

Privacy Policy

Last updated: May 8, 2019

Your privacy is important to GIS Group. We developed this Privacy Policy to provide you with information on how we process your personal data when you contact GIS Group for quotation, congress/event registration, logistics arrangement, visa application, and paper submission, visit www.gisgroup.com, www.taiwanlook.com, giscongressrental.com, livingone.com.tw and all official congress/event websites that are published by GIS Group websites, or use congress/event app which is built or run by GIS Group.

What does this policy cover?

This policy covers the services that are offered by GIS Group and its subsidiaries, including General Innovation Service, GIS Management, GIS Congress Rental, GIS Language Services, Taiwanlook, and GConcept. Unless otherwise specified, the term "GIS Group" is used to refer the above entities in this policy.

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What's not covered in this policy?

Our services sometimes link to services run by other companies, like SPGateway, a credit card transaction service provider. Those companies have their own privacy policies, so remember that the information you give them will follow their rules and not ours.

You may engage with products and services by GIS Group from other companies, like a GIS Group's channel on YouTube. Make sure to check their privacy policy so you know how they will use your information.

Categories of Personal Data Processed by GIS Group

A. When you create accounts for congress/event registration and/or paper submission

When you create a congress/event registration account, we ask you to provide your personal data such as organization name and address, phone number, email, point of contact, passport number, copy of passport, and proof of identity, etc. to facilitate your registration for the event/congress.

Purposes and legal grounds:

1. GIS Group processes your email address because you use your email address and your password to sign in to your account. The legal ground for processing your email address for this purpose is based on GIS Group's legitimate interest in protecting the security of your account.
2. GIS Group also processes your email address for the purpose of sending you important information/reminder/notification about your registration, the event or the congress, such as the reminder of important dates, pre-congress/pre-event notification. The legal ground for processing your email address and name for these purposes is GIS Group's legitimate interest in providing you sufficient information and supporting you to complete the registration.
3. If you provide your opt-in consent to receiving marketing information from any congress or event organized by GIS Group, GIS Group will also process your email address for the purpose of sending you marketing information about the congress or event in question. The legal ground for processing your email address for this purpose is your consent. You may withdraw your consent at any time by sending email to customerservice@gisgroup.com
4. GIS Group also processes your email address to associate it with your registration account when you interact with our secretariat/sales representatives/project executives. The legal ground for this processing is our legitimate interest in providing useful advices.

B. When you pay the registration fee via GIS Group's website

If you pay the registration fee on a GIS Group website, then GIS Group will collect your name, mailing address and telephone number. We do not view or store your payment card information. A third party, SPGateway, processes client credit card information when GIS Group's clients use a credit card to make a payment on a GIS Group website.

If you pay the registration fee or order by email with a credit card authorization form to GIS Group, GIS Group will collect your name, mailing address, telephone number and credit card information.

Purposes and legal grounds:

1. We collect your name, mailing address and telephone number, credit card information so we can process your payment and complete your registration and transaction. The legal ground for processing your name, mailing address and telephone number, credit card information for these purposes is performance of a contract and a registration. We also process your personal data as part of our fraud detection processes. The legal ground for processing your personal data for that purpose is our legitimate interest in protecting GIS Group and our customers from attempts to engage in fraudulent transactions.

C. When you communicate with GIS Group

When you interact with our sales representatives/project executives via email, telephone, social media or in person, we collect personal data such as your name, email address, phone number, mailing address, and organization name. To improve our service quality, subject to applicable laws, we may also record, review and analyze any feedback provided to us through voluntary customer surveys or emails. With your consent, our employees may contact you to reply your feedback.

Purposes and legal grounds:

1. GIS Group uses this information to provide you with quotations, proposals, customer support and to monitor the quality of customer services we provide to our customers. The legal ground for processing this information for these purposes is GIS Group's legitimate interests in providing quality services.
2. If you provide your opt-in consent to receiving marketing information from GIS Group, GIS Group will also process your email address for the purpose of sending you marketing information about GIS Group and the event organized by GIS Group. The legal ground for processing your email address for this purpose is your consent. You may withdraw your consent at any time by sending email to GIS Group.

D. When you track GIS Group fan page with your social media account

You may choose to track GIS Group fan page using your social media account. If you

choose to do this, you agree that the social media provider may provide certain information to GIS Group, such as your name, email address, profile photo, posts, comments and other information associated with your social media account.

All of this information is made available to GIS Group by the social media provider due to the way the social sign-on configuration works. However, the information GIS Group retains and processes is your email address and your name. If you do not want your information to be shared with GIS Group by the social media provider, then you can simply untrack GIS Group fan page.

