

AIE2026 TERMS AND CONDITIONS

1. REGISTRATION

- 1.1. Online registration forms are legally binding.
- 1.2. Acknowledgement of registration, together with Tax Invoice will be sent to you within 36 hours of registration. For assistance, please email aie2026@iisa.co.za.
- 1.3. System-generated confirmation will be sent upon successful registration.

2. PAYMENT

- 2.1. All payments must reflect the invoice/reference number on the proof of payment.
- 2.2. Proofs of payment must be forwarded to AIE2026@iisa.co.za
- 2.3. Payments to be made into the bank account stipulated on the invoice within 14 days from the date of the invoice.
- 2.4. Late payment beyond 14 days without formal request may result in cancellation of registration.

3. CANCELLATIONS AND AMENDMENTS

- 3.1. All amendments and cancellations must be notified to event host in writing.
- 3.2. Cancellations received:
 - 3.2.1. 1 April to 2 June 2026: subject to a 25% cancellation fee per delegate.
 - 3.2.2. 2 June to 13 June 2026: subject to a 50% cancellation fee.
 - 3.2.3. After 13 June 2026: subject to 100% cancellation fee.
- 3.3. Super Early Bird and Early Bird registrations: Non-refundable, but delegate substitutions are allowed.
- 3.4. Tickets amendments allowed until 1 July 2026. If accommodation was included and the change occurs after 1 April 2026, the full accommodation fee will apply.
- 3.5. No refunds will be provided for price differences. Remaining funds may be used to register additional delegates.
- 3.6. Substitutions must be submitted in writing; a R500 processing fee applies after 1 July 2026.
- 3.7. No-shows are liable for full registration and accommodation fees.

4. CONFERENCE CANCELLATION OR POSTPONEMENT

- 4.1. The Host reserve the right to change the Event name, format, date, venue or any other aspect at any time, such as they may in their absolute discretion think fit.
- 4.2. The Host reserve the right to postpone, reschedule or cancel the event at any time in response to prevailing market conditions or force majeure (direct or indirect result of

circumstances beyond their control, including without limitation, any act of God, disease or epidemic, industrial action, civil disturbance, failure of suppliers, act of terrorism, war, riot, public demonstration or governmental or local authority restraint) , the Host will:

- 4.2.1. Take all reasonable measures to notify participants promptly of any changes.
 - 4.2.2. Transfer registration to a rescheduled date.
 - 4.2.3. Transfer registration to a rescheduled date.
 - 4.2.4. Refund registration fees only if the event is fully cancelled.
- 4.3. The Host is not liable for consequential losses.

5. CODE OF CONDUCT

All attendees agree to uphold the dignity and integrity of the event. The Host reserve the right to refuse entry or remove delegates for inappropriate conduct, including but not limited to harassment, discrimination, or disruption.

6. MEDIA CONSENT

- 6.1. By attending, delegates consent to being photographed, filmed, or recorded. Materials may be used for marketing and promotional purposes by IISA and SAIA.
- 6.2. Attendees not wishing to appear in media must notify organisers in writing.

7. DATA PRIVACY NOTICE

We comply with the Protection of Personal Information Act (POPIA) and the General Data Protection Regulation (GDPR). By submitting your Personal data to us, you will be treated as having given your permission – where necessary and appropriate – for disclosures referred to in this policy. By using this web site, you acknowledge that you have reviewed the terms of this Privacy Notice and Consent to Use of Personal data (the “Privacy Notice and Consent”) and agree that we may collect, use and transfer your Personal data in accordance therewith.

This Privacy Notice and Consent forms part of our Terms and Conditions of Use and such shall be governed by and construed in accordance with the relevant laws. This Notice explains how we obtain, use and disclose your personal data, as is required by the General Data Protection Regulation. We are committed to protecting your privacy impact and to ensure that your Personal data is collected and used properly, lawfully, and openly.

If you do not agree with these terms, you may choose not to provide any Personal data, but this may impact on our ability to support you as a customer or delegate.

7.1. COLLECTION OF PERSONAL DATA

We collect and process your Personal data mainly to provide you with access to our services, support, marketing, analytics, audits, legal compliance, overall conference management, and business development.

The type of data we collect is for the purposes of overall conference and professional membership management and will only be utilised for that purpose. By accepting these terms and conditions, you hereby confirm we may use your information for conference and professional membership management purposes as well as our suppliers if requested by them. Personal data will be retained for no longer than five years unless required for audit or legal purposes

Examples of data we collect from you are:

- Full name(s)
- ID number (for CPD purposes)
- Address
- Email address
- Telephone/cell number
- Images
- User-generated content, posts, and other content you submit to our web site.

We also collect data about you from other sources as explained below.

With your consent, we may also supplement the data that you provide to us with data we receive from other companies in the industry in order to offer you a more consistent and personalized experience in your interactions with the conference Hosts and its service providers.

7.2. COLLECTION OF NON-PERSONAL DATA.

We may automatically collect non-Personal data about you such as the type of internet browsers you use or the website from which you linked to our website. We may also aggregate details which you have submitted to the site (for example, the products or services you are interested in). You cannot be identified from this data, and it is only used to assist us in providing an effective service on this website. We may from time-to-time supply third parties with this non-personal or aggregated data for uses in connection with this website.

