

11-13 October 2024 | Hotel ICON • Hong Kong

IMPACT2024

Tourism and Hospitality in the Age of Transformation

Terms and Conditions

Cancellation/ Refund Policy

A 50% refund of the paid registration fee will be made for cancellations received in writing on or before 7 October 2024 (GMT +8). No refund can be made after 7 October 2024 (GMT +8). To cancel a registration and request a refund, a written request must be sent to impact.acct@polyu.edu.hk. Please enter "IMPACT2024 Refund" in the subject line.

For all participants, please read and agree to the terms below.

Personal Information Collection Statement

This is a personal information collection statement under the Personal Data (Privacy) Ordinance (“the Ordinance”).

1. Purpose of Collection

The personal data provided by you to the School of Hotel and Tourism Management (“SHTM”) of The Hong Kong Polytechnic University (“PolyU”) will be collected, retained, processed, used and transferred (within or outside of Hong Kong) for the following purposes:

Processing your inquiries, application, registration or request for services, activities and facilities;

Facilitating communications with you;

Facilitating implementation of PolyU’s policies and procedures, and monitoring compliance with the same;

Enabling PolyU to comply with any applicable procedures, laws, regulations or court orders (in each case whether in Hong Kong or overseas), any request by government, statutory, regulatory or law enforcement authority, and valid legal processes, ordinances obligations;

Conducting quality assurance, surveys and review, statistical analysis, research; and

Other purposes directly relating to any of the above.

You are required to provide your personal data, other than those items indicated as optional. In the absence of your personal data, we may not be able to process the activities, services or facilities you requested or maintain contact with you.

2. Disclosure and Transfer of Personal Data

PolyU will keep your personal data confidential and only authorized staff members will have access to and handle your personal data. PolyU may disclose or transfer your personal data to service providers and contractors engaged in activities on behalf of PolyU within or outside Hong Kong solely for the purposes set out in paragraph 1 above. PolyU may disclose your personal data when authorized or required by law and in response to requests from law enforcement agencies, government departments or regulatory authorities, or

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where required to protect PolyU's rights or properties.

3. Access and Correction of Personal Data

You have the right to request for access and correction of your personal data held by PolyU. Any data access and correction request according to the Ordinance should be made in writing to: The Departmental Personal Data Officer, School of Hotel and Tourism Management, 7/F, 17 Science Museum Road, TST East, Kowloon, Hong Kong at impact.info@polyu.edu.hk. A fee may be imposed for processing your data access request.

4. Security, Accuracy and Retention of your Personal Data

PolyU takes reasonable precautions to prevent the loss, misappropriation, unauthorized access or destruction of your data. PolyU also takes reasonable steps to ensure that all personal data held by it is accurate, complete, correct and reliable for the intended use. Your personal data will be retained by PolyU according to its policy on retention of data and records.

5. Privacy Policy Statement

You may refer to <https://www.polyu.edu.hk/privacy-policy-statement/> for the Privacy Policy Statement of PolyU.

If you are participants from the European Economic Area, please read and agree to the terms below.

1. What is the purpose of this document?

The School of Hotel and Tourism Management (the "SHTM") of The Hong Kong Polytechnic University (the "University") is committed to protecting the privacy and security of your personal information. This notice describes how we collect and use your personal data during the inquiry, application and registration process in accordance with the General Data Protection Regulation ("GDPR"). The University is the "data controller" for the information that we obtain from you or others as a result of your application for attending the IMPACT2024 of the SHTM at the University.

2. In this policy, your "personal data" means any recorded information that is about you and from which you can be identified. It does not include data where your identity has been removed (anonymous data).

"Processing" of your personal data means anything that we do with that information, including collection, use, storage, disclosure, deletion, or retention.

3. The information/ types of data we hold about you may include the following:

- Personal details such as name, title, address, telephone number, email address, sex, and gender;
- Education and employment information;
- Bank information for processing payment.

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We may also process the following "special categories" of more sensitive personal data: Information about your health, including any disability and/or medical condition. Special category data will not be used to assess your application and will only be used in accordance with section 6.

4. How did the University obtain your data?

Most of the information we hold comes from your registration, for example, via www.polyu.edu.hk.

5. How does the University use your data?

We process your data for the purpose of processing and assessing your registration for the IMPACT2024. Access to your data will be provided to our staff who need to view it as part of their work in carrying out the purposes. We set out below examples of circumstances where it is necessary for us to process your data. We may use the same information under more than one circumstances.

(i) To consider your application/ registration, we also need to process data under this heading where the University is working with a third party in order to offer you services, for example, those offered by the colleges. See section 7 on third party sharing.

(ii) To comply with a legal obligation. Information processed for this purpose includes, but is not limited to, information relating to the monitoring of equal opportunities.

(iii) To meet our legitimate interests.

We also need to process your data in order to meet our legitimate interests or the legitimate interests of others. For example:

- asking you to provide additional information on your application;
- notifying you of changes to information of the IMPACT2024; and
- inviting you to take part in surveys or enabling third parties to conduct surveys on our behalf.

If you fail to provide certain information when requested under the circumstances described in 5(i) and 5(ii) above, we may not be able to meet our contractual obligation to consider your application/registration or to comply with our other legal obligations.

6. Change of purpose

We will only process your personal data for the purposes for which we collected it unless we reasonably consider that we need to use it for another related reason and that reason is compatible with the original purpose. If we need to use your data for an unrelated purpose, we will seek your consent to use it for that new purpose. Please note that we may process your data without your knowledge or consent where this is required or permitted by law.

7. Special category data

Special category data require a higher level of protection. Listed below are examples of processing activities that we regularly undertake in respect of these types of data. In addition to the activities listed below, it may

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sometimes be necessary to process this sort of information for exceptional reasons, for example, because it is necessary to protect your vital interests or those of another person.

(i) Disability - We will process data you have volunteered about any disability in order to make any arrangements or adjustments required in relation to your application (e.g., to arrange access for attending the conference) and/or to monitor equal opportunities.

8. Data sharing with third parties

In order to perform our contractual and other legal responsibilities or purposes, we may, where relevant and necessary, need to share your information with the following types of organization:

Banks for processing payment;

The governmental departments or agencies responsible for immigration and visa;

Sponsors or benefactors of funding and financial support;

Where information is shared with third parties, we will seek to share the minimum amount necessary. All third-party service providers that process data on our behalf are required to take appropriate security measures to protect your data in line with our policies. We do not allow them to use your data for their own purposes. We permit them to process your data only for specified purposes and in accordance with our instructions.

9. Retention Period

We will retain your data only for as long as we need it to meet our purposes, including any relating to legal, accounting, or reporting requirements.

10. Your rights

Under certain circumstances, by law, you have the right to:

Request access to your data (commonly known as a “subject access request”). This enables you to receive a copy of your data and to check that we are lawfully processing it.

Request correction of your data. This enables you to ask us to correct any incomplete or inaccurate data we hold about you.

Request erasure of your data. This enables you to ask us to delete or remove your data in certain circumstances, for example, if you consider that there is no good reason for us to continue to process it.

You also have the right to ask us to delete or remove your data where you have exercised your right to object to processing (see below). Object to processing of your data where we are relying on our legitimate interests (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.

You also have the right to object to where we are processing your data for direct marketing purposes.

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Request the restriction of processing of your data. This enