

Termeni de Utilizare

INFORMARE PRIVIND PRELUCRAREA DATELOR CU CARACTER PERSONAL

I. INFORMARE

În baza dispozițiilor Regulamentului (UE) 679/2016, privind protecția persoanelor fizice în ceea ce privește prelucrarea datelor cu caracter personal și privind libera circulație datelor PROevents & Conference (denumită în continuare Organizator), în calitate sa de Organizator vă informează în legătură cu modul în care datele dumneavoastră personale sunt utilizate și scopul pentru care acestea sunt folosite:

1. Ce tipuri de date colectăm și de ce?

Organizatorul va colecta și prelucra datele Dumneavoastră cu caracter personal după cum urmează:

- Numele și prenumele - Necesare pentru comunicare și confirmare înscriere, emitere certificate de participare cu credite EMC, transmitere informații către Colegiul Medicilor din România.
- CUIM (Codul Unic de Identificare a Medicului) - necesar pentru înregistrarea creditelor EMC și raportarea către CMR
- Categoria profesională - pentru eliberarea certificatelor, diferite pentru fiecare categorie în parte, de participare la eveniment
- Gradul profesional al medicului - în vederea raportării către CMR
- Specialitatea - în vederea raportării către CMR
- Adresa de email - Necesare pentru comunicare pre și post eveniment și confirmare înscriere
- Numărul de telefon - Necesare pentru comunicare pre și post eveniment și confirmare înscriere
- Județul – opțional, doar cu acordul dvs., în vederea filtrării evenimentelor propuse pentru participare desfășurate în județul dvs. în cazul acordării consimțământului privind comunicările de marketing
- Date de identificare și date fiscale necesare pentru plata taxei de înscriere la eveniment prin platforma Eu Plătescu

2. Scopul prelucrării datelor personale

Colectarea și prelucrarea datelor personale menționate se realizează pentru:

- Înscrierea Dumneavoastră drept participant la evenimentul ales
- Comunicarea prin e-mail sau telefon cu Dumneavoastră privind detaliile participării la acest eveniment;
- Emiterea certificatelor de participare;
- Plata taxei de participare la eveniment;
- Sub rezerva consimțământului Dumneavoastră, Organizatorul va prelucra datele și în scopul informării cu privire la alte evenimente cu tematică similară, proiecte desfășurate;
- Întocmirea documentelor legale în scop justificativ financiar – contabil și împotriva spălării banilor.

3. Durata prelucrării pentru scopul principal

Datele personale se stochează conform Nomenclatorului arhivistic al societății întocmit pentru fiecare document/informație în parte pe care îl puteți consulta la sediul societății sau printr-o simplă solicitare la gdp@proevents.com

4. Cu cine împărtășim datele dumneavoastră?

Organizatorul va comunica implicit datele Dumneavoastră doar către partenerii alături de care organizează acest eveniment

În conformitate cu Decizia 12/2018 a Colegiului Medicilor din România privind reglementarea sistemului național de educație medicală continuă, a criteriilor și normelor de acreditare a furnizorilor de educație medicală continuă, precum și a sistemului procedural de evaluare și creditare a activităților de educație medicală continuă adresate medicilor, avem obligația de a transmite datele dumneavoastră personale către Colegiul Medicilor din România. Asigurăm accesul la datele dvs. cu caracter personal către operatorul nostru asociat Eu Plătesc, care este procesator de online autorizat în condițiile legii.

5. Care sunt drepturile Dumneavoastră?

Dumneavoastră, în calitate de persoană vizată, luați la cunoștință despre drepturile de care beneficiați cu privire la prelucrarea datelor personale, indiferent de scopul prelucrării indicat mai sus, respectiv:

- De a vă retrage, în orice moment, consimțământul cu privire la prelucrarea datelor cu caracter personal pentru prelucrările datelor dvs. efectuate pe baza acestuia. Retragera consimțământului nu afectează prelucrarea datelor efectuate înainte de retragerea acestuia;
- De a solicita accesul la datele prelucrate;
- De a solicita rectificarea, ștergerea, restricționarea datelor prelucrate;
- De a vă opune prelucrării datelor, exceptând cazul în care dispoziții legale prevăd contrariul;
- Dreptul la portabilitatea datelor;
- Dreptul de a depune o plângere în fața ANSPCP;
- Dreptul de a nu face obiectul unei decizii bazate exclusiv pe prelucrarea automată a datelor personale, inclusiv crearea de profiluri.

