



Privacy Policy

Effective: May 25, 2018

Your privacy is important to us, and Promaco Conventions is transparent about how we collect, use and share information about you.

This Privacy Policy covers the information collected about you when you use our services, register for an event that Promaco Conventions is managing or interact with us (for example, connecting on LinkedIn or meeting at an event where you have provided us with your name card).

This policy will explain your choices about how we use information about you.

Note: this email is a required legal notice; it is not a marketing or promotional email. For this reason there is no unsubscribe link and you may be receiving this despite unsubscribing in the past.

For the purpose of our business, Promaco Conventions uses event management software called Cvent. This is where the majority of our data is stored. If you would like to read Cvent's privacy policy, please click on the link <https://www.cvent.com/en/cvent-global-privacy-policy>.

What information is collected

We collect your information when you provide it to us during registration of an event, when you use our services and when other sources provide it to us.

Account and profile information: We collect information about you when you register for an event, submit an abstract and submit your interest for an event Promaco Conventions is managing through the event's website. We use Cvent as our event management software system and the software will make a log of changes and updates to your registration profile.

Content you provide through our websites: The Services also include our website owned or operated by us. Each event will have a conference website which will include an expression of interest box, in which you are able to provide personal information to be subscribed to the event database.

Payment information: We collect certain payment and billing information when you register for the event. For example, we ask for name, contact and address information, upon registration. You might also provide payment information, such as payment card details, which we collect via a secure payment processing service.

Information we receive from other sources

We received information about you from third-party services, from our related companies and from our business and channel partners.

Other sources: We receive information about you from the Perth Convention Bureau. As a platinum member to the bureau, they allow us access to their database of potential clients from confirmed events to be held in WA. We might also receive your information through our clients. For example, you may



have previously attended an event or provided your information to an association. That database will be sent to us, as the event organiser, so you will receive information about the upcoming event.

How we use the information we collect

In events: We use information we collect to authenticate your participation in the event. Your information can then be passed on to third parties

- Hotels (if you booked a hotel through our registration system)
- Clients (our client will get a list of delegates information after the conference, this can possibly be passed on for the next conference)
- Sponsors/exhibitors and other delegates attending the event

How we store and secure information we collect

How long we keep information: After the event, your information is stored and archived securely and isolated from any further use. However, your data will be used if it is a recurring event managed by Promaco Conventions.

If the data subject opts out or unsubscribe to our mailing list, then your information will be deleted or anonymized, or if this is not possible (e.g. you have registered for an event that is yet to take place), then we will securely store your information and you will not receive any emails relating to our business or event.

Where we store the information: Delegate registration data is saved on Cvent server. Cvent is the event management software Promaco Conventions uses.

Primary data centre of Cvent is co-located in a facility in Ashburn, Virginia and AWS East Coast and backup data centre of Cvent is co-located in a facility in Portland, Oregon and AWS West Coast. Data transfer is being done pursuant to the Privacy Shield, which Cvent was certified for and verified by a 3rd party called TrustArc in October 2017.

Promaco Conventions also uses a cloud server via Microsoft office 365 and data centre is located in Sydney, Australia. Promaco Conventions is dedicated to security and protecting data and personal details and ensure that each computer's anti-virus is up to date and monitored by the IT team.

How to access and control your information

You have certain choices available to you when it comes to your information. Below is a summary of those choices:

You have the right to request a copy of your information, to object to our use of your information (including for marketing purposes), to request the deletion of restriction of your information, or to request your information in a structured, electronic format.



Access and update your information: The event management software we use allows for you to access and update certain information about yourself. Other ways will be contacting Promaco Conventions directly via promaco@promaco.com.au and sending through the updates.

Delete your information: If after the event you would like to be removed from the database, you will need to contact Promaco Conventions directly via promaco@promaco.com.au. In most cases, we would anonymize your detail instead of deleting your profile from the system completely as we are required to keep statistical data from past events. However, you will not be added to any database or receive any emails about our services or future events.

Opt out of communication: You may opt out of receiving promotional communications by using the unsubscribe link within each email, or by contacting Promaco Conventions via promaco@promaco.com.au to have your contact information removed from our promotional email list or registration database.

How long data is stored

By law, we are required to keep information for a minimum of 7 years. If you have provided your details to us because of an event, your information will be automatically archived once the event is over. You will not receive any promotional information or other information regarding that event.

Changes to our Privacy Policy

We may change this privacy policy from time to time. We encourage you to review our Privacy Policy whenever you use our services to stay informed about our information practices and the ways you can help protect your privacy.

Contact us

If you have questions or concerns about how your information is handled, please direct your enquiry to Promaco Conventions.

Success Events Management trading as Promaco Conventions
U9, Bateman Commercial Centre
22 Parry Avenue, Bateman
WA 6150, Australia
Ph: 08 9332 2900
Email: promaco@promaco.com.au