



Cancellation policy:

Cancellation of Registration

More than 30 days before the start of the Event - 100% Refund (less 10% handling fee)

Between 29 days & 10 days before the start of the Event - 50% Refund (less 10% handling fee)

9 days or less before the start of the Event - 0% Refund

All cancellations to be made by email to: refunds@cfsevents.co.uk

Exhibitors and Sponsors

In the instance that an event is unable to go ahead due to a Force Majeure event, CFS Events Ltd will use all reasonable endeavours to liaise with sponsors and exhibitors in order to offer an alternative date for the meeting. If no alternative date is available, or if the exhibitor/sponsor (acting in good faith) reasonably determines that the new dates are wholly unsuitable, CFS Events Ltd will refund the sponsor/exhibitor any sponsorship/exhibition payments made to date, less 10% of the total sponsorship cost, to cover pre-event exposure which the sponsor/exhibitor has benefitted from already.

Neither party will have any further liability to the other in relation to such a cancellation.

Cancellation of Accommodation:

Please check the cancellation terms specific to the hotel you have booked. These can be found on your confirmation email.

Early bird rates:

Please be aware that your registration must be paid within 28 days of the early bird deadline in order to benefit from the lower rate. Any registrations which have not been paid for after this grace period will automatically be increased to the higher rate and a new invoice will be submitted.

CFS Events Ltd Privacy Statement

The below should give you a clear and concise overview of why and how CFS Events Ltd handles your personal data. If you have any queries at all, please do get in touch.

The name and contact details of our organisation:

Our contact for GDPR:



Robyn Stewart

CFS Events Ltd

Mindenhall Court

17 High Street

Stevenage

Herts

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+44(0)1438 751519

The purposes of the processing we undertake:

CFS Events Ltd will process personal data:

1. In the fulfilment of contract terms with event attendees
2. For use in organising travel & logistics for attendees at our events
3. To process for abstract submissions for events
4. To use in artwork, including in the production of meeting programmes
5. To advertise programmes for events online - with speaker's details on them
6. To advertise meetings to individuals on our databases

The lawful basis for the processing we undertake:

Collecting data for use in events management

We will rely on 2 legal bases here:

- * Contractual Basis – for processing data relating to someone buying a ticket for an event
- * Legal Obligation Basis – for processing data required by companies house etc.

Collecting data for use in our email marketing campaigns

We will use 2 bases here:

- * Consent Basis – for adding personal data to future marketing lists
- * Legitimate Interests Basis – for marketing to existing databases

'Legitimate Interests' Explained:

We hold contact data (first name, surname, email address) for past attendees at our events. The Privacy and Electronic Communications Regulations (PECR) give people specific privacy rights in relation to electronic communications. Clause 22 of PECR encompasses the idea is that if an individual bought something from you recently, gave you their details, and did



not opt out of marketing messages, they are probably happy to receive marketing from you about similar products or services even if they haven't specifically consented.

We rely on the 'legitimate interests' basis for our marketing activities. We have completed an LIA for Legitimate Interests which has shown that how we use people's data is proportionate, has a minimal privacy impact, and people would not be surprised or likely to object.

If you receive an email from CFS Events Ltd and would like to opt-out of our databases. Please email admin@cfsevents.co.uk, and insert 'REMOVAL FROM DATABASES' into the subject line. We will remove your email from our databases immediately.

When we collect your personal data:

We will collect personal data from you in the following situations:

- ✘ On our online registration systems – through EventsAir
- ✘ On Speaker & Delegate forms we send out to you to fill in
- ✘ During the abstract submission process
- ✘ Over the phone (if you are paying or registering over the phone with one of the team)
- ✘ Over email – if you send it to us via email
- ✘ Via expense forms, in order to pay your expenses

We will alert you to the fact that we are collecting personal data, and what we will use it for at the time we ask you for it. If you are ever unsure, please get in touch!

The recipients or categories of recipients of the personal data:

Categories of personal data collected

- Contact details, including name, email address, postal address, job title and telephone number
- Billing details, including billing address, card details for payment
- Preferences in terms of marketing content, including specialty of medicine and level of expertise of event attendees
- Passport information, including name as it appears on a passport, DOB, passport expiry date and passport number
- Logistical preferences, including closest rail station/airport
- Bank details for expenses

The categories of recipients of personal data:

These are the categories of recipients we will forward your personal data to:

- Hotels
- Travel agencies



- Airlines (directly)
- Conference venues
- Our customers (where we are acting as agent)
- Faculty members/organising committees at events we are running
- Event Sponsors/Exhibitors

Details of transfers of personal data to any third countries or international organisations:

We are committed to protecting your personal data, especially if that personal data is being sent outside of the outside the European Union, to third countries or international organisations.

We will never transfer your personal data outside the European Union, to third countries or international organisations without your informed consent. Details of the recipient of the personal data (usually a hotel outside of the EU) will be sent to you when we are for that specific personal data. As always, if you have any questions at all, please get in touch!

Our retention periods for holding your personal data:

Contact details, including name, email address, postal address, job title and telephone number - 2 years following an event

Billing details, including, card details for payment - Deleted immediately upon payment

Billing address - 7 years – in line with account practices

Expenses Info - 2 years – due to finance queries

Preferences in terms of marketing content, including specialty of medicine and level of expertise of event attendees - Indefinitely, until deletion is requested

Passport information, including name as it appears on a passport, DOB, passport expiry date and passport number - Deleted immediately, following the event

Logistical preferences, including closest rail station/airport - Deleted following the event

Your rights:

You have the right to withdraw consent your consent to receiving marketing information from us at any time. If you would like to opt-out of our databases. Please email admin@cfsevents.co.uk, and insert 'REMOVAL FROM DATABASES' into the subject line. We will remove your email from our databases immediately. Please click here (<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-object/>) for further information.

You have the right to access the personal information we are holding on you. Please click here (<https://ico.org.uk/for-the-public/personal-information/>) for further information. We would be happy to let you know what personal information we hold on you – just get in touch! Please email admin@cfsevents.co.uk.

You also have the right to rectification – you are entitled to have personal data rectified if it is inaccurate or incomplete. Please just get in touch with us if you have any queries about the data we are holding. Please email admin@cfsevents.co.uk.

You also have the right to erasure in certain circumstances. The broad principle underpinning this right is to enable you to request the deletion or removal of personal data where there is no compelling reason for its continued processing. Please visit <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to->



[erasure/](#) for more information. If you would like to exercise this right, please do get in touch. There is a letter template here (<https://ico.org.uk/for-the-public/raising-concerns/>), which might be useful.

If you are not happy with how we are processing your data, you are able to lodge a complaint with a supervisory authority. For more details, visit <https://ico.org.uk/for-the-public/>.

We will only process your personal data in ways in which you would expect – for ensuring your accommodation and travel bookings are made, to ensure you receive your registration confirmation etc. however, if you have any queries at all, please do not hesitate to get in touch. Please email admin@cfsevents.co.uk.

