

## Privacy Policy (Last Updated – July 22, 2022)

The Customer Conference (TCC) values your privacy very highly. The purpose of this Privacy Statement is to explain the policies and procedures we follow in collecting, using, and disclosing your personal information. We have adopted these policies for TCC, its products, and services and not for products and services that reference, display, or link to another privacy statement.

We will only process your Personal Data (as defined under applicable law) in accordance with applicable data protection and privacy laws. For the purposes of UK and EU data protection legislation, the data controller is TCC organized by CSN, 43 Gainsborough Green, Malahide, K36 Dublin.

### **Data We Collect**

We collect information and data about individuals who visit our website, mobile site, registration, or event platforms, as well as individuals who contact us.

### **Submitting Your Information**

We collect your name, contact information, and other information when you register for an event, create an account and profile on the event platform, or attend an event hosted or organized by Customer Success Network.

### **Third-Party Data Sources**

Some of the information we receive comes from third parties. Among them are:

- Social networks and other applications that allow others to access the user's information;
- Services we jointly provide with our partners;
- Open government databases or other publicly available sources.

Whenever we obtain information from a third party, we protect it in accordance with this statement, plus any additional restrictions, if any, imposed by the source of the data. You are free to decline the request for personal information. If you do not provide the information that is necessary for us to provide our services, we may not be able to provide those services to you.

### **Information We Collect About You**

We collect, process, store, and use personal data when you register to The Customer Conference, we may also collect personal data that you give to us about other people if you register them to attend The Customer Conference. You agree that you have notified any other person whose personal data you provide to us of this privacy notice and, where necessary, obtained their consent so that we can lawfully process their personal data in accordance with this policy.

All personal data that you provide to us must be true, complete, and accurate. If you provide us with inaccurate or false data, and we suspect or identify fraud, we will record this.

When you contact us by email or post, we may keep a record of the correspondence and we may also record any telephone call we have with you.

In this privacy statement, we describe how we will use your personal information gathered through our services. These are some of the ways we use your information:

- The provision and delivery of our services, providing customer support, and responding to your questions;
- Maintain our business operations, which includes business analytics;

- Provide you with confirmations and updates, administrative and technical support;
- We will keep you informed about new developments, upcoming events, and promotional offers.

### **Data collected by the registration system (TicketTailor)**

When you visit our registration system (TicketTailor), the system automatically collects and stores information about your device and your activities. This information could include (a) your computer or other device's unique ID number; (b) technical information about your devices such as type of device, web browser, or operating system; (c) your preferences and settings such as time zone and language; and (d) statistical data about your browsing actions and patterns.

Registration system collects this information using cookies in accordance with the Cookie section of the [TicketTailor's Privacy Policy](#) and TicketTailor uses the information it collects on an anonymous basis to improve their service and for analytical and research purposes.

### **Marketing Communications**

When you opt-in to receive marketing communications from us you consent to the processing of your data to send you such communications, which may include newsletters, blog posts, surveys, and information about new events. We retain a record of your consent.

You can choose to no longer receive marketing communications by contacting us at [events@customersuccess.network](mailto:events@customersuccess.network) or clicking unsubscribe from a marketing email. If you do unsubscribe to marketing communications, it may take up to 5 business days for your new preferences to take effect. We shall therefore retain your personal data in our records for marketing purposes until you notify us that you no longer wish to receive marketing emails from us.

### **Sharing Your Information**

Personal information may be shared with your consent with the sponsors of the event, to complete transactions, or provide the services you have requested, e.g. when you make a payment, we may need to share your information with banks and other financial service providers to process payments, prevent fraud, or provide related financial services.

The information described in this statement may be shared with vendors or agents working on our behalf, e.g. contracting companies that provide accounting services, cloud-based office productivity services, event support, website hosting, event ticketing or platform providers, email communication providers, IT service providers, auditors, and lawyers may need access to personal information to perform their functions. We require that these companies adhere to our data privacy and security policies, and they may not use our personal information in any other way.

We may also share your personal data in connection with, or during negotiations of, any merger, sale of assets, consolidation or restructuring, financing, or acquisition of all or a portion of our business by or into another company.

We will access, transfer, disclose and preserve personal information if we have a good faith belief that doing so is necessary in order to:

- Respond to valid legal process, including from law enforcement or other government agencies;
- For our clients' protection or to prevent serious injury or death;
- Ensure the security of our operations and services, such as deterring fraud or preventing an attack on our computer systems or networks;

- As part of protecting our rights or property, we enforce the terms of our agreements.

## **Protecting Your Information**

We are committed to protecting your information. We have taken measures to protect your information. Despite these measures, no website or Internet transmission is entirely secure. Taking steps to protect your personal information is important, such as choosing a strong password, keeping it private, logging out of your TCC account, and shutting down your web browser before leaving a shared or unprotected device.

## **Control and choice of information**

- *Data access, correction, and deletion*

You can access, correct, or delete the personal information that we hold by contacting us using the information at the bottom of this privacy statement. To the extent permitted by applicable law, we reserve the right to charge a fee or decline requests that are unreasonable, excessive, or prohibited by law, or could adversely affect the privacy or other rights of another individual, or if you are unable to verify your identity.

- *Communications*

You can opt to receive promotional communications by phone, email, or postal mail. If you do not wish to receive promotional emails from us, follow the instructions in the message or contact us as stated at the bottom of this privacy statement. This does not apply to mandatory service communications such as billing statements or communications included in our ongoing services.

- *Cookie settings*

You can use your browser's settings to reject or delete cookies. However, it may affect certain features or services of the websites if you delete or reject cookies.

- *External Links*

The Customer Conference website, the registration system (TicketTailor), or the event platform may contain links to other sites of interest. Once you have used these links to leave our website, the registration system, or the event platform, you should note that we do not have any control over that other site. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites, and such sites are not governed by this policy. You should exercise caution and look at the privacy policy applicable to the site in question.

## **The retention of personal information**

Your information will be kept for as long as it is necessary to provide the services and complete transactions you have requested, as well as to comply with our legal obligations, resolve disputes, and enforce our agreements. Since these needs can vary for different services and engagements, actual retention periods will depend on factors such as the type of data, the nature of the engagement and relationship, and our legal or contractual obligations.

## **Data Storage and Location**

We may store and process your personal information in your country or region, or in any other country where we or our affiliates, subsidiaries, or service providers have facilities. We take steps to ensure the data we collect under this statement is treated in accordance with this statement and applicable law, wherever the data is located.

## **European Union and the UK Data Protection Law**

If the processing of personal information about you is governed by EU and the UK data protection laws, you have the following rights:

- You have the right to access, rectify, or erase your personal information;

- Any automated processing of your personal information based on your consent or a contract with you entitles you to a copy in a form that is usable and portable of that information;
- The processing of personal data based on consent is revocable at any time;
- Under certain circumstances, you can object to, or obtain a restriction on, the processing of personal information.

For such requests, please contact us at the address provided below. You also have the right to file a complaint with a supervisory authority, but we encourage you to contact us first if you have any questions.

### **Updates to This Privacy Policy**

Whenever applicable laws or policies change, we may need to update this privacy statement, if we make changes to the statements, we will change the "Last Updated" date. Where changes to the statement are material, we will notify you or obtain consent from you, as it may be required by law.

We may change the terms of this policy from time to time. You are responsible for regularly reviewing this policy so that you are aware of any changes to it. If you continue to use our event ticket shop after the time we state the changes will take effect, you will have accepted the changes.

### Contacting Us

Please send questions, comments, and requests regarding this Privacy Policy to:  
Customer Success Network  
43 Gainsborough Green,  
Malahide, K36 Dublin

For general inquiries and privacy-related matters please contact us at:  
[events@customersuccess.network](mailto:events@customersuccess.network)