Pentru orice solicitări pe care le puteți avea cu privire la exercitarea drepturilor menționate mai sus, sau la retragerea consimțământului, precum și pentru a ne adresa orice alte întrebări privitoare la cele comunicate prin prezenta, puteți să ne contactați la adresa de email: gdpr@pproevents.com, e-mailul dumneavoastră ajungând la persoana responsabilă cu protecția datelor cu caracter personal.

II. FURNIZAREA DATELOR ȘI TEMEIUL PRELUCRĂRII DATELOR PERSONALE

a) Furnizarea datelor personale este necesară în vederea participării persoanei fizice la evenimentul bifat și sunt prelucrate în temeiul art. 6 lit. b) din Regulamentul (UE) 2016/679, respectiv "prelucrarea este necesară pentru executarea unui contract la care persoana vizată este parte sau pentru a face demersuri la cererea persoanei vizate înainte de încheierea unui contract".

b) Avem obligația legală de a raporta datele personale ale participanților la eveniment în conformitate cu Decizia nr. 12/2018 a CMR (art. 6 lit. c) din Regulamentul (UE) 2016/679.

c) Având în vedere faptul că evenimentul se desfășoară exclusiv online, taxa de participare se poate achita doar prin Ordin de Plată, prin bancă, sau prin intermediul platformelor de plată online. Datele sunt prelucrate de noi în acest scop în baza (art. 6 lit. b) și c) din Regulamentul (UE) 2016/679). În cazul în care efectuați plata taxei de participare cu cardul bancar prin platforma online, aveți obligația de a furniza date personale pentru efectuarea plăților online prin platforme autorizate în condițiile legii. Eu Plătesc are obligația de a vă furniza toate informațiile relevante cu privire la plățile online efectuate prin platforma pusă la dispoziția dvs.

d) Consimțământ privind prelucrarea datelor personale (art. 6 lit. a) din Regulamentul (UE) 2016/679) în scopul oferirii de informații cu privire la alte evenimente organizate de către PROevents & Conference SRL prin e-mail, SMS sau telefon.

Alti termeni si conditii generale aplicate serviciilor PROevents and Conference

Reclamatii

Problema survenita in timpul sederii turistului, trebuie comunicata de urgenta catre PROevents and Conferences pentru a o putea rezolva in timp util. De asemenea, orice reclamatie trebuie facuta in scris catre unitatea de cazare, iar o copie trebuie sa ajunga la PROevents and Conference in maxim 2 zile de la finalizarea serviciului. Toate plangerile/reclamatiiile vor fi cercetate si se va oferi un raspuns imediat dupa analiza completa a situatiei prezentate.

Pentru rezolvarea cat mai rapida, eficienta si pe cale amiabila a eventualelor probleme aparute, va rugam sa trimiteti mesajele dumneavoastra la adresa office@proevents.com

Plata

Nu se accepta alte modalitati de plata in afara celor prezentate pe Site si nu ne asumam nici o responsabilitate pentru sumele de bani trimise prin curierat.

In anumite cazuri, detaliile cartii dvs. de credit pot fi transferate catre Furnizorul de Servicii Turistice. Furnizorul, in cauza, va prelua platile pentru rezervarile dvs.

Platile pentru hoteluri si taxe de participare sunt efectuate in concordanta cu paragraful de mai sus.

Plata se poate efectua cu principalele carti de credit recunoscute si prezentate detaliat pe Site (in subsolul acestuia).

PROevents and Conference isi rezerva dreptul de a incasa suplimentar orice taxe (sau comisioane) care pot sa apara la momentul rezervarilor prin cartile de credit. In acest caz veti fi informat despre comisioanele aplicabile. PROevents and Conference isi rezerva dreptul de a transfera costurile generate de penalizarile de charge back. Daca rezervarea dvs. este platita cu cartea de credit a unei alte persoane, ne rezervam dreptul de a cere o autorizatie scrisa din partea acelei persoane.

In cazul in care emitentul cartii dvs. de credit o cere, PROevents and Conference isi rezerva dreptul de a trimite biletele, voucher-ele de confirmare sau alte documente de calatorie la adresa dvs. declarata la momentul emiterii cartii de credit. Informatia eronata despre aceasta adresa se poate reflecta in anularea rezervarii, intarzierea livrarii documentelor de calatorie si poate determina cresterea tarifului confirmat. Va rugam sa va asigurati ca detaliile adresei dvs. de facturare se potrivesc cu cele de pe extrasul dvs. de cont.

