood or its components. **HEMOCOMPONENTS:** These are blood cells like red blood cells and platelets, bodily fluids like plasma, and its fractions such as cryoprecipitates, which can be prepared by methods like centrifugation, sedimentation, among others. **VALID OFFICIAL IDENTIFICATION:** Documents that verify an individual's identity, such as the voter ID card issued by the relevant institute National Electoral Institute ID, valid passport, driver's license, national military service card, or professional license. **MEMBERS AND/OR ACTIVE MEMBERS OF THE DONORS CLUB:** Individuals who make effective donations at least three times a year. **INTRODUCTORY WORKSHOP:** These are courses designed to promote reflection and discussion on the need to donate blood.

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1.- Donation Card.- 1.1 Receipt of the Card, Each altruistic donor will receive a donation card upon registering with the Club. The card will be used to keep a record of all altruistic donations made by the donor. 1.2 Purpose of the Card. The donation card will serve as evidence of the donor's donation history and will provide benefits related to the request for blood units.

2.- Policy to Become a Member of the Blood Donors Club.- The following criteria must be met: 2.1 Meet established medical criteria, such as age and weight. 2.2 Members commit to donating at least twice a year. 2.3 A valid photo ID is required for membership. 2.4 Members must attend an introductory workshop. 2.5 Participation in promotional campaigns and events of the Donors Club is required. 2.6 Members must stay informed and attend the scheduled meetings organized by the Donors Club. 2.7 Members are expected to act with respect and solidarity in all interactions related to the Donors Club. 2.8 Members must inform the Donors Club of any changes in their health status or medication that may affect their participation. 2.9 Make effective donations, consisting of two donations within a year, counted from the last donation recorded in the donation card.

3.- Conditions to Obtain Benefits as a Member of the Blood Donors Club.- 3.1 With the donation booklet, the altruistic donor can request blood components from the Blood Bank, provided that these components are available. These units can be requested for the use of the donor or their direct relatives through medical establishments with which COMPONENTES SANGUÍNEOS, A.C. has a valid agreement. 3.2 Every recipient of blood components must present effective donors for the replacement of the units (with a replacement rate of double the number of blood components delivered). However, active members of the altruistic donors' club are not required to present other donors for the replacement of the requested blood. 3.3 Benefit without cost for processing and storage. For an active member of the club to receive this benefit, which is for one unit (450 ml) of blood, they must have previously donated a minimum of 6 units of whole blood (this benefit does not apply in the case of apheresis). 3.4 The provision of human blood and its components is non-remunerable, so the collected units have no monetary value and cannot be returned. 3.5 In the case of requests for rare blood types, the Blood Bank commits to making every effort to assist in obtaining the specific blood component.

4.- Objective of the Guidelines.- These guidelines are designed to ensure the commitment of members and guarantee safe and effective donations.

5.- Use and Validity of the Donation Booklet.- 5.1 The booklet must be presented when requesting units from the Blood Bank. 5.2 The donation booklet may not be used for purposes other than those specified in this document. 5.3 The record of donations in the booklet must be updated by authorized personnel of the Blood Bank after each donation.

6.- Confidentiality and Personal Data.- The processing of Personal Data that is shared, including Sensitive Personal Data where applicable, is primarily intended for the proper selection and risk analysis or circumstances that may allow for the establishment of, as well as fulfilling the obligations of, any legal relationship between the parties. Additionally, the processing of Personal Data, excluding Sensitive Personal Data, will be for the purpose of informing about products or services, additional benefits, discounts, promotions, bonuses, contests, market studies, raffles, and general advertising. To achieve this objective, only the personal information necessary for providing the services is transferred, requiring the Blood Bank to protect this information, maintain confidentiality, and prohibit the use of this information for any other purpose. In the case of successive transfers to a Third Party, the Blood Bank assumes the same obligations according to this Privacy Notice and the Law and its Regulations. The Blood Bank and its members agree to maintain the privacy and confidentiality of Personal Data by applying security policies and procedures to protect such data from unauthorized disclosure, as well as implementing measures to protect against unauthorized access, and those necessary for the proper disposal of any media containing such data. Furthermore, the disclosure of this data to third parties will be limited as specified in this Privacy Clause, except when necessary or permitted by law or ordered by a competent authority. Data Collection. 6.1 According to the LGPDPPSO (Federal Law on the Protection of Personal Data Held by Private Parties), personal data is any information concerning an identified or identifiable natural person. A person is considered identifiable when their identity can be determined directly or indirectly through any information. 6.2 Personal data will be used exclusively for purposes related to the operation and administration of the Bank. 6.3 Personal data will not be shared with third parties without the explicit consent of the donor, except when required by law.

