



Privacy Policy - Privacy Notice Eventos by Transalpino, Lda.

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1. Introduction

This Privacy Notice (“Notice”) sets out how Eventos by Transalpino, Lda. (Eventos by T) protects the privacy of the Personal Data of our employees, clients, partners, or any other entity with whom Eventos by T interacts in the context of its activities.

As an event organizing company, Eventos by T needs to collect, use, and disclose Personal Data to perform business functions and activities, including event registration on behalf of its clients. At Eventos by T, we are committed to protecting the privacy and confidentiality of Personal Data and maintaining a controlled environment (physical, electronic, human, and procedural controls) aligned with operational risks.

Under the General Data Protection Regulation 2016/679 (“GDPR”), Eventos by T is a “data controller” of any personal information provided to us in the context of our relationship with clients or any other stakeholders.

By providing Personal Data, stakeholders agree that this Notice will apply to how we handle their Personal Data and consent to its collection, use, and disclosure as detailed in this Notice. If stakeholders do not agree with any part of this Notice, they should not provide us with their Personal Data. If they do not provide us with their Personal Data or withdraw the consent they have provided under this Notice, this may affect our ability to provide services or negatively impact the quality of services we may provide. For example, most congress registrations must be made with the full name of the registrant and include appropriate contact and identification details (e.g., email address), and we cannot register without this information. Note that there may be cases where local data protection laws impose more restrictive personal data processing practices than those set out in this Notice. When this occurs, we will adjust our Personal Data processing practices to comply with those local laws.

2. What Personal Data do we collect?

Personal Data has the meaning given by local data protection laws and, where GDPR applies, the meaning given under GDPR. Personal Data generally means data relating to an individual who can be identified from that data; or is identifiable from the combination of that data with other available data. Generally, the type of Personal Data we collect is necessary to facilitate the event's organization, registrations for events, or to arrange services and/or products related to organizing events for our clients, such as booking travel or hotel accommodations. In this context, we typically process the following types of Personal Data about our clients.

- Contact details (such as name, home/mailling address, phone number, email address);
- Payment details;
- Passport details;
- Loyalty/frequent flyer program details;
- Dietary and health-related information (if any); and
- Other relevant data for organizing the event or required by service providers (e.g., airlines and accommodation or tour providers);

When our clients contact us for other purposes, we may also collect Personal Data related to those purposes. For example, we may collect Personal Data to contact clients regarding a competition/campaign they have entered or to respond to questions or comments they have sent us. We also collect data necessary for use in our business activities or those of our related entities, including, for example, financial details needed to process transactions, video surveillance images used for security purposes, or other relevant Personal Data that clients may wish to provide.

In some circumstances, we collect Personal Data that may be considered sensitive data according to local data protection laws. Sensitive data may include (without limitation) racial or ethnic origin, philosophical or religious beliefs or affiliations, sexual preferences or practices, criminal record or alleged offense, membership in political, professional, or trade associations, biometric and genetic information, financial data, and health data. We will only collect sensitive data under local data protection laws, with the explicit consent of the individuals concerned, and where the data is reasonably necessary or directly related to one or more of our functions or activities (e.g., for organizing an event), unless required or authorized to do so by law. To the extent permitted or required by local data protection laws, our clients consent to our use and disclosure of their sensitive data solely for the purpose for which it was collected unless we subsequently receive their consent for another purpose. For example, if clients provide us with health data related to travel insurance they wish to purchase, clients consent to our use and disclosure of that health data on their behalf in contacts with the insurance promoter. We will not use sensitive data for purposes other than those for which they were collected unless we receive consent from their holders to do so.

3. How do we collect Personal Data?

We only collect Personal Data under local data protection laws. Generally, we collect Personal Data in the context of contacts made with our clients, unless it is unreasonable or impracticable to do so. Generally, this collection will occur when:

- Clients contact us in person, by phone, letter, or email;
- They visit us through our website; or
- They contact us through social media.

We may also collect Personal Data when:

- They register for events or inquire about other products and services;
- They enter competitions or register for campaigns/promotions;
- They sign up to receive marketing communications (e.g., e-newsletters);
- They request brochures or other information

In some circumstances, it may be necessary to collect clients' Personal Data from third parties. This includes cases where an individual registers for an event on behalf of another person(s) (e.g., a group or registration made by an external entity). When this happens, we rely on the registration person's authorization to act on behalf of any other registrant for the event, as well as that person's consent to collect, use, and disclose Personal Data in accordance with this Notice. Clients must immediately inform us if they become aware that their Personal Data has been provided to us by another person without their consent or if they did not obtain that consent before providing us with another individual's Personal Data.