In plus, pentru a minimiza efectele incercarii de fraudare a cartii dvs. de credit, inainte de a emite documentele de calatorie, ne rezervam dreptul de a efectua verificari aleatorii, de a cere dovada adresei dvs. si o copie a cartii de credit, precum si un extras de cont recent.

Toate tarifele si taxele pot fluctua datorita modificarii cursului de schimb.

Pentru mai multe detalii legate de plati va rugam sa accesati zona de Intrebari frecvente.

Modalitati de plata

Documentele de calatorie aferente rezervarii (bilet de avion, voucher de calatorie sau factura) pot fi trimise prin posta electronica, la adresa introdusa in momentul initierii rezervarii, prin posta (la adresa specificata in momentul

efectuării rezervării) sau pot fi ridicate direct de la sediul nostru. Consultanții noștri vă pot da oricând informații detaliate, dacă este necesar.

Utilizarea Site-ului

PROevents and Conference nu este responsabilă pentru aptitudinile Utilizatorului de a accesa ori utiliza Site-ul și nici pentru esecurile generate de carenta acestor aptitudini. PROevents and Conference nu garantează că Site-ul nu poate fi afectat de virusi sau alte acțiuni care pot genera defectiuni sau alte pierderi.

Obligațiile utilizatorului

Sunteți de acord să respectați următoarele obligații incluzând (fără a se limita):

1. responsabilitatea financiară pentru toate tranzacțiile efectuate în contul sau numele dvs.
2. aveți vârsta peste 18 ani și capacitatea legală de inițiere a acțiunilor juridice
3. garantarea veridicității datelor furnizate despre dvs. sau membrii familiei dvs.
4. neutilizarea Site-ului în scopuri speculative, a generării de rezervări false sau frauduloase
5. Interzicerea transmiterii materialelor politice, pornografice, rasiste sau a altor materiale care contravin legii
6. Obligaționalitatea de a nu altera, copia, transmite, distribui, vinde, afișa, licența sau reproduce conținutul Site-ului cu excepția utilizării în scop personal și necomercial a unei singure copii a informației conținute în Site
7. PROevents and Conference nu asigură nici o garanție cu privire la aranjamentele documentelor de călătorie (pasapoarte, vize, vaccinuri necesare etc.), și nici faptul că informația de pe Site este actualizată. Drept urmare, este responsabilitatea Utilizatorului de a se asigura că va călători în conformitate cu măsurile aplicabile acestor documente de călătorie.

Newsletter

Puteți subscrie la newsletter-ul PROevents and Conference, care vă va fi trimis către adresa dvs. de e-mail și va include noutăți și oferte speciale precum și alte informații.

Interzicerea accesului pe Site

PROevents and Conference își rezervă dreptul de a vă interzice oricând accesul pe Site fără o notificare prealabilă.

Limitarea Răspunderii PROevents and Conference

SC PROevents & Conference SRL menționează că utilizarea Sistemului se face exclusiv pe cheltuiala și riscul utilizatorului. Compania nu garantează că folosirea Sistemului va fi lipsită de erori la fel cum nu garantează nici că rezultatele căutării vor îndeplini cerințele Utilizatorului în ceea ce privește conținutul, precizia și utilitatea informațiilor returnate.

De asemenea, responsabilitatea privind corectitudinea și acuratețea datelor pasagerilor, datelor de contact, cărților de credit sau a datelor de facturare utilizate în efectuarea unei rezervări îi revine în totalitate Utilizatorului, Compania neputând fi trasă la răspundere în cazul în care Utilizatorului i se aduce un prejudiciu ca urmare a nerespectării acestei prevederi.

Anumite tarife disponibile în sistemul de rezervare SC PROevents & Conference SRL sunt supuse anumitor condiții speciale de rezervare și emitere.

SC PROevents & Conference SRL va oferi Clientului servicii la cele mai bune standarde. Dacă acesta nu este mulțumit de serviciile primite, acesta are dreptul de a contacta următoarele departamente în vederea depunerii reclamației sale:

Administrare sau Juridic:

Preot Vasile Lucaciu 60, Sector 3, București, România

E-mail: contabilitate@pproevents.com

Legaturi catre alte Site-uri

Acest Site poate contine legaturi catre alte pagini web externe si operate de alte parti implicate. PROevents and Conference nu are nici un control sau asociere cu aceste pagini web si nu isi asuma nicio responsabilitate in legatura ca acuratetea, integritatea sau calitatea acestor pagini web ale partilor implicate.

