

## TERMS AND CONDITIONS

### Speaker confirmation & changes

As the date of the conference approaches, sometimes speakers are prevented from attending for personal or business reasons. With the increasingly challenging market conditions, we cannot guarantee any particular case study or speakers, as our speakers themselves cannot guarantee their attendance to us. We appreciate your understanding. We endeavour to find suitable replacement speakers of the same calibre. Often, however, a direct replacement cannot be found or found with enough time for the replacement to prepare a quality presentation. Please visit the website for regular updates on the speaker faculty.

### Cancellations

All cancellations must be made in writing to Egypt Seminar and Workshops c/o Research Instruments Ltd, Bickland Industrial Park, Falmouth, Cornwall, TR11 4TA, UK or sent to [marketing@research-instruments.com](mailto:marketing@research-instruments.com) and received by us no later than 13 November 2014. Such cancellations are subject to a handling and administrative fee of £100 + VAT. We regret that **no cancellations will be accepted within 30 days of the event date**. However, a substitute delegate can always be nominated. Substitutions on the day of the conference are made at the organiser's discretion only. Research Instruments Ltd will not offer refunds to delegates due to a terrorist alert or incident unless the conference is cancelled. In this instance, Research Instruments Ltd will retain up to 50% of the conference fee to cover marketing, administration and delegate registration costs. In the unlikely event that Research Instruments Ltd will need to cancel an event for reasons other than a terrorist alert or incident, delegates will be refunded 100% of the event ticket cost, but any transport or accommodation costs will be paid for at the delegates own risk & will not be covered by Research Instruments Ltd if there is a cancellation.

### Confirmation procedure

On receipt of your booking you will receive a confirmation email. If you require a VAT receipt please email us at [marketing@research-instruments.com](mailto:marketing@research-instruments.com). The dispatch by us of an email confirmation constitutes a legally binding contract. If you have not received your confirmation email 14 working days after submission of your booking, please contact the Egypt Conference and Workshop team on +44 (0)1326 370629 as there may be a problem with your booking. Research Instruments Ltd are unable to accept responsibility for the non-arrival of information. Research Instruments Ltd reserves the right to decline any booking. Research Instruments Ltd reserves the right to vary the content, timings, location and/or speakers of the event and as such accepts no liability for variations.

### Data protection

Research Instruments does not collect any unique information about you (such as your name, e-mail address etc), except when you specifically and knowingly provide such information. By providing personal details you are consenting to its use by RI & the associates organising the event. Such personal information will be used to identify you as a unique user, and the information will not be shared with any other entity or organisation not associated with the workshop.

We collect information about you if you complete the registration form on our site. We need you to give us certain information, which will be indicated on the form. It would help us if you give us any other information we ask for that you think might be relevant but you are under no obligation to do so.

Research Instruments Ltd does note and save information such as time of day, browser type and content requested when you visit our website. This information is used to provide more relevant services to users. We do this by placing a piece of code on each web page. This provides statistical site usage information relating solely to internet usage behaviour.

Our website uses 'cookies' small text files or variables which enable a website to remember who you are. Most browsers are automatically set to accept cookies, but if you are using Microsoft's Internet Explorer or Netscape Navigator, you should be able to configure your browser to restrict cookies or block all cookies if you wish. This will however, affect your ability to log into and use any restricted areas of our website. We use session cookies (which are temporary cookies) to maintain your session with the server in the areas of our site that are available to registered users. Our session cookies store a unique identifier to allow the server to distinguish between individual users' sessions. Session cookies are deleted when you close your browser. No cookies on our site are served or used by third parties.

Through website statistics we do keep a record of traffic data which is logged automatically by our server, such as your IP address, the URL you visited before ours, the URL you visit after leaving our site and which pages you visit. We also collect some site statistics such as page hits and page views. We are not readily able to identify any individual from traffic data or site statistics.

### **Contacting us by other methods other than the website**

The website provides various telephone numbers and email addresses for you to contact us. We will collect information from you through any of these methods. We may also collect other information you supply to us after your initial contact with us.

### **Links to other sites**

The websites linked to the Egypt Conference and Workshops website are developed by people over whom we exercise no control. These sites may send their own cookies to users, collect data or solicit personal information.

### **How we safeguard personal information**

We recognise that you retain rights in the personal information we hold about you. We will keep that information secure, and use it only for specific legitimate purposes.

We take our obligation to keep your personal information secure seriously. We will keep personal information secure by taking appropriate technical and staff measures against the unauthorised or unlawful processing of that information and against its accidental loss, destruction or damage.

We take steps to ensure the personal information we have is high quality. However we cannot do this without your help! So please ensure you give us accurate information, tell us as soon as possible of any changes, and tell us as soon as possible if you notice mistakes in the information we hold about you, as this helps us to keep our information reliable and up-to-date. We will also contact you from time to time to check whether the information we have on you is still accurate and up to date. We will keep personal information until you inform us you no longer wish us to.

### **Your rights under data protection legislation**

You have various rights. You are most likely to want to exercise the following ones:

Your right to see a copy of the information we hold about you, on payment of a statutory fee which is currently £10. Before we agree to this, you must provide with sufficient evidence of your identity and sufficient details of the information you wish to see to enable us to locate it. If you would like to see a copy of the information we hold about you, please contact us in writing.

Your right to be removed from our mailing lists. Instructions on how to stop further mailings will usually be contained in any direct marketing material we send you.

Your right to correct any errors in information we hold about you, and to change or correct any details you have already given us. Please inform us about changes to your details so that we can keep our records accurate and up to date.