

Privacy statement SURF B.V.

SURF B.V. (hereinafter referred to as SURF) values the privacy of both its member institutions and of visitors to its websites. When we ask you for your personal details, we handle them with care. We always comply with the General Data Protection Regulation (GDPR). You can read all about this in our privacy statement.

The Acceleration Plan Educational Innovation with IT is the organising party of EPIC. SURF the Leader of the Consortium of the Acceleration Plan. Smith Communicatie takes care of the event management.

Privacy

If SURF requests and processes your personal data, then your privacy is our prime concern. This means, among other things, that:

- we clearly state for what purposes we are processing your personal data; we do this by means of this privacy statement;
- we ask for only the personal data that is needed for legitimate purposes;
- we keep your personal data very safe and also demand the same from the parties, which process your personal data on our behalf; and
- you may view, correct or delete your personal data at any time.

Security measures

Among other things, we have applied the following security measures to protect your personal data:

- We use secure (HTTPS) connections to guarantee the security of data transfers; and
- We apply organisational and physical access controls.

For what do we use your data:

Registrations for events

If you register for the event, we shall ask you to provide the following personal details:

- first name and surname
- e-mail address
- organisation for which you work
- sector of the organisation for which you work
- job title
- payment details
- dietary preferences
- any other information you voluntarily provide

Why do we ask for this information?

We need your details in order to process your registration (legal basis for processing: performance of an agreement). In addition, we can carry out statistical research using this information in order to improve our services (legal basis for processing: SURF's legitimate interest)

How long do we retain these details?

SURF may retain your details for up to 18 months after the event for the purpose of research. This research is aimed at improving the events we offer the target group. SURF pseudonymises the data for this research so that they are no longer directly traceable to individuals. To this end, SURF removes your name and e-mail address. After 18 months, your details are completely anonymised so that they are untraceable, either directly or indirectly. SURF may use the anonymised details only for statistical research.

Participation in SURF online events

If you register for the EPIC conference online access, we process your personal data in order to process your registration. Under the heading 'Registration for events' you will find what personal data we process and why we do this.

Videoconferencing online events

For online events, SURF makes use of parties with whom it has concluded a processing agreement. A SURF event can always be followed via your browser. It is therefore not necessary to download applications. However, downloading the desktop version tools or applicable apps could improve the viewing experience.

Video of plenary and/or parallel sessions

Image and sound recordings of plenary and/or parallel sessions will be made during the EPIC conference for the purpose of knowledge transfer. Speakers will be clearly visible in these videos; visitors will generally not be recognisable and will only be visible from the rear. However, we cannot guarantee this. If you do not wish to be recognisable in the video, you may take a seat at the back of the room. Usually only the front rows of visitors will be visible from the rear. As there are also sound recordings, any questions and comments will also be recorded. We shall publish the videos on the review page of our website for the period set out below.

Why do we ask for this information?

The processing of speakers' details occurs in consultation on the basis of consent or on the basis of performance of the contract. The processing of details of visitors who may be visible in the video is based on the legitimate interest of SURF and its target group (legal basis for processing: legitimate interest). SURF and its target group have an interest in the transfer of knowledge that takes place through the publication of these videos. Before each session, it is clearly mentioned that image and sound recordings will be made and how to ensure that you do not appear in the video.

The videos fall under 'journalistic/academic expression' in the applicable privacy legislation (Article 85 GDPR) and are published on the Internet only as long as they have journalistic or academic value. Consequently, it is generally not possible to submit a removal request as long as the images still have journalistic or academic value.

How long do we retain these details?

We retain the videos as long as they are of journalistic, academic or scientific value; SURF checks yearly. This value can be demonstrated, for example, by the fact that videos are frequently viewed.

Images of EPIC conference

During the EPIC conference, professional photographers, camera crew, and the organisation take photos and record videos and/or vlogs. We may use these atmospheric images on Twitter, our websites, in newsletters or a mailing from SURF about the event in question. We may also retain a small and carefully selected part of the visual material in an archive for the purpose of historical awareness.

Why do we ask for these details?

We process these images on the basis of the legitimate interest of SURF. SURF has an interest in recording visual material of its events to raise awareness for the event.

How long do we retain these details?

In principle, SURF does not store visual material for longer than 2 years after the event. After 2 years at the latest, the visual material is permanently deleted.

In exceptional cases, SURF may retain a small and carefully selected part of the visual material for a longer period of time for the purpose of historical awareness. This visual material can be used later, such as for an anniversary. To the extent possible, we select visual material in which visitors are not clearly visible.

Interviews

SURF may interview visitors during events. A video is made of the interview, which may be published on the website, for example.

Why do we ask for these details?

SURF may ask visitors whether they wish to participate in an interview (legal basis for processing: consent). The interview will be made into a video; which SURF may use for public relations purposes (for example by publishing the video on the website or incorporating it in a review video).

How long do we retain these details?