Continutul acestor pagini web externe nu reflecta produsele, serviciile sau informatiile furnizate de PROevents and Conference. Orice opinii referitoare la continutul acestor pagini web externe vor trebui redirectionate catre administratorii paginilor in cauza.

Forta Majora sau Insolventa Furnizorului de Servicii Turistice

PROevents and Conference nu este responsabila in cazul petrecerii unor evenimente cauzate de forta majora sau in cazul in care furnizorul de servicii turistice intra in insolventa. Evenimentele majore includ, dar fara a se limita, interventii guvernamentale, razboaie, rapiri, incendii, inundatii, accidente, furtuni, greve, atacuri teroriste etc. care pot afecta PROevents and Conference sau furnizorii sai.

Rata de schimb

Ratele de schimb cotate pe Site sunt provenite din mai multe surse si pot sa nu fie intotdeauna actualizate zilnic. Este obligatoriu sa verificati ratele de schimb din ziua in care efectuati rezervarea.

Modificari asupra Site-ului

PROevents and Conference poate modifica design-ul sau continutul Site-ului, inclusiv disponibilitatea furnizorilor serviciilor turistice, baza de date, precum si alte caracteristici ale Site-ului.

Confidentialitate

Termenii politicii de confidentialitate a PROevents and Conference sunt prevazuti in acesti Termeni si Conditii. Sunteti de acord cu utilizarea informatiilor dvs. personale de catre PROevents and Conference sau a afiliatilor si a altor parti implicate, in concordanta cu termenii si in scopul declarat stipulat in Politica de confidentialitate a PROevents and Conference

Politica de Securitate

PROevents and Conference utilizeaza tehnologie securizata pentru a proteja informatiile dvs. personale si tranzactiile financiare. PROevents and Conference se conformeaza procedurilor si standardelor de securitate stipulate in Politica de Securitate a PROevents and Conferenc. Achiziitiile online nu mai sunt de mult o noutate. Daca veti alege sa platiti cu cartea de credit, detaliile cartii dvs. de credit sunt criptate in timpul tranzactiei, determinand o securitate marita.

Modificari ale Termenilor si Conditiiilor

PROevents and Conference isi rezerva dreptul de a modifica sau actualiza oricand Termenii si Conditiiile referitoare la utilizarea acestui Site, fara notificare prealabila catre Utilizatori. Versiunea actuala a Termenilor si Conditiiilor va fi afisata pe Site din data in care modificarile intra in vigoare. Continuarea utilizarii acestui Site dupa publicarea acestor modificari va constitui acceptul dvs. cu privire la aceste modificari.

Legea guvernanta Acesti Termeni si Conditii reprezinta contractul intre Utilizator si PROevents and Conference si este guvernat de legile din Romania. In cazul existentei unor litigii, instanta judecatoreasca competenta este considerata instanta municipiului Bucuresti. In cazul existentei unor litigii, va fi luata in considerare varianta in limba romana a termenilor si conditiilor.

PROTECȚIA CONSUMATORILOR – A.N.P.C.

– **TELEFONUL CONSUMATORULUI:** 0800 080 999 – linie telefonică cu apelare gratuită din rețeaua ROMTELECOM
– **Site-ul Autorității Naționale pentru Protecția Consumatorilor:** www.anpc.gov.ro

Comisariatul pentru Protecția Consumatorilor al Municipiului

București Adresa:

București, Str. Transilvaniei nr. 2, sectorul 1, cod 010798

Tel.: 021/310.63.75 sau 021/9660

Fax: 021/310.63.80

E-mail: reclamatii.bucuresti@opc.ro

Web: www.anpc.gov.ro

Terms of use

Accepting terms and conditions

Using this site or ordering touristic packages you give your consent regarding this Terms & Conditions, without any other restriction. If you do not agree with any of the terms and conditions you cannot use this site.

PROevents and Conference' Services

The reservations and flight tickets sales are subduced to General Conditions of Flight Ticket Reservation and Sale (adding the stipulation of the present Contract). For touristic packages the prices displayed on the website are informatory and can change at any moment. The reservation requests made on website do not guarantee the lock of seats and prices. After sending the request on the website, an agent will confirm you the price via e-mail or telephone.

