

General Booking Conditions for Events VNG International

Which information do we collect when you register? And what do we use that information for?

We can collect and process your personal details for a number of purposes. Below we describe the use to which we put that information.

- *When registering for an activity*

If you register for a conference or other meeting, we process the details you enter on the registration form. These certainly include your name, address and contact details, and sometimes other information which you pass on to us such as dietary requirements or possibly disabilities. We may also record your company name or position.

We process your details to successfully organise the meeting and to implement the agreed activities. We process details to communicate about the registration and to produce name badges. We also use your (email) address to send you information before and/or after the meeting, such as a programme or minutes, or to answer your questions.

After the event we may also send you an evaluation form by email. Completing the questionnaire is never compulsory. We will process any response as anonymously as possible, and ensure that your replies cannot be derived to you as an individual.

- *During a visit to an activity: photographs and promotion*

During our activities, photographs are taken, and picture material is filmed. We use these photographs and/or films for our public communication, reports and publications. If you do not wish to appear on these photographs and/or film, you can duly notify the photographer or film maker, or inform the event organiser.

- *For issuing lists of participants*

Once you have registered for an activity, we can issue your details to other participants, speakers, lecturers or organisers. The following conditions apply:

We consider it important that we make it possible for you to network during and after our meetings. That is why we sometimes issue a list of participants to all other participants with the following details: name, position, organisation and town/city. We never share your contact details.

If you do not wish to appear on this list, you can make this known upon registration or send an email to vngi-events@vng.nl.

If there are speakers during the activity, we share the following details with them: a list of participants per session, stating name, position, organisation and town/city of the participants. We do this to help them match their presentation as closely as possible to the interests of the participants. However, we never share your contact details.

In exceptional cases it is necessary to share your contact details with the lecturer(s). We do this so they are able to contact you about the course you plan to follow. Contact is also possible via the online learning environment.

- *other purposes*

Your email address, your business address and/or name are used to send invoices, to collect amounts payable, to investigate your creditworthiness and for our bookkeeping. Based on statutory obligations in tax law, we are required to store your details such as your (company) name, VAT number and business address in our administration. We also use this information to deal with any complaints and/or disputes involving you.

Event details may be shared between VNG and its subsidiary companies if necessary, for the provision of their services.

If you have specific dietary wishes or if you have a disability that we must take into account during the meeting, if necessary we will share this information with the location or the restaurant where the meeting is to be held. As far as possible, we pass on this information anonymously.

How long do we store your details?

We never store your personal details longer than is necessary for the purpose for which they are recorded. Project donors sometimes require us to store details up to a maximum of 10 years. We comply with this statutory requirement and ensure that your details are deleted after that time.

What are your rights with regard to your privacy?

You have the following rights:

- You have the right to request access to your personal details processed by us.
- You can ask us to correct, delete or screen any personal details that contain factual inaccuracies.
- You can object to the recording of your personal details.
- You can ask us to restrict the use of your details.
- You can ask us to transfer your personal details to you (in digital format). This right only applies for personal details recorded by us to enable us to implement an agreement entered into with you, and personal details that we have recorded subject to your permission.
- If we have processed your details on the basis of your permission, you are entitled to withdraw that permission at any time. Up to the moment of withdrawal, your personal details are considered processed legally. Following withdrawal of permission, we will remove your details. This situation may differ if we also require your details for another purpose, and are permitted to store them on legal grounds. In that case, we will store the details for that purpose.

How can you make use of the above rights, and what should you do in the event of a complaint?

If you have a complaint/question about privacy, please report this complaint/question to us first, so that we can work with you to find a solution. You can submit your request by email via vng-international@vng.nl. Alternatively, you can send us a letter by post to VNG International, attn. Privacy Officer, P.O. Box 30435, 2500 GK The Hague, The Netherlands.

You are also always entitled to submit a complaint to the Dutch Data Protection Agency. Do this via the website www.autoriteitpersoonsgegevens.nl.