



## REGISTRATION TERMS & CONDITIONS

### Registration Confirmation

Registration is confirmed upon receipt of the full payment of the respective registration fee. Only fully-paid up attendees will receive the link to access the event platform. For attendees benefiting from a complimentary ticket, registration is confirmed upon submission of the registration form.

### Access to the Virtual Platform

Confirmed registrants will have access to the virtual platform during the event from 1 to 4 November, as well as after the event as follows:

- The recordings of scientific sessions, exhibitor workshops and scientific posters will be accessible on demand until 31 October 2022;
- The virtual exhibition and international community area will be accessible on demand until 30 November 2021.

Participants will be required to sign in or create an account on the virtual platform provided by Morressier. Note that the participants profile on the virtual platform, is visible to all fellow attendees.

Click [here](#) to view the general terms of Morressier. Please note that by registering to the ISPO 18th World Congress and creating an account on Morressier, you expressly agree with Morressier's [General Terms](#), [Terms of Service](#) and [Privacy Policy](#).

### Cancellation

Registrations can be cancelled by sending a written notification to [ispo@ispoint.org](mailto:ispo@ispoint.org). For cancellations made by Monday, 20 September 2021, a refund of the fees will be paid, but ISPO will retain an administrative charge of 25 EUR . For cancellations received by Monday, 25 October 2021, a 50% refund will be granted. No refund will be provided for cancellations after 25 October 2021.

Please note that there is no need to cancel your registration in case you are not able to attend some or all days between 1 and 4 November 2021. The recordings of scientific sessions, exhibitor workshops and scientific posters will be accessible on demand until 31 October 2022. The virtual exhibition and international community area will be accessible on demand until 30 November 2021.

### Transfer of Registration

The registration is issued to you personally. Sharing or transferring registrations is against our Terms and Conditions and any attempts to do so may result in additional fees or fines.

### Payment

You will be able to pay by credit card (Visa, Mastercard) using the PCI compliant payment platform Stripe. While payment via credit card is preferred, if needed it is also possible to pay via bank transfer. Please note that the money has to arrive in the ISPO account before the registration deadline of 20 September 2021 for the early bird rate or before the 25 October 2021 for the regular fee.

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## Value Added Tax (VAT)

The [registration fees](#) listed on the congress website are exclusive of VAT.

Danish VAT (25%) is applicable and will be levied on registrations from individuals located in the EU, as well as legal entities located in Denmark.

No VAT will be levied on registrations from individuals outside the EU, and on registrations from legal entities outside of Denmark (subject to reverse charge).

## Access and Connectivity to the Online Event

All participants are responsible for arranging a stable internet connection of sufficient bandwidth in order to access and interact on the online event platform. ISPO will not be held responsible for any event access issues due to the participant's connection or service providers, system configuration or any other information technology issues beyond its control.

## Event Cancellation, Change & Liability

If a software or other issue with the hosting platform or a "force majeure" event beyond ISPO's control is preventing ISPO from carrying out its obligations to conduct the virtual event, then ISPO shall have no liability and shall be relieved from its obligations towards the registrants.

For organisational reasons, and/or reasons beyond the control of ISPO, ISPO reserves the right to alter the timing, content and format of the programme without prior notice at any time before or during the event.

ISPO directors, officers and representatives shall not be liable for, and are hereby released from, any claims, liabilities, losses, damages, costs or expenses relating to or arising out of any claims related to the ISPO 18th World Congress.

## Use of Content

Rebroadcasting, recording video and/or screenshots is strictly prohibited during the ISPO World Congress. If videos or images from the ISPO World Congress are created and/or disseminated without the consent of ISPO, ISPO may take action as deemed appropriate. ISPO reserves the right to exclude attendees who do not abide by these requirements.

## Data Protection and Privacy

- Data collection

In line with EU Regulation 2016/679, Article 11 and Article 12, ISPO provides the data subjects with the following information:

The data controller is ISPO, and the data processor is Interel Group, Morressier & Leipzig Messe, who is providing event organisation services to ISPO by organising the ISPO 18th World Congress on behalf of Visit.Brussels.

For the purpose of registering participants to 18th World Congress, the data processor is collecting and processing personally identifiable information (e.g. names, email addresses) from international association professionals. This data is being processed and used by the Interel Group, Morressier & Leipzig Messe for the sole purpose of inviting and registering data subjects to the ISPO World Congresses.

The data will be stored and will be passed on to third parties (congress service providers and exhibitors according to the "Use of Data" clause below).. We do use the following third-party service providers to process and store user data: MailChimp & Jotform,. For the case of MailChimp and Jotform, international personal data transfers are operated which

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are supported by the following standard contractual clauses: <https://mailchimp.com/legal/data-processing-addendum/> and <https://www.jotform.com/gdpr-compliance/dpa/>.

The person designated as being in charge of the processing operation is The person designated as being in charge of the processing operation is Mujahid Zaman ([ispo@ispoint.org](mailto:ispo@ispoint.org)) . However, you always have a choice: If you have any questions/objections regarding the above please email: [ispo@ispoint.org](mailto:ispo@ispoint.org).

All data subjects have the right of access, the right to rectify the data and the right to recourse consent of data storage concerning him or her by contacting the data controller. Should the data processor receive such requests from data subjects, they will be forwarded to the data controller for handling.

- Use of Data

Data related to attendance will be used by ISPO and congress service providers for the sole purposes of the event organisation and statistics. Note that in connection with the registration, ISPO reserves the right to inform you about this and similar proprietary events (GDPR Art 6 para. 1b and f). You have the right to object to the use of your data at any time. To do this, please contact us at [ispo@ispoint.org](mailto:ispo@ispoint.org). The data provided will be processed by ISPO in compliance with GDPR and other legal provisions for the purpose of customer service.

CONSENT – The virtual exhibition area of the ISPO World Congress also serves to promote sales and marketing of products and services between our exhibitors and participants. Since this is primarily a B2B event, the following personal data, which we collect from you in the course of your registration, will be forwarded as a "digital business card" to those exhibitors whom you contact via the chat function in the exhibitor profile and whose exhibitor workshop/s you are visiting: first name, surname, organisation/institute, country, email address.

CONTACT EXCHANGE – If participants agree to exchange contact details with another participant or exhibitor during the meeting, ISPO will no longer be responsible for how that data is stored or used by these persons/companies.

### Language

The official language of the congress is English.