

ISAVFT LTD Finance & Account details

Bank name	NatWest
Bank Address	27 High Street, Leighton Buzzard, Bedfordshire, LU7 7DX, United Kingdom
Bank Account Number	72927178
Bank account IBAN	GB23NWBK53701172927178
SWIFT / BIC	NWBKGB2L
Account currency	GBP £
Bank Sort Code	53-70-11
Company name	ISAVFT LTD
Company Trading Address	61 Almond Road, Leighton Buzzard, Bedfordshire, LU7 3UW United Kingdom
VAT Registration Number	428 4374 81
Company Registration Number	14338878
Contact details	Mrs Ally Jackson Conference Director ally.jackson@isavft.co.uk +44 (0) 7905381114

Refund and Returns Policy

Terms and Conditions – Conference Attendees

These T&Cs are to be read in conjunction with the terms contained in the online or PDF Registration Form and, together, represent the entire agreement between you and your Company as detailed in the Registration Form (“you” or “your”) and ISAVFT LTD (“we” or “us”). By completing and submitting the Registration Form, you agree to be bound by the T&Cs and the Registration Form.

1. Payment of the registration fee

1. You agree to pay the registration fee as detailed in the Registration Form. The registration fee, unless otherwise stated, is inclusive of all charges, duties, levies or similar charges.
2. Subject to clause 1.4, where you have completed and submitted a PDF Registration Form:
 1. if you have ticked the bank transfer method of payment in the Registration Form, you agree to pay the registration fee within 30 days of the date of the invoice; or
3. If the conference is due to take place within 30 days of you completing and submitting the PDF Registration Form, the registration fee is payable immediately on receipt of our invoice or email.
4. If you fail to pay the registration fee within the payment deadline, we reserve the right to:
 1. if applicable, remove any discount for early bookings added to your registration fee and reissue an invoice/email for the full registration fee; and/or
 2. cancel your delegate booking.
5. Where you have completed an online Registration Form, you must make immediate payment via credit card in the “Payment” section of the Registration Form before submitting your Registration Form.
6. You agree to pay the registration fee in full £GBP without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law). ISAVFT LTD will not cover any bank charges, including those for foreign transactions. The total amount must be paid in full. Any shortfall due to bank charges will result in an additional invoice for the outstanding amount.

2. **Cancellation**

1. Full refunds of the registration fee, less a cancellation charge of £100, will only be made if you give notice of cancellation at least three months prior to the first day of the conference. Thereafter, we regret that no refunds can be made if you cancel. You may substitute your delegates at any time, with no charge. Please note that refunds will not be given on exhibition upgrades or sponsorship packages or conference dinner places at any time.
2. On occasions we may have to cancel a conference if, for example, delegate numbers are too low to run the event. If so, we will give you as much notice as possible, and you will be given the option of a refund or transfer to an alternative event.

3. **Non-attendance**

We are not liable to you for any non-attendance of your delegates for any reason, including, but not limited to, bad weather, industrial action, sickness or bereavement. We recommend that your delegates' travel plans provide for enough time to account for any inclement weather or industrial action and that appropriate insurance is obtained prior to the conference to recompense for any financial loss you incur as a result of your delegate being unable to travel.

4. **Circumstances outside our control**

We will not be liable to you for any delay, defect or deficiency hereunder to the extent that such delay, defect or deficiency is caused by an event beyond our reasonable control including but not limited to acts, defaults or omissions of our suppliers or subcontractors, a strike, lock out or other form of industrial action, outbreak of hostilities, riot, civil disturbance or acts of terrorism; fire, explosion or flood; or theft and malicious damage.

5. **Visa requirements**

You agree to ensure that all delegates covered by this booking hold the necessary visas to be able to enter the country in which the conference is held and attend the conference. We will not provide refunds for any delegates that are unable to attend the conference due to a failure to meet the appropriate visa requirements of the country concerned.

6. **Accommodation**

You are responsible for arranging delegate accommodation. We may provide details of nearby accommodation, including preferential rates. Details may be found on the event page of our website. All accommodation bookings must be made directly between yourself and the hotel. ISAVFT LTD is not party to, responsible or liable for, any bookings made by you or your delegates directly with any hotel or via third party websites.

7. **Conference programme changes**

We will use reasonable endeavours to avoid changes in advertised conference programmes. However, from time-to-time amendments may be required as a result of changes to speakers' circumstances or corporate change. It is your responsibility to check the status of any conference programmes.