You can choose from the services available on the web site, booking flight tickets, rental car, medical assurance, or hotel rentals.

PROevents and Conference acts like an agent for third parties as: airlines, hotels, rental car companies, others (Touristic Services Suppliers). PROevents and Conference does not take responsibilities for the touristic packages or services offered by Touristic Services Suppliers and does not guarantee (explicit or implicit) the accuracy or the quality of this packages and services on this web site.

Touristic Services Suppliers Conditions

Any reservation or request made on the web site or call center will be considerate as your initiative to book a product or a touristic service provided by PROevents and Conference. If your request will be accepted, you will receive a confirmation e-mail from PROevents and Conference and this contract will take effect. The issuing of tickets, the changing of the flight time table, the cancelation of flight tickets, the issuing of hotel vouchers, rental car vouchers, travel insurance vouchers, phone support or any other issue that needs human intervention will be required during the program hours of PROevents and Conference. (every week day from 09:00 – 18:00, EEST)

All touristic services on the website are restricted by the Touristic Services Supplier.

The terms and conditions of the Travel Services Provider (including the airline passenger transport rules, hotel entry / exit times, cancellation / change of tourist services) will be applied in addition to the Terms and Conditions of this Site. When you navigate the Site, you will be able to see references to the different terms applicable to special offers. Please read these terms carefully, but please contact PROevents and Conference for full details.

Hotel booking conditions

For most hotels, the normal check-in time is 14:00 and check-out is until 11:00. Careful! These hours may vary from one hotel to another. Please check this information on the PROevents and Conference website or offer.

If you arrive at the hotel after the check-in time indicated above, your rooms are detained until 18:00 (local time) on the day of arrival. If you arrive at the hotel after this time, please specify in the reservation (if there is an observation field) or let us know of this possibility, including the estimated time of arrival. If the hotel is not aware of this, it has the right to resell the rooms.

Legend:

1. Single room - single bed for one person;
2. Double room - contains a double bed for 2 people;
3. Twin room - 2 single beds;
4. Double / Twin room in single occupancy - contains a double bed for one person;
5. Triple room - contains 3 single beds or a double bed for 2 people and an extra bed for 1 person;
6. Quadruple Room - Contains either 2 double beds, each for 2 persons or 4 separate single beds, or 1 double bed for 2 persons and 2 extra beds for 1 person;
7. Twin / Double plus child - includes either 2 single beds or a double bed plus 1 extra bed for the child, depending on the age indicated on the reservation. In some cases, depending on the age, the child shares the same bed with the parents. If you want an explicit bed for a child, we suggest that you search only for adults, considering the adult child.

Children up to 2 years of age are infants and to obtain a baby cot for them, a confirmation from the hotel is required. Please specify if you want the baby-cot in the reservation field (if it exists) or let us know by email immediately after the reservation is completed.

The allocation of rooms to tourists is made by the accommodation unit (except where a certain room is booked and paid in advance). In case the reservation is not possible (for well-founded reasons), the accommodation unit (for reservations made through Booking.com) or PROevents and Conference is obliged to offer accommodation in another hotel unit, of the same or higher category. In this case, the tourist is obliged to accept one of the alternatives. In case of special events (fairs, exhibitions, congresses, sporting, religious or political events, over-year holidays etc.) reservations may have special terms and conditions (minimum number of nights, higher rates, cancellation policy or change of special reservation, payment terms etc.).

Payment of reservations must be made in accordance with the terms and conditions specified at the time of booking. Failure to do so would result in cancellation of the booking.

Conditions for the payment of participation fees

Paid fees are not refunded unless explicitly stated so until a deadline. The amount of the participation fees is established in agreement with the Medical Society.

Collection of reviews

PROevents and Conference can collect reviews (reviews of hotels, destinations, services offered by PROevents and Conference and its partners) from its customers after they have returned from a conference or a trip.

Customers agree to publish reviews on the site or be used offline by PROevents and Conference. Reviews can be collected online in the collection of reviews available on the PROevents and Conference website or offline (by email or phone). PROevents and Conference reserves the right to refuse certain reviews, especially those with vulgar language. Prior to publishing reviews on the site, PROevents and Conference reserves the right to edit

grammar and speech errors without changing the meaning of words. Clients' reviews become the property of PROevents and Conference and cannot be published on other sites.