7.- Modifications to the Terms and Conditions.- The Bank reserves the right to modify these Terms at any time. Modifications will be notified to donors through the website https://api.costamed.com.mx/docs/TERMINOS_CONDICIONES_CLUBDONADORES.pdf.

8.- Termination of Membership.- 8.1 By the Member: The club member may request to terminate their membership at any time by sending a written notice to the email address bancodesangre@costamed.com.mx. 8.2 By the Blood Bank: The Bank reserves the right to terminate the membership if the member does not conduct themselves appropriately or in the case of a breach of the conditions established in this document of terms and conditions.

9.- Limitation of Liability.- 9.1 The Blood Bank is not responsible for the loss or misuse of coupon data. 9.2 In the case of requests for rare blood types, the Blood Bank commits to making every effort to assist in obtaining the specific blood component. 9.3 The Blood Bank will not be responsible for any adverse health effects that may arise post-donation. 9.4 The blood unit will be provided without a recovery fee, provided that the minimum donation requirements described in section 2.2 of this document have been met. 9.5 Once the benefit from section 3.1 is obtained, the blood unit through the booklet, the document must be returned to the Blood Bank staff, who will provide a new one, with the understanding that these documents are not cumulative. 9.6 Attendance at the Blood Bank for a donation will not be considered valid until the Blood Bank staff determines that the donation is effective and is recorded in the donation booklet.

10.- Applicable Legislation.- These Terms will be governed by and interpreted in accordance with the Official Mexican Standard (NOM-253-SSA1-2012) for the provision of human blood and its components for therapeutic purposes.

11.- Contact.- For any inquiries or additional information, donors can contact us at (987) 8729400 ext. 1448 or via email at bancodesangre@costamed.com.mx.

12.- Additional Benefits for Members.- Members of the Donors Club enjoy exclusive benefits at the Blood Bank and Grupo Médico Costamed. These benefits are related to a commercial collaboration between the two entities and are detailed below: For the General Public: 3 consultations with a general practitioner, 1 session of physical therapy, 1 dental cleaning. For Costamed Employees: 1 dental cleaning, 1 paid day off. For Crew Members: 1 dental cleaning, 20% discount on Nutrition consultation. 12.1 Commemorative gifts such as mugs, t-shirts, and stress balls. 12.2 Exclusive discounts with participating companies. These benefits and gratuities are non-transferable, non-cumulative, and have a validity of one year. They can be used at any of the medical facilities within the Grupo Médico Costamed network located at: Centro Médico de Cozumel at Calle 1era Sur, No. 101, between 50 Av. and 50 Av. Bis, Col. Adolfo López Mateos, Cozumel, Quintana Roo, Mexico. C.P. 77667. Clínica Costamed Carretera Federal at Manzana 285, lote 7, between Calle 23 and 27, Edificio Progreso local 5 and 6, Colonia Ejido Sur, Playa del Carmen, Municipio de Solidaridad, Quintana Roo, Mexico. C.P. 77712. Hospital Costamed Tulum at Avenida Tulum, Lote 08, between Calle 3 Sur and Carretera a Zona Arqueológica, Colonia Centro, Municipio de Tulum, Quintana Roo, 77760.