



# European Hematology Exam

## **Terms and Conditions**

European Hematology Association

Version: February 2026

These Terms and Conditions (“Terms”) govern the registration for and participation in the European Hematology Exam (“EHA Exam” or “Exam”), organized by the European Hematology Association (“EHA”). Submission of the online registration form constitutes acknowledgment and acceptance of these Terms and creates a binding agreement governed by them.

Registration is permitted only under these Terms. Registration submitted on behalf of a third party constitutes a declaration that the third party has been informed of these Terms and accepts their applicability.

The Terms in force at the time of registration apply to the corresponding Exam Session. EHA may amend these Terms at any time; amendments apply only to future registrations and do not affect Exam Sessions for which registration has already been confirmed under Clause 4.

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## 1. Definitions

- **EHA Exam/Exam:** MCQ assessing hematology knowledge in accordance with the European Hematology Curriculum and relevant EHA standards.
- **Candidate / Participant:** the individual registering for or sitting the Exam.
- **Exam Session:** the specific sitting of the Exam for which a Participant is registered.
- **Remote/Online Exam:** an Exam Session delivered remotely through an online platform using live or automated proctoring.
- **OnSite Exam:** an Exam Session delivered at a physical venue designated by EHA or its national partners.
- **Data Controller:** EHA, which determines the purposes and means of processing personal data relating to the Exam.
- **Data Processor:** CYIM, and where applicable its authorized subprocessors, processing personal data on behalf of EHA.
- **MyEHA:** the official membership portal of EHA.
- **CYIM:** external exam delivery and proctoring partner providing technical, hosting, monitoring and data-exchange services.

## 2. Eligibility

- 1 Participation is open to individuals who wish to undertake the Exam; no predefined eligibility or professional criteria apply.
- 2 EHA may refuse or cancel a registration where necessary to maintain exam integrity, ensure compliance with these Terms, or address operational or capacity constraints, including confirmed instances of misconduct in current or prior Exam Sessions.

## 3. Registration Procedure

- 1 Registration is available exclusively via the official EHA website ([www.ehaweb.org](http://www.ehaweb.org)) through the designated online registration form.
- 2 Upon submission of the registration form, an acknowledgement email is sent to the address provided in the form. This email includes an invoice for the applicable Exam fee.
- 3 Submission of the registration form constitutes an offer to enter into an agreement with EHA. The agreement becomes effective only upon full payment of the Exam fee under Clause 5 and issuance of a registration confirmation email.

## 4. Fees, Payment and Invoices

- 1 Exam fees are stated and payable in Euros (EUR/€).
- 2 Fees include VAT where applicable (EHA VAT Number: NL 8090.86.864.B.01).
- 3 Accepted payment methods include major credit cards, debit cards (region-dependent), online banking providers, PayPal, Sofort Überweisung, and bank transfer (subject to a €5 fee).
- 4 For bank transfers, an unpaid invoice is issued by email with instructions and a reference number. Proof of payment must be submitted to the designated mailbox within five (5) working days.
- 5 Upon receipt of full payment, a digital invoice and confirmation email are issued; no paper invoices are provided.
- 6 EHA may refuse or cancel a registration if payment is incomplete or suspected of fraud.

## 5. Location Change

- 1 The Exam may be offered at multiple physical locations via national hematology societies.
- 2 Participants may request a change of Exam location through the MyEHA registration system.
- 3 A location change constitutes:
  - (a) cancellation of the existing registration for Location A (Clause 7 applies), and
  - (b) submission of a new registration for Location B, subject to availability and payment.
- 4 Requests are accepted only until 1 May of the Exam year.
- 5 Completion of cancellation and any applicable refund is required before re-registration.

## 6. Cancellation Policy

- 1 Cancellation requests must be submitted by email; the date of receipt determines the effective cancellation date.
- 2 Refunds, if applicable, are processed only after the Exam Session concludes.
- 3 Refund schedule:
  - >30 days before Exam date → 100% refund minus processing charges

- 15–30 days before Exam date → 50% refund minus processing charges
  - <15 days before Exam date → No refund
- 4 EHA may deviate from this schedule in exceptional documented circumstances (e.g., medical emergencies). Nonattendance without valid cancellation provides no entitlement to refund, credit, or rescheduling.

## 7. Visa Support and Visa Related Refunds

- 1 Visa invitation letters may be generated through MyEHA after registration is confirmed.
- 2 EHA does not contact or intervene with embassies or visa authorities.
- 3 Visa refusal refunds may be requested with official documentary proof and processed under Clause 7.
- 4 Requests must be submitted no later than the Exam date.

## 8. Liability

To the fullest extent permitted by law, EHA and its organizing partners are not liable for:

- personal injury, illness, or death; or
- loss of or damage to personal property (including laptops or electronic devices)  
arising from participation in the Exam, presence at an Exam venue, or use of an online platform.

EHA provides guidelines to national partners concerning Exam organization but is not responsible for their acts or omissions unless required by law.

Nothing in these Terms excludes or limits liability for gross negligence, willful misconduct, or any liability that cannot be excluded under applicable law.

All other liability of EHA and its organizing partners is excluded to the maximum extent permitted under Dutch law, including liability for indirect, incidental, consequential, or punitive damages, and for loss of profit, loss of data, loss of opportunity, or reputational harm.