Other terms and conditions applied to PROevents and Conference

Complaints

The problem that occurred during the tourist stay should be urgently communicated to PROevents and Conference in order to be able to resolve it in a timely manner. Any complaint must be made in writing to the accommodation and a copy must reach PROevents and Conference within 2 days of the completion of the service. All complaints will be investigated, and an immediate response will be given after a full analysis of the situation presented.

To resolve any problems, in a quick, efficient and amicable manner, please send your messages to office@pproevents.com

Payment

No payment other than those presented on the Site is accepted and we assume no responsibility for the amount of money sent by courier.

In some cases, your credit card details can be transferred to the Travel Services Provider. The provider, in question, will take over the payments for your reservations.

Hotel payments and participation fees are made in accordance with the above paragraph.

Payment can be made with the major credit cards recognized.

PROevents and Conference reserves the right to charge any fees (or commissions) that may occur at the time of booking by credit cards. In this case you will be informed of the applicable commissions. PROevents and Conference reserves the right to transfer the costs of charge back penalties. If your reservation is paid with another person's credit card, we reserve the right to request a written authorization from that person.

If your credit card issuer so requests, PROevents and Conference reserves the right to send tickets, confirmation vouchers or other travel documents to your declared address at the time of issue of the credit card. Incorrect information about this address may be reflected in the cancellation of the reservation, the delay in the delivery of the travel documents, and the increase in the confirmed fare. Please make sure that your billing address details match those on your statement.

In addition, to minimize the effects of attempting to fraud your credit card before issuing travel documents, we reserve the right to perform random checks, request proof of your address and a copy of the credit card as well and a recent account statement.

All charges and fees may fluctuate due to exchange rate changes.

Traveling ticket documents (flight ticket, travel voucher or invoice) can be sent by e-mail to the address entered at the time of booking, by email (at the address specified at the time of booking) or can be picked up directly from our headquarters. Our consultants can give you detailed information at any time, if necessary.

Use of the Site

PROevents and Conference is not responsible for the User's ability to access or use the Site, nor for the failures resulting from the deficiency of such abilities. PROevents and Conference does not warrant that the Site may not be affected by viruses or other actions that may cause malfunctions or other losses.

Cookies policy

PROevents and Conference does not use cookies on its own site.

Obligations of the user

You agree to comply with the following obligations including (but not limited to):

1. Financial responsibility for all transactions made in your account or your name
2. You are over 18 years of age and legal capacity to initiate legal action
3. Guarantee the accuracy of the data provided about you or your family members
4. The non-use of the Site for speculative purposes, the generation of false or fraudulent reservations
5. Prohibition of the transmission of political, pornographic, racist or other materials contrary to the law
6. Obligation not to alter, copy, transmit, distribute, sell, display, license or reproduce the content of the Site except for the personal and non-commercial use of a single copy of the information contained on the Site
7. PROevents and Conference does not provide any warranty about travel document arrangements (passports, visas, vaccines, etc.), nor does the fact that the information on the Site is updated. As a result, it is the responsibility of the User to ensure that he / she travels in accordance with the measures applicable to these travel documents.

Newsletters

You can subscribe to the PROevents and Conference newsletter, which will be sent to your email address and will include news and special offers as well as other information.

Prohibition of access to the Site

PROevents and Conference reserves the right to prohibit you from accessing the Site at any time without prior notice.

Limitation of PROevents and Conference liability

SC PROevents and Conference Ltd. mentions that the use of the System is solely at the expense and risk of the user. The Company does not guarantee that the use of the System will be error free as it does not guarantee that the search results will meet the User's requirements regarding the content, accuracy and usefulness of the returned information. In addition, responsibility for the accuracy and accuracy of Passenger, Contact, Credit or Billing Data used to make a reservation is entirely to the User, and the Company cannot be held liable if the User is harmed because of non-compliance with this provision.

Certain rates available in the reservation system SC PROevents and Conference SRL are subject to certain special booking and issuance conditions.

SC PROevents and Conference SRL will offer the Customer services to the best standards. If he is not satisfied with the services he receives, he is entitled to contact the following departments to file his complaint:

Administration or Legal:

Str. Vasile Lucaciu 60, District 3, Bucharest, Romania

E-mail: contabilitate@pproevennts.com

Links to other Sites

This Site may contain links to other external web sites and operated by other parties involved. PROevents and Conference has no control or association with these webpages and assumes no responsibility for the accuracy, integrity or quality of these webpages of the parties involved.