8. **Exclusion of liability**

1. Subject to clause 8.2, we accept no liability to you or your delegates for personal or property damages, losses (including surrendered items) or injuries sustained by your delegate at the conference.
2. Nothing in these T&Cs or the Registration Form will exclude or limit our liability for:
 1. death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors;
 2. fraud or fraudulent misrepresentation; or
 3. any other liability which cannot be limited or excluded by applicable law.
3. In no event will we be liable to you for any indirect, special, or consequential losses (including costs of travel or accommodation). Neither will we be liable to you for any losses or damages you suffer if you rely on any views, opinions, data or information (of ISAVFT LTD or otherwise) expressed or disseminated at a conference.
4. In any event, our total aggregate liability to you whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total sums paid by you as detailed on the Registration Form.

9. **ISAVFT LTD's Rights and Obligations**

ISAVFT LTD has sole control over admission policies at all times. ISAVFT LTD reserves the right to exclude or remove from the Event any person whose presence or behaviour it reasonably considers to be undesirable or potentially unlawful, harmful, disrespectful or disruptive. Participants asked to stop any harassing behaviour or requested to leave, are expected to comply immediately. Under these circumstances, no refund will be given.

10. **Data protection**

We will process the personal data you provide in the Registration Form in accordance with our Privacy Statement below.

1. You understand that by choosing to attend the Event you are providing the exhibitor or sponsor with your personal data (as disclosed when registering). Your personal data will be transferred to an exhibitor or sponsor, who may be outside the EEA, and they may contact you about their products or services. On disclosure of your personal data, the exhibitor or sponsor becomes the data controller of that personal data and is responsible for compliance with relevant data protection laws.

11. **Photography**

You must not take photographs or otherwise film content within the conference or of any presentations. We will be taking official conference photography, which will be shared with attendees. If you would like a copy of any photos, please contact us. Some imagery will be used for marketing purposes. On some occasions, we will be doing official filming, and this content will be shared with attendees.

12. **Exhibitors and Sponsorship**

For details of terms and conditions for Table Top Exhibitors and Sponsors please contact the event organiser on +44 (0)7905381114.

13. Changes to these T&Cs

We may change and update these T&Cs from time to time.

14. Governing Law and Jurisdiction

1. These T&Cs and the Registration Form are governed by and construed in accordance with the law of England and Wales.
2. The courts of England and Wales have exclusive jurisdiction over any dispute or claim arising out of these T&Cs and the Registration Form.

Terms and Conditions last updated on 21/02/23.

Legal & Privacy Notice

Legal Notice

The terms contained in this notice apply to your access and use of material on this site. The information on this site is provided for your use and convenience and is subject to change without notice. All the information on this site is © copyright ISAVFT LTD, 2022. The Company may revise this legal notice at any time by updating this posting. You should check this website from time to time to review the current legal notice, because it is binding on you. Certain provisions of this legal notice may be superseded by expressly designated legal notices or terms located on particular pages on this website.

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No contract will exist between you and ISAVFT LTD for the sale by it to you of any product or service from this website unless and until ISAVFT LTD accepts your order by e-mail confirming that it has dispatched your product. The acceptance will be deemed complete and will be deemed for all purposes to have been effectively communicated to you at the time ISAVFT LTD sends the e-mail to you (whether or not you receive that e-mail). To avoid any doubt all contracts will be subject to English legal process and you and ISAVFT LTD irrevocably submit to the jurisdiction of the English Courts.

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ISAVFT LTD Privacy Statement

Who We Are?

ISAVFT Limited ('we' or 'us' or 'our') gather and process your personal information in accordance with this privacy notice and in compliance with the relevant data protection Regulation and laws. This notice provides you with the necessary information regarding your rights and our obligations, and explains how, why and when we process your personal data.

ISAVFT's registered office is 61 Almond Road, Leighton Buzzard, Bedfordshire, LU7 3UW, United Kingdom and we are a company registered in England and Wales under company number 14338878. Our designated Data Protection Officer/Appointed Person for the organisation is Dr Adam Jackson, who can be contacted on: +44 (0) 7905381114.

Information That We Collect

We process your personal information to meet our legal, statutory, and contractual obligations and to provide you with our products and services. We will never collect any unnecessary personal data from you and do not process your information in any way, other than as specified in this notice.

The personal data that we collect from you is:

- Name
- Prefix
- Business Address
- Email Address
- Contact Telephone Number

Where relevant we may have also collected:

- Payment Card details (although please be aware we will not hold such information for any longer than necessary to process your transaction)
- Delivery address(es) and/or Billing address(es)
- Email preferences
- Details of goods and services purchased by you

We collect information in the following ways:

- When you complete an online form
- When you contact us to register for a conference or training event over the telephone or by email
- When you register for a conference or training event online
- When you respond to a survey we provide to you

How We Use Your Personal Data

We take your privacy very seriously and will never disclose, share or sell your data without your consent; unless required to do so by law. We only retain your data for as long as is necessary and for the purpose(s) specified in this notice.