## 9. Changes, Postponement and Force Majeure

- 1 EHA may make changes to the Exam format, timing, duration, content, platform, or venue for organizational, safety, regulatory, or logistical reasons.
- 2 In the event of circumstances beyond EHA's reasonable control ("**Force Majeure Events**"), including but not limited to pandemics, government restrictions, strikes, extreme weather, natural disasters, war, public unrest, or major technical failures, EHA may:
  - modify the Exam schedule,
  - postpone or cancel an Exam Session, or
  - limit available seats or online slots.
- 3 EHA will make reasonable efforts to notify Participants of such changes using the contact details provided at registration.
- 4 Where postponement or cancellation arises from a Force Majeure Event, EHA will make reasonable efforts to offer alternative arrangements. EHA's liability is limited to the Exam fee paid for the affected Session. No liability extends to travel, accommodation, or other consequential costs.

## 10. Specific Needs

1. EHA aims to ensure the Exam is accessible wherever reasonably possible.
2. Participants requiring accommodations must inform EHA as early as possible, and no later than the registration deadline, by emailing **exam@ehaweb.org** with supporting documentation where appropriate.
3. Requests are assessed in good faith, subject to feasibility and protection of exam integrity.

## 11. Venues and Virtual Platforms

1. On-Site Exam venues are selected to meet EHA standards and are typically congress centers, universities, or hotels with suitable examination facilities.
2. Online-Proctored Exams are delivered via secure virtual platforms provided or managed by CYIM under EHA's instructions.
3. Participants and visitors must comply with all venue or platform instructions issued by EHA, partners, or venue staff.

## 12. Data Protection and Privacy

EHA acts as Data Controller for personal data processed for Exam administration and participation.

### **Purposes and Legal Bases**

Personal data is processed for registration, payment, identity verification, scheduling, delivery (onsite or remote), proctoring and security, scoring, certification, complaints handling, and legal compliance. Legal bases include contract performance (Art. 6(1)(b) GDPR), legal obligation (Art. 6(1)(c)), and legitimate interests (Art. 6(1)(f)). EHA's legitimate interests include ensuring Exam integrity, preventing fraud, maintaining platform and information security, and conducting operational analysis to improve the Exam.

Biometric data (e.g., facial comparison) is processed only with explicit Participant consent (Art. 9(2)(a)).

### **Categories of Data**

Data processed may include identification data, contact details, registration/payment data, exam performance data, and proctoring data (audio/video, screenshots, logs, environment images).

### **Data Processor – CYIM**

CYIM processes personal data solely for Exam delivery, monitoring, and security under written instructions from EHA and GDPR-compliant agreements.

### **International Transfers**

Where applicable, transfers outside the EEA occur under appropriate safeguards such as adequacy decisions or standard contractual clauses.

### **Retention**

Personal data is retained only as long as necessary for Exam administration or compliance with legal obligations, in line with EHA's retention schedule. Proctoring data (including audio/video recordings, screenshots, logs, and environmental images) is retained strictly for the period required to complete integrity verification, handle any complaints or investigations, and comply with legal or regulatory requirements.

### **Data Subject Rights**

Data subjects may have rights of access, rectification, erasure, restriction, objection, and portability under applicable law. Consent for biometric processing may be withdrawn, though this may prevent participation in a Remote/Online Exam. Further information is available in the EHA Privacy Statement.

## 13. Online-Proctored Exams, Monitoring and Recording

1. Online-Proctored Exam Sessions are subject to continuous monitoring, which may include real-time capture and recording of a candidate's face, voice, screen, desk, workspace, and surrounding environment, solely for exam integrity and security.
2. Exams must be taken in a quiet, private environment. Third-party presence is not permitted. Prohibited items include pen and paper, books, notes, mobile phones, tablets, physical calculators (unless expressly authorized), and food. Detection or inference of third-party presence or prohibited items constitutes a breach of security and may result in immediate termination of the Session and forfeiture of the Exam fee.
3. Candidates must complete required online check-in steps and be ready to begin at the scheduled Exam time. Late arrivals may be denied entry without refund or rescheduling.

## 14. Identity Verification and Biometric Processing

1. Identity verification may include automated or manual checks, including facial comparison between live images, ID documents, and images captured during the Exam Session.
2. Biometric processing is conducted exclusively for identity verification and security. Where required by law, explicit Participant consent is obtained via the online platform. Absence of consent may preclude participation in an Online-Proctored Exam.

## 15. Testing Space Verification

1. As part of check-in, candidates may be required to pan the camera to show the room and/or provide photographs or short videos of the testing environment.

2. These images are used solely for fraud prevention, identity verification, and exam integrity, in accordance with Clause 13.

## 16. Contact

- EHA Executive Office  
Koninginnegracht 12b  
2514 AA The Hague  
The Netherlands
- Exam inquiries: [\*\*exam@ehaweb.org\*\*](mailto:exam@ehaweb.org)
- Technical/payment inquiries: [examsupport@ehaweb.org](mailto:examsupport@ehaweb.org)

## 17. Governing Law and Jurisdiction

1. These Terms and all related agreements are governed by the laws of The Netherlands.
2. The courts of The Hague have exclusive jurisdiction over disputes, without prejudice to EHA's right to initiate proceedings in the courts of the Participant's domicile to recover outstanding sums.
3. These Terms operate without prejudice to mandatory consumer-protection laws of the Participant's habitual residence.