The content of these external webpages does not reflect the products, services or information provided by PROevents and Conference. Any views on the content of these external webpages will be redirected to the administrators of the pages in question.

Major Force or Insolvency of the company

PROevents and Conference is not responsible for party events caused by major force or if the tour operator goes into insolvency. Major events include, but are not limited to, governmental interventions, wars, raids, fires, floods, accidents, storms, strikes, terrorist attacks, etc. which may affect PROevents and Conference or its suppliers.

Exchange rate

The rates quoted on the Site are derived from multiple sources and may not always be updated daily. It is mandatory to check the rates of the day of booking.

Changes to the Site

PROevents and Conference may alter the design or content of the Site, including the availability of tourism service providers, the database, and other features of the Site.

Privacy

The terms of the PROevents and Conference privacy policy are set out in these Terms and Conditions. You agree to the use of your personal information by PROevents and Conference or its affiliates and other parties in accordance with the terms and for the purpose stated in the PROevents and Conference Privacy Policy.

Security Policy

PROevents and Conference uses secure technology to protect your personal information and financial transactions. PROevents and Conference complies with the security procedures and standards set forth in the PROevents and Conference Security Policy. Online purchases are no longer a novelty. If you choose to pay with your credit card, your credit card details are encrypted during the transaction, resulting in increased security.

Changes to Terms and Conditions

PROevents and Conference reserves the right to modify or update at any time the Terms and Conditions regarding the use of this Site without prior notice to Users. The current version of the Terms and Conditions will be displayed on the Site from the date the changes take effect. Continued use of this Site after publishing these changes will constitute your acceptance of these changes.

Governing Law These Terms and Conditions represent the agreement between the User and PROevents and Conference and is governed by the laws of Romania. In case of litigation, the competent court is considered the court of Bucharest. In case of litigation, the Romanian version of the terms and conditions will be considered.

CONSUMER PROTECTION - A.N.P.C.C.

- **CONSUMER'S PHONE:** 0800 080 999 - free calling line from the ROMTELECOM network

- **The website of the National Authority for Consumer Protection:** www.anpc.gov.ro

Commerce Authority of Bucharest Municipality Address:

Bucharest, Str. Transilvania nr. 2, sector 1, code 010798

Tel .: 021 / 310.63.75 or 021/9660

Fax: 021 / 310.63.80

E-mail: reclamatii.bucuresti@opc.ro

Web: www.anpc.gov.ro

Confidentiality

According to the requires of the Law No. 677/2001 about the identity protection concerning personal data processing and free communication of this data, modified and supplemented, and to the Law No. 506/2004 about personal data processing and protection of the personal life in electronic communication area, SC PROevents and Conference SRL has the obligation to safely use personal information of yourself or of any other member of your family only for specific purposes.

As a result of 2016/679/UE Regulation implementation, starting with the 25th of May 2018 about the protection of personal identity concerning the personal data processing and the free communication of this data, we have updated the personal data processing agreement. The way in which we take care of your personal date using them only for academic, touristic and strict informational purposes is also our responsibility. Your consent is valid until you retreat it. Your consent can be given or retreated just by sending an e-mail to the address gdpr@pproevents.com; the address can be used for obtaining any other information.

The purpose of collecting the date is to promote our products and services addressed directly to our customers, individuals, and to promote our offers by marketing means – like news-letters.

In organizing a congress or developing a project we need your personal data for offering personalized services by PROevents and Conference. For medical congresses the personal information allows us to give/receive touristic or congress concerned offers/products. The recorded date is utilized only by the operator and this are communicated only to SC PROevents and Conference SRL in order to fulfill the job attributions.

PROevents and Conference uses the personal data for: touristic services in order to offer touristic packages in our country or abroad, finishing orders, contracts, tax documents and all categories of documents needed for traveling, payments/ encashment on-site in standard secured conditions for this type of transactions, solving requests, answering questions or complaints from the customers, contacting the customers (via mail, e-mail, fax, phone or any other communication means), registering the customers data in order to offer discounts or fidelity benefits, giving the personal data to contractual partners or other intern or extern touristic packages suppliers in order to provide the touristic packages requested or to register the customer to a medical congress.

PROevents and Conference can hold customers or possible customers data (like – a request or a filled in form). On this documents the data that can be mentioned are: name and surname of the tourists, name and surname of other members of the family or other people named in the contract between the supplier and the customer, personal register number, ID data (B.I./C.I./passport), date of birth, sex, citizenship, phone no./fax, address (home/residency), e-mail, profession, work place, specialization, information about the way in which the customer uses the provided services or any other information provided by the customer.