Purposes and legal grounds:

GIS Group associates the email address provided by the social media for the purpose of sending you marketing information about GIS Group and the event organized by GIS Group. The legal ground for processing your email address for this purpose is your tracking. You can simply untrack GIS Group fan page anytime.

E. Device information

Devices are lots of things like:

- your computer
- your mobile devices like smartphone and tablet
- your voice-enabled device

We automatically collect some technical information from these devices and web browsers. This might include:

- IP (internet protocol) address
- device ID
- app ID
- vendor ID

Your IP address and information about your device might be used to confirm your location. This is so that we can find out if you are accessing the services from inside or outside Taiwan, and to make your experience more relevant to where you live.

F. Adverts on other websites

Based on what we know about you, we may show you adverts about future events you may be interested on other websites, such as Facebook, Google, Instagram, Snapchat and Twitter. For instance, to let you know about a new programmer you might like.

If you don't want to see these adverts, some websites will let you stop them. Each website is different, so you'll need to check with them how to do that.

G. Cookies Policy

We use cookies to gather your browsing history to learn about how you use our website, in order to improve your experience. By continuing to browse our site or click on "ACCEPT", you agree to our use of cookies. Most web browsers allow users to delete cookies or refuse to accept them; you may visit the help pages of your web browsers for instructions to do so. Some features of our website may not work properly if you delete cookies or refuse to accept them.

What are cookies

A cookie is a small piece of data sent from a website and stored on user's computer or hard drive of computer, by the user's web browser. With the cookies, it allows the website (and/or any third parties they work with) to recognize you and to work more efficiently. For more information about cookies, please visit: <http://www.allaboutcookies.org/>

Transferring Your Personal Data

A. Transfer within GIS Group

Transfers are made throughout GIS Group and its subsidiaries to support its activities and/or services.

B. Transfer to third parties

GIS Group is a Professional Congress Organizer/Destination Management Company. To facilitate your registration for the congress/event, your personal data will be transferred to hotels, airlines, travel agencies, insurance companies, our business partners, ground transportation service companies, and so on. After executed the congress/event, we may

need to transfer your personal data to the congress/event organizers. We recommend you carefully review the congress/event organizers' Privacy Policy.

C. Transfer to other service providers

GIS Group uses cloud services from third parties to assist in sending emails. Those services track the activities associated with these emails, such as whether they were opened, whether links in the emails were clicked on. GIS Group uses this data to analyze the level of engagement with its emails.

D. Other disclosures

We may disclose personal data about you to others: (a) if we have your valid consent to do so; (b) to comply with a valid subpoena, legal order, court order, legal process, or other legal obligation; (c) to enforce any of our terms and conditions or policies; or (d) as necessary to pursue available legal remedies or defend legal claims. We may also transfer your personal data to an affiliate, a subsidiary or a third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of GIS Group's business, including, without limitation, in connection with any bankruptcy or similar proceeding, provided that any such entity that we transfer personal data to will not be permitted to process your personal data other than as described in this Privacy Policy without providing you notice and, if required by applicable laws, obtaining your consent.

Retention of Personal Data

When you give us any personal information we'll let you know how long we'll hold it for. If we don't say anything we stick to these principles:

- We only hold your information for as long as we do the activities we told you about
- We think about what type of information it is, the amount collected, how sensitive it might be and any legal requirements
- We design our services so that we don't hold your information any longer than we have to
- We always think about the potential risk from anyone using or sharing this information without permission

You may request to delete your personal data after the conclusion of the congress/event by sending an email to our Data Protection Officer at customerservice@gisgroup.com

Data Storage and Protection

Your personal data are stored in a cloud-based central database at a third-party provider's location in Australia / Taipei and our local office and branch offices.

We're strongly committed to keeping you and your family's information safe. And to do this we design our services with your safety in mind. We also have dedicated teams to look after your information security and privacy.

At the same time, no service can be completely secure - if you have any concerns that personal information has been put at risk, please get in touch straight away.

Data Controller and Data Protection Officer

Our data controller and data protection officer is located at 2F, No. 316, Wenchang Street, Xinyi District, Taipei, Taiwan and can be reached by email at customerservice@gisgroup.com.

Your Rights

If you reside in the European Union, you have the right under the General Data Protection Regulation to request from GIS Group access to and rectification or erasure of your personal data, data portability, restriction of processing of your personal data, the right to object to processing of your personal data, and the right to lodge a complaint with a supervisory authority. If you reside outside of the European Union, you may have similar rights under your local laws.

Please refer to this link for detailed GDPR regulations: <https://eugdpr.org/>

Under certain conditions you also have the right to have your personal data that is stored by GIS Group blocked and deleted, unless GIS Group has to keep these data for legitimate business or legal purposes. For more information or request, you should contact the Data Protection Officer at customerservice@gisgroup.com