7.3. COOKIES POLICY.

We use the term “cookies” to refer to cookies and other similar technologies covered by the POPI Act on privacy in electronic communications.

- **What is a cookie?**

Cookies are small data files that your browser places on your computer or device. Cookies help your browser navigate a website and the cookies themselves cannot collect any data stored on your computer or your files. When a server uses a web browser to read cookies, they can help a website deliver a more user-friendly service. To protect your privacy, your browser only gives a website access to the cookies it has already sent to you.

- **Why do we use cookies?**

We use cookies to learn more about the way you interact with our content and help us to improve your experience when visiting our website. Cookies remember the type of browser you use and which additional browser software you have installed. They also remember your preferences, such as language and region, which remain as your default settings when you revisit the website. Cookies also allow you to rate pages and fill in comment forms. Some of the cookies we use are session cookies and only last until you close your browser, others are persistent cookies which are stored on your computer for longer.

- **How are third party cookies used?**

For some of the functions within our websites we use third party suppliers, for example, when you visit a page with videos embedded from or links to YouTube. These videos or links (and any other content from third party suppliers) may contain third party cookies and you may wish to consult the policies of these third-party websites for data regarding their use of cookies.

- **How do I reject and delete cookies?**

We will not use cookies to collect personally identifiable data about you. However, should you wish to do so, you can choose to reject or block the cookies set by the websites of any third-party suppliers by changing your browser settings – see the Help function within your browser for further details. Please note that most browsers automatically accept cookies so if you do not wish cookies to be used you may need to actively delete or block the cookies.

7.4. HOW WE USE YOUR DATA

We will use your Personal and Non-Personal data only for the purposes for which it was collected or agreed with you, for example:

- Analyse the effectiveness of our advertisements, competitions, and promotions.
- Reporting and analysis of demographics.
- Evaluate the use of the site, products, and services.
- For audit and record keeping purposes.
- For market research purposes
- For monitoring and auditing site usage
- Help speed up your future activities and experience on the site. For example, a site can recognise that you have provided your Personal data and will not request the same data a second time.
- Collect data about the device you are using to view the site, such as your IP address or the type of Internet browser or operating system you are using, and link this to your Personal data so as to ensure that the site presents the best web experience for you.
- In connection with legal proceedings.
- Make the site easier to use and to better tailor the site and our products to your interests and needs.
- Offer you the opportunity to take part in competitions or promotions.
- Personalise your website experience, as well as to evaluate (anonymously and in the aggregate) statistics on website activity, such as what time you visited it, whether you have visited it before and what site referred you to it.
- Suggest products or services (including those of relevant third parties) which we think may be of interest to you.
- To assist with business development.
- To carry out our obligations arising from any contracts entered into between you and us.
- To conduct market or customer satisfaction research or for statistical analysis.
- To confirm and verify your identity or to verify that you are an authorised customer for security purposes.
- To contact you regarding products and services which may be of interest to you, provided you have given us consent to do so or you have previously requested a product or service from us and the communication is relevant or related to that prior request and made within any time-frames established by applicable laws.
- To notify you about changes to our service.
- To respond to your queries or comments.
- To comply with legal and regulatory requirements or industry codes to which we subscribe, or which apply to us, or when it is otherwise allowed by law.
- In order to protect data from accidental or malicious destruction, when we delete data from our services, we may not immediately delete residual copies from our servers or remove data from our backup systems.

- You can opt out of receiving communications from us at any time. Any direct marketing communications that we send to you will provide you with the data and means necessary to opt out.

7.5. DISCLOSURE OF PERSONAL DATA

7.5.1. We may disclose your Personal data to our business partners who are involved in the delivery of products or services to you. We have agreements in place to ensure that they comply with these privacy terms.

7.5.2. We may share your Personal data with, and obtain data about you from:

- Third parties for the purposes listed above;
- Other companies in our industry when we believe it will enhance the services and products, we can offer to you, but only where you have not objected to such sharing;
- Other third parties from whom you have chosen to receive marketing data.

7.5.3. We may also disclose your data:

- Where we have a duty or a right to disclose in terms of law or industry codes;
- Where we believe it is necessary to protect our rights.

7.5.4. Monitoring access and usage of personal data;

- Physical security;
- Retention and disposal of data;
- Secure communications;
- Security in contracting out activities or functions.

When we contract with third parties, we impose appropriate security, privacy, and confidentiality obligations on them to ensure that Personal data that we remain responsible for, is kept secure.

We will ensure that anyone to whom we pass your Personal data agrees to treat your data with the same level of protection as we are obliged to.

7.6. ACCESS TO YOUR PERSONAL DATA.

You have the right to request a copy of the Personal data we hold about you. To do this, contact us at the numbers/addresses listed on our home page and specify what data you would like. We will take all reasonable steps to confirm your identity before providing details of your personal data.

Please note that any such access request may be subject to a payment of a legally allowable fee, as laid down in our POPI Act.

7.7. CHANGES TO THIS NOTICE

Please note that we may amend this notice from time to time. Please check our website periodically to inform yourself of any changes.

8. HOW TO CONTACT US

If you have any queries about this notice or believe we have not adhered to it, or need further data about our privacy practices or wish to give or withdraw consent, exercise preferences or access or correct your personal data, please contact us at the numbers/addresses listed on our website.