Any information provided by the customer of SC PROevents and Conference SRL as a tourist or as a congress participant when accessing and using our website or when signing the contract will represent his/hers consent that the personal data will be used by SC PROevents and Conference SRL according to the purposes mentioned above.

According to No. 677/2001 Law, you have the right to be informed (art 12), the right to interfere on the data (art 14), the right to interpose (art 15), the right to not be subdued to an individual decision (art.17) and the right to address yourself to the law (art18).

Also, you have the right to oppose your data to be processed and to ask for the erase of your data. To exert this right, you can address yourself on a written request with your signature and the date of the request to SC PROevents and Conference SRL at the address Preot Vasile Lucaciu, nr. 60, Sector 3, Bucuresti or to the email

gdpr@pproevents.com . To the same address you can ask your data to be updated, corrected or erased from our data base or also to ask about the way in which this date is managed.

All SC PROevents and Conference SRL activities are in character with the laws in force concerning the personal data and also with all special stipulations about the protection of personal data on internet.

Personal data

SC PROevents and Conference SRL does not store data about credit cards; this are automatically erase from our data base once the reservation is processed. So, each time you use our services you will be asked to introduce the data needed for the payment.

The personal data introduced in our system, **SC PROevents and Conference SRL** applies the SSL encrypted data (Secure Socket Layer), securing the date transmission of your personal data when accessing our site.

Newsletter

Newsletter is a free tool that SC PROevents and Conference SRL provides by e-mail to the customers who wants to know all company offers or our partners offers. The subscription to our newsletters is made only at the customer request (on the main page of our web site or during an event on spot), and the unsubscription is made also at the customer request by a click on the corresponding link on each newsletter sent.

Card payment security

Nowadays, the credit cards are some of the most utilized means of payment on the market. This save the owners from transporting amounts of money, also save the time spent at the bank in order to make a payment. Against some opinions the credit cards improve the security of the transaction. The banks and the suppliers of this means of payment develop new means for securing the payments trying to prevent the frauds. Some of this means wide-spread are the CVC / CVV cods (cod made by 3-4 numbers, on the back of the credit card) or the 3D Secure protocol, both used on the internet transactions. On the payment processing market there are virtual solutions like EMS (European Merchant Services). SC PROevents and Conference SRL processes the payments made for taxes and accommodation and also for taxes applied to processing them.

3D Secure

3D Secure is an antifraud system used for increasing the security of the internet transactions. This connects the payer with the bank which provides the services in order that the bank confirms the identity of the user and after that to approve the payment. This 3D Secure system will ask additional information (like the password chosen by the possessor of the card after the card issue) while processing the payment.

So, when the user makes a reservation on our web site, when trying to pay he/she will be requested to introduce this information known only by the owner; information that will be transmitted to the bank which will approve/reject the transaction.

The bank authorization will allow the process of reservation, while the rejection will stop the process. On this situation on your desktop will be displayed the reason why the transaction was rejected. We recommend you to contact the bank which provides you the services to obtain further information about this system if you find yourself in position of payment rejection or any other problems concerning the payment. Now 3D Secure is provided by two of the biggest card suppliers: VISA and MasterCard. For VISA it works as "Verified by VISA", while MasterCard uses "MasterCard SecureCode".

How the payment is made?

On the first step the customer is asked to give the credit card details. This will be then send to the bank which provides you the services by the payment center to be analyzed. If the "Verified by VISA" or "MasterCard SecureCode" services will be accepted, it will be displayed next to the signature of the payment organization the request of introducing the password of the credit card. If this password is correct the bank approves the payment. If it is rejected the process will be stopped immediately. After authentication the transaction can be confirmed. For this transaction a connection between the user and the web site is needed and it is developed by SSL technology above described (this kind of connection is marked by a locker icon located on the status bar). SC PROevents and Conference SRL operates this way starting with the process of data providing and ending with the reservation confirmation.

Observation:

Any person has the right to oppose for legitimate reasons to personal data processing. This right can be excluded by some legal reasons (like data processing made by fiscal and financial services, by police, by justice, by social security). So, this mention can be applied if it has a compulsory character; any person has also the right to oppose freely and without giving any reasons to any data process used for direct marketing.