We make every effort to maintain the accuracy and integrity of the Personal Data we store and to ensure that all Personal Data is up-to-date. However, any stakeholder may contact us immediately if there is any change to their Personal Data or if they become aware that we hold inaccurate Personal Data (please refer to section 13 below). We cannot be held responsible for any losses resulting from inaccurate, incorrect, faulty, or incomplete Personal Data provided by stakeholders or someone acting on their behalf.

4. How do we use Personal Data?

We will only process Personal Data when:

- We have been given consent for such processing (which can be withdrawn at any time as detailed in section 8 of this Notice);
- Such processing is necessary for us to provide our services;
- Such processing is necessary to comply with legal obligations; and/or
- Such processing is necessary for our legitimate interests or those of any third party receiving the Personal Data (as detailed in sections 5 and 6 of this Notice).

When someone contacts us regarding an inquiry or registration for an event, the purpose for which we collect their Personal Data is generally to provide advice on event organization and/or assist with registration and/or booking of services related to the event. However, the purpose of collection may differ depending on the specific circumstances disclosed in this Notice (e.g., collecting Personal Data for campaign participation, collecting feedback, etc.).

When someone registers for an event or books products/services with our support, we generally act as an agent of the service providers (e.g., for a hotel). In this case, we process the Personal Data as necessary to provide the requested services, including collecting Personal Data for our internal purposes, as described in this Notice, and for the service provider for whom we act as an agent (e.g., to provide the contracted services). For example, if someone books a flight through Eventos by T, we will use the Personal Data to enable the flight to be booked and disclose the Personal Data to the airline to allow it to provide the flight service.

We may share data with our service providers (hotels, airlines, car rental companies, or other event-related providers). These service providers may also use Personal Data as described in their respective privacy policies to obtain additional information to facilitate the provision of requested services. We recommend that our clients review the privacy policies of any service providers acquired through Eventos by T. We will provide copies of all relevant service provider terms, conditions, and privacy policies upon request.

We act as agents for many service providers worldwide, so it is not possible to refer to all service providers we act for in this Notice (particularly their locations). For more information about the disclosure of Personal Data to service providers located outside the GDPR context, please refer to section 6 of this Notice. If there is any concern regarding the transfer of Personal Data to a service provider or if more information is needed, please refer to section 13 of this Notice.

The purposes for which we collect Personal Data also include:

- Providing services or tools that our clients choose to use (e.g., storing Personal Data to enable pre-filling of online forms);
- Fraud or error identification;
- Legal or regulatory compliance;
- Developing and improving our products and services;
- Maintaining or enhancing our relationship with clients, including creating and maintaining a client profile to provide a service aligned with their preferences;
- Market research, client satisfaction evaluation, and feedback collection on the services we provide;
- Supporting internal and accounting organization;
- Supporting compliance with legal or applicable customs/immigration requirements related to travel; and
- Other purposes as authorized or required by law (e.g., to prevent a threat to life, health, or safety, or to enforce Eventos by T's legal rights).

Where permitted by local data protection laws, we may use Personal Data to conduct marketing activities related to our products and services (and those of third parties) that we believe may be of interest to our clients unless they have asked us not to receive such information. These campaigns may include but are not limited to, sending emails, digital marketing, and other electronic notifications. Personal Data will be used to send digital marketing material (including e-newsletters, emails, SMS, MMS, and IM) if clients have opted to receive it. Clients can sign up to receive e-newsletters and other promotional/digital marketing materials by following the relevant links on our website or requesting that one of our staff do so.

Any individual who does not wish to receive promotional or marketing material from us or participate in market surveys or receive other types of communication should refer to sections 8 and 13 of this Notice.

