

Privacy policy

ConferenceWise Limited ("C-WISE", "we", "our", or "us") respects your privacy and is committed to complying with this Privacy Policy, which describes how C-WISE, as an event facilitator and travel management company, collects and uses the personal data you provide to us. This Privacy Policy describes what personal data we collect about you, how we collect it, how we use it, with whom we may share it, and what choices you have regarding our use of your personal data. We also describe the measures we take to protect the security of your personal data and how to contact us.

C-WISE complies with applicable laws in the jurisdictions in which it operates, including the Regulation (EU) 2016/679 General Data Protection Regulation (GDPR) dated of the May 25, 2018 in its handling of personal data of persons in the European Economic Area. It is in our legitimate business interests to provide you with the Services which use the personal data provided to us for the purposes described herein. Your agreement to the terms of this Privacy Policy is not intended to and does not constitute a "consent" to such terms for purposes of the GDPR.

What personal data do we collect?

In the course of providing its Services, C-WISE collects, uses, and discloses personal data. Personal data is any information that can be used to identify you or that we can link to you. You, as traveller, meeting attendee, or user of the Services, may be asked to provide certain personal data when you use our Services, such as:

- Names and contact information (work and home/mobile phone, fax, email, address);
- Traveller/attendee arranger and emergency contact names and information;
- Traveller/attendee preferences and trip/meeting details (e.g. routings, class of service, seat preferences, frequent flyer data, meal preferences, hotel/rail/car and other ground transportation membership data and preferences, special accommodation requests, other personal data supplied by you via your profiles, surveys, or other requests);
- Travel documentation (e.g. passport/visa/driver's license number, citizenship, date of birth, gender);
- Payment data (corporate/personal credit cards) and bank information.

If you submit any personal data relating to other people in connection with the Services (e.g. if you make a reservation for another individual), you represent that you have the authority to do so and we will collect, use, and disclose such personal data in accordance with this Privacy Policy.

How do we collect personal data?

C-WISE collects personal data:

- Directly from you when you access various parts of our Services, including when you communicate with us via email or other channels;
- From other sources, for instance the company which you are an employee of or are otherwise traveling or attending a meeting on behalf of ("Company"), including such Company's third parties who may send us your personal data on your or your Company's behalf;

- From the network of websites and applications accessible through or utilized by our Services and our company, including third party suppliers (e.g. airlines, hotels, payment card providers) and C-WISE partners, subcontractors, and agents.
- We do not collect personal data automatically through our websites and applications, for instance by using cookies and similar technologies.

How do we use personal data?

C-WISE collects and uses your personal data for specified, explicit, and legitimate purposes as described in this Privacy Policy and does not process your personal data further in a manner that is incompatible with those purposes.

C-WISE uses personal data to:

- Provide its Services and fulfil its obligations to you / your Company and travellers/attendees (e.g. complete and administer travel/meeting reservations, assist in managing the travel/meeting, provide reporting, provide notices about your account and the Services, inform you of updates to our websites and applications and other changes to our products or Services).
- Communicate with you, for instance by email, post, and phone to provide you with customer service.
- Fulfil a request made by you or your Company (e.g. reporting, questions, or other requests about your personal data).
- Send you newsletters, marketing emails, and other information or materials that may interest you, as well as showing personalized advertisements. Where required, we will obtain your consent before sending such marketing messages or showing personalized advertisements.
- Carry out our obligations and enforce your, our, or other's rights as we believe reasonably necessary (e.g. billing and collection, fraud prevention, comply with legal obligations, and respond to legal proceedings or requests from legal authorities and law enforcement or other third parties).
- With your permission and/or where permitted by law, We may also use your data for marketing purposes which may include contacting you by email with information, news and offers on Our products and services. We will not, however, send you any unsolicited marketing or spam and will take all reasonable steps to ensure that We fully protect your rights and comply with Our obligations under GDPR and the Privacy and Electronic Communications (EC Directive) Regulations 2003.

Who do we disclose personal data to and why?

We will not share any of your data with any third parties for any purposes.

Due to the nature of business, we may sometimes contract third parties to supply services (E.g. Hotels, Restaurants, Transport suppliers etc) on Your behalf. In some cases, the third parties may require access to some or all of your data. Where any of your data is required for such a purpose, We will take all reasonable steps to ensure that your data will be handled safely, securely, and in accordance with your rights, Our obligations, and the obligations of the third party under the law.

In certain circumstances, We may be legally required to share certain data held by Us, which may include your personal data, for example, where We are involved in legal proceedings, where We are complying with legal requirements, a court order, or a governmental authority.

How and where do we store your data?

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

We only keep your personal data for as long as We need to in order to use it as described and/or for as long as We have your permission to keep it.

We currently do not store any data outside of the European Economic Area (the EEA). If this should change We will take all reasonable steps to ensure that your data is treated as safely and securely as it would be within the UK and under the GDPR.

How can you access your data?

You have the right to ask for a copy of any of your personal data held by Us (where such data is held). Under the GDPR, no fee is payable and We will provide any and all information in response to your request free of charge. Please contact us on hello@cwise-group.com or call +44 (0) 203 705 55 35.

Contacting us

If you have any questions about this Privacy Policy, please contact Us by email at hello@cwise-group.com, by telephone on +44 (0) 203 705 55 35, or by post at Riverbank House, Fulham Green, London SW6 3BQ, United Kingdom.

Changes to our Privacy Policy

We may change this Privacy Policy from time to time (for example, if the law changes). Any changes will be immediately posted on Our Site.

C-WISE reserves the right to revise, amend, or modify this Privacy Policy at any time and in any manner (for example, if the law changes). When we post changes to this Privacy Policy, we will update the "last updated" date at the top of this Privacy Policy and we encourage you to regularly check this Privacy Policy for changes.

Last amended: the 29th of August 2018