Where you have consented to us providing you with promotional offers and marketing, you are free to withdraw this consent at any time. The purposes and reasons for collecting, storing and processing your personal data are detailed below:

- To fulfil our obligations under a contract with you and to otherwise carry out our business
- Processing your payments (although please be aware we will not hold your payment details for any longer than necessary to process your transaction)
- Contacting you with any important information in relation to your purchase of services including confirmation of your orders, reminders, details of any changes, delays or other information relevant to your contract or booking
- As part of our legal obligation for business accounting and tax purposes
- Where it is in our legitimate interest to do so, to identify and contact individuals who are in a position to use our services

Your Rights

You have the right to access any personal information that we process about you and to request information about:

- What personal data we hold about you
- The purposes of the processing
- The categories of personal data concerned
- The recipients to whom the personal data has/will be disclosed
- How long we intend to store your personal data for
- If we did not collect the data directly from you, information about the source

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. You also have the right to request erasure of your personal data or to restrict processing in accordance with the data protection laws; as well as to object to any direct marketing from us; to exercise your data portability rights, and to be informed about any automated decision-making we may use.

If we receive a request from you to exercise any of the above rights, we may ask you to verify your identity before acting on the request; this is to ensure that your data is protected and kept secure. **Sharing and Disclosing Your Personal Information.** We do not share or disclose any of your personal information without your consent, other than for the purposes specified in this notice or where there is a legal requirement. We may use a third-party

to provide certain services and business functions in order to meet our business and legal requirements; however, all processors acting on our behalf only process your data in accordance with instructions from us and comply fully with this privacy notice, the data protection laws and any other appropriate confidentiality and security measures.

Safeguarding Measures

We take your privacy seriously and take every reasonable measure and precaution to protect and secure your personal data. We work hard to protect you and your information from unauthorised access, alteration, disclosure or destruction and have several layers of security measures in place, including:

- restricted access
- IT authentication
- Firewalls
- anti-virus/malware

Transfers Outside the EU

Personal data in the European Union is protected by the General Data Protection Regulation (GDPR) but some other countries may not necessarily have the same high standard of protection for your personal data. We utilise some products or services that may be hosted/stored in non-EU countries, which means that we may transfer any information which is submitted by you outside the European Economic Area ("EEA") for marketing and customer service purposes. Therefore, the personal information you submit may be stored on servers which are hosted in non-EU countries. Where this is the case, we will take steps to ensure that those providers use the necessary level of protection for your information and comply with the relevant data protection laws. We use the following cloud-based software:

- Send in Blue marketing database
- Woocommerce e-commerce software

Consequences of Not Providing Your Data

You are not obligated to provide your personal information to us, however, as this information is required for us to provide you with our services and for legitimate interests, we will not be able to offer some/all our services without it.

Legitimate Interests

As noted in the 'How We Use Your Personal Data' section of this notice, we occasionally process your personal information under the legitimate interests' legal basis. Where this is the case, we have carried out a thorough Legitimate Interests' Assessment (LIA) to ensure that we have weighed your interests and any risk posed to you against our own interests, ensuring that they are proportionate and appropriate.

How Long We Keep Your Data

We only ever retain personal information for as long as is necessary and we have strict review and retention policies in place to meet these obligations. We keep your personal information as long as necessary for the legal purposes set out above. Where you have consented to us using your details for direct marketing, we will keep such data until you notify us otherwise and/or withdraw your consent.

Marketing

Occasionally, we would like to contact you with information relating to the products and services that we provide. If you consent to us using your contact details for these purposes, you have the right to modify or withdraw your consent at any time by using the opt-out/unsubscribe options or by contacting us directly. Such information will be relevant to you as a customer, is non-intrusive and you will always have the option to opt-out/unsubscribe at any time.

Lodging A Complaint

We only process your personal information in compliance with this privacy notice and in accordance with the relevant data protection laws. If, however you wish to raise a complaint regarding the processing of your personal data or are unsatisfied with how we have handled your information, you have the right to lodge a complaint with the supervisory authority.

ISAVFT LTD, Dr Adam Jackson, Operations Director, 61 Almond Road, Leighton Buzzard, Bedfordshire, LU7 3UW
United Kingdom

Cookie Notice

A 'cookie' is a small piece of data sent from a website and stored on the user's computer by the user's web browser while the user is browsing. When you visit a site that uses cookies for the first time, a cookie is downloaded onto your computer/mobile device so that the next time you visit that site, your device will remember useful information such as items added in the shopping cart, visited pages or logging in options. Cookies are widely used in order to make websites work, or to work more efficiently, and our site relies on cookies to optimise user experience and for features and services to function properly. Most web browsers allow some control to restrict or block cookies through the browser settings, however if you disable cookies you may find this affects your ability to use certain parts of our website or services. For more information about cookies visit <https://www.aboutcookies.org>

ISAVFT

Bespoke Technical Conferences With Full Peer Review

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