5. What Personal Data is disclosed to third parties?

At Eventos by T, we do not sell, rent, or trade Personal Data. Personal Data will only be disclosed to third parties by this Notice and in compliance with local data protection laws (note: in this Notice, the reference to “disclose” includes transfer, sharing verbally or in writing, sending or making available Personal Data to another entity). Personal Data may be disclosed to the following types of third parties:

- Contracted entities, suppliers, and service providers, including:
 - The situations described in section 4 of this Notice (“How do we use Personal Data?”);
- ICT solution providers supporting us in providing products and services (such as any external data hosting providers we may use);
 - Publishers, printers, and distributors of marketing materials;
 - Event and exhibition organizers;
 - Marketing or market research agencies;
 - Courier or postal services; and
 - External consultants (such as lawyers, accountants, auditors, or recruitment consultants);
- Travel service providers, such as travel wholesalers, tour operators, airlines, hotels, car rental companies, transfer managers, and other related service providers;
- Any third party to whom we assign or transfer any of our rights or obligations;

- Individuals making event registrations on behalf of others (e.g., a family member, friend, or colleague);
- Employers, in the context of corporate, business, or government client events;
- Contact persons (e.g., a family member) when our clients are unreachable and contact is, in our opinion, in the client's interest (e.g., where the person is concerned for their well-being or needs to act on the client's behalf due to unforeseen circumstances);
- As required or authorized by applicable law, and to comply with Eventos by Transalpino, Lda.'s legal obligations;
- Customs or immigration services to comply with applicable travel-related legal obligations;
- Government agencies or public authorities to comply with valid and authorized requests, including court orders or any other valid legal process;
- Regulatory entities or law enforcement authorities, including for protection against fraud and for related security purposes; and
- Law enforcement agencies where there is suspicion of unlawful activity and where Personal Data is a necessary part of investigation or reporting.

In addition to the above, we will not disclose Personal Data without consent unless we believe that disclosure is necessary to reduce or prevent a threat to life, health, or safety of an individual, public health or safety, or to perform a certain action required by a law enforcement body (e.g., prevention, detection, investigation, or punishment of criminal offenses), or when such disclosure is authorized or required by law (including applicable data protection/privacy laws).

On the Eventos by T website or social media, users can choose to use certain features from third parties with whom we partner. These features, which may include social media tools and geo-location, are operated by third parties and are clearly identified as such. These third parties may use or share Personal Data under their privacy policies, so we recommend reviewing their privacy policies if you consider these tools relevant.

6. What Personal Data is transferred abroad?

We may disclose Personal Data to certain recipients abroad, as described below. We will ensure that such international transfers are necessary for the performance of a contract between our clients and third-party entities abroad or are subject to appropriate safeguards as required by local data protection laws (e.g., GDPR). We will provide copies of the relevant safeguard documents upon request (see section 13 of this Notice).

Personal Data may be transferred to an entity abroad located in a jurisdiction where it is not possible to guarantee a level of data protection equal to that existing in the GDPR context. In such cases, Eventos by T cannot be held responsible for how those recipients handle, store, and process Personal Data.

a. Related entities abroad

Eventos by T operates a global business, including operations worldwide. Personal Data may be disclosed to our related entities abroad to support event organization and/or to enable the performance of administrative, advisory, or technical services, including the storage and processing of such data.

b. Travel service providers located abroad

To provide our services, it may be necessary to disclose Personal Data to relevant travel service providers abroad. We deal with many different travel service providers worldwide, so the location of a relevant travel service provider will depend on the services provided. The relevant travel service providers will, in most cases, receive Personal Data in the country where they will provide the services or where their businesses are based.

c. Our service providers located abroad

We may also need to disclose Personal Data to service providers located abroad to support the provision of services, including the storage and processing of such data. Generally, we will only disclose Personal Data to these foreign recipients in the context of organizing an event and/or to enable the provision of administrative and technical services provided on our behalf.

If there is any specific concern about where or to whom Personal Data may be sent, please refer to section 13 of this Notice.

7. Information security

At Eventos by T, we are committed to protecting Personal Data by implementing and maintaining appropriate technical, organizational, and human controls to ensure a level of security aligned with the risks related to:

- Accidental or unlawful destruction;
- Loss; unauthorized alteration or disclosure;
- Unauthorized access to Personal Data transmitted, stored, or processed.

Eventos by T regularly monitors and reviews security controls and strives to protect Personal Data in the same way it protects its sensitive business information.

Eventos by T destroys or de-identifies Personal Data whenever they are no longer relevant to the business or as required by law.

8. Rights regarding the Personal Data we collect

If any stakeholder whose Personal Data is held by Eventos by T wishes to:

- Update, modify, delete, or obtain a copy of their Personal Data;
- Restrict or prevent Eventos by T from using any personal information, including withdrawing any consent previously given for the processing of such information;
- Obtain a copy of the personal information processed based on their consent or as necessary for the performance of a contract to which they are a party,

they should formally request this from Eventos by T through the contacts identified in section 13 of this Notice. Upon request, we will acknowledge it and provide information on the timeframe within which the information will be made available.