If you agree to processing of the interview, we do not retain the video of the interview for longer than 2 years after the event in question. In exceptional cases, SURF may apply a different time limit. If this is the case, we will clearly indicate this in a written statement of consent which we will submit to you before the interview is conducted.

The interviews may fall under 'journalistic/academic expression' in the applicable privacy legislation (Article 85 GDPR). In that case, it is generally not possible to submit a removal request as long as the legal retention period has not yet expired.

To whom do we transfer your data?

We only pass on the data you provided us to third parties when this is necessary to be able to provide you with the respective services.

We will only supply your data to other parties with your agreement, unless it is legally required of us or permitted to transfer your data. For example, the police may require us to provide data as part of a fraud investigation. SURF is then legally required to provide these data.

In addition to the cases referred to above, we may provide your details in the following situation: when processing them in the context of relationship

management, we may provide your contact details to your institution's SURF Coordinating Contact Person if this is necessary for proper coordination of communication on SURF-related topics. For this purpose, we may provide your name, business e-mail address, and the SURF committee or group in which you are involved. Your details will be provided on the basis of the legitimate interests of SURF and the institution.

What rights do you have in relation to your data?

We process your personal data and you can therefore decide what is done with them. To do so, you can contact SURF; see the contact details at the foot of this page. What exactly can you do with the data provided to us?

- You may request to see your data that we are processing.
- You may ask us to amend your data, to complete them, or to remove them if they are incorrect or not (no longer) relevant.
- You may ask us to restrict the processing of your data.
- You may request a digital copy of your data that we process and you have the right to transfer these data to a different service provider.
- You may withdraw your consent to the processing of your personal data, for example by unsubscribing from a newsletter. Note: the processing of your personal data before you withdrew your consent remains legal.

If you believe that SURF is not handling your personal data correctly, then you may file a complaint with SURF. If you and SURF are unable to resolve the issue, then you can submit a complaint about SURF to the **Personal Data Authority**.

Right of objection

In addition to the rights referred to above, you may also object to processing that takes place on the grounds of the legitimate interest of SURF or a third party. This may be for reasons related to your specific situation. You can object via the contact details at the bottom of this privacy statement.

Please note: there are exceptions to this. Please be aware that SURF no longer has control of content (such as videos), after it has been published online on channels other than its own website. In addition, we may use visual material in a review video of the event or in a printed newsletter. In these cases, too, SURF cannot remove the visual material after publication. SURF will, of course, select the visual material used for this purpose with the utmost care.

Third-party websites

This privacy statement does not apply to third-party websites to which we have links on our website. SURF is unable to guarantee that these third parties will handle your data in a trustworthy or secure manner. We recommend that you read the privacy statement(s) on those websites before you make use of such website(s).

Amendments to privacy statement

SURF may amend this privacy statement. We therefore recommend that you review this privacy statement regularly.

SURF contact details

General
SURF B.V.
Moreelsepark 48
3511 EP Utrecht
The Netherlands
communicatie@surf.nl
+31-887873000

For matters relating to EPIC, please contact events@smith-communicatie.nl

Payment conditions

By purchasing a ticket for EPIC, you agree to our privacy statement and the following payment conditions. Tickets will be fully refunded in the situation EPIC cannot take place due to COVID-19. If the conference will take place online, due to COVID-19 measures at the time of EPIC in place in The Netherlands, we will refund the difference between an in-person access ticket and the new* online access ticket.

*In case EPIC will have to take place online, the online access ticket prices will be raised with 50%. The new ticket price of your ticket depends on the price paid for the in-person ticket: early bird or full price. The price increase of online access tickets is based on the significantly extended online programme EPIC will be offering in that event and the organisational requirements this form of conference demands. The difference in ticket price between the online and in-person tickets will be refunded on the bank account used to purchase the ticket.

In the event EPIC can provide access to fewer people than originally planned due to COVID-measures, we will give in-person access to those who purchased tickets first, up to the maximum number of visitors allowed. All other tickets will be transferred to online access tickets. Price differences will be refunded on the bank account used to purchase the ticket.

In case you are unable to join EPIC in-person due to a COVID-19 infection or in place COVID-19 measures in your country that prevent you from travelling to The Netherlands, your in-person ticket will be transferred to an online access ticket. We are unable to refund you.

Should you wish to change your ticket, you may upgrade your ticket from online access to an in-person access ticket. You may not downgrade your ticket.

To transfer your ticket, please contact the organisation on events@smith-communicatie.nl and include in your request the following information of the person you wish to transfer your ticket to: first name, last name, position, organisation, country, e-mail address, and dietary preferences. When your ticket has been transferred, you will receive a confirmation email. You can transfer your ticket until 30 April 2022.

The organisation behind EPIC will follow all government enforced measures in place in The Netherlands during EPIC. The organisation reserves the right to anticipate the measures regarding COVID-19 in place in the Netherlands at that

time. This could include the use of a COVID-19 access pass (QR-code) and a negative test result within a certain time frame, to gain access to the conference.

The payment conditions was last revised on 21 December 2021.