Eventos by T will make every effort to respond to such requests within one month or less, although it may be necessary to extend this period for complex requests.

Additionally, Eventos by T reserves the right to deny access to information for any reason permitted by applicable laws. If the request for access or correction of information is denied, the reasons for such refusal will be communicated in writing, unless it is unreasonable to do so or when required by local data protection laws.

All communications related to requests for access to Personal Data must be formally made in writing through the contacts identified in section 13 of this Notice.

If requested that Eventos by T restrict or stop using Personal Data, by withdrawing the consent previously given for the processing of Personal Data, the ability to provide services or the quality of those services may be negatively impacted. For example, most event registrations must be made under the full name of the participant and must include appropriate contact and identification details (e.g., Medical Order number), and it is not possible to register without this information.

The Personal Data shared with Eventos by T must be accurate, and individuals agree to update it whenever necessary. Additionally, they agree that, in the absence of any update, Eventos by T may assume that the data provided is correct.

Any individual may at any time request that Eventos by T stop sending marketing communications by using the unsubscribe links provided in marketing emails or through the contacts indicated in section 13 of this Notice.

In any of the situations listed above, a valid identification means of the applicant may be requested to ensure that Eventos by T complies with its security obligations and prevents the unauthorized disclosure of Personal Data.

Eventos by T reserves the right to charge a reasonable administrative fee following any manifestly unfounded or excessive requests regarding access to Personal Data or for any additional copies of Personal Data requested.

9. Social Media Integrations

Eventos by T's website and mobile applications may use social media features and tools (such as "Like" and "Share" buttons). These features are provided and operated by external companies (e.g., Meta) and hosted either by external companies or directly on our website or mobile application. Social Tools may collect data related to the page visited on the website/mobile application, the IP address, and may set cookies to improve the operation of the Social Tools.

If users have activated social media accounts, they may be able to share data about the visit and use of our website or mobile application with those social media accounts. Similarly, interactions with Social Tools may be recorded by third parties. Additionally, external companies may share (with Eventos by T) Personal Data under their policies, such as the name, profile picture, friends lists, or any other information that individuals have chosen to make available with those companies. In these cases, we may share such data with a third-party company for the purpose of targeted marketing

through those social media platforms. In this situation, users have the option to manage data sharing and disable targeted marketing in the privacy settings of their social media.

All interactions with Social Tools are governed by the privacy policy of the external company providing them. More information about the data protection practices of these companies should be consulted directly in the privacy policy of those companies.

10. IP Addresses

When a user accesses the website, uses a mobile application, or opens digital correspondence from Eventos by T, the servers may record data related to the device or network to which the user is connected, including the IP address. An IP address is a unique address with a series of numbers that identifies a device on the internet or a local network.

IP addresses may be used by Eventos by T for system administration, security issue investigation, and compilation of anonymous data about website and/or mobile application usage. IP addresses may also be associated with other available Personal Data about individuals for the purposes described above (e.g., to better tailor marketing and advertising materials, provided the user has opted to receive digital marketing campaigns).

11. Tracking Technologies / Cookies

Eventos by T may use web analytics services from external providers on its website and mobile applications, as listed in our “Cookie Policy.” The providers of these services may use technologies such as cookies and “web beacons” to help analyze visitors using the websites and applications.

12. Linked Websites

Eventos by T's website may contain links to third-party websites over which Eventos by T has no control. Eventos by T is not responsible for the privacy practices or content of linked websites. Eventos by T recommends reading the privacy policies of any linked websites visited, as their practices and privacy policies may differ from those of Eventos by T.

13. Feedback / Complaints / Contact

Any questions, comments, or complaints about this Notice or the handling of Personal Data; or if you wish to inform Eventos by T about a change or correction of Personal Data; or if you wish to receive information about the Personal Data processed by Eventos by T; or for any data protection-related complaint or comment, should be addressed to Eventos by T through the contacts below:

Contact name at Eventos by Transalpino, Lda.: Sofia Santos

Email: privacidade@eventosbyt.pt

Address: Rua João da Silva, nº4-C, 1900-271 Lisbon

Eventos by Transalpino, Lda. will respond to any inquiries or complaints received as soon as possible.

14. Changes to the Notice

This Notice may be amended and updated. If a change is made to the Notice, the revised version will be duly archived and published and dated on the Eventos by T website when it exists. If justified, in addition to updating the Notice, we may request clients' consent to include other types of processing.

This Privacy Notice was last updated on July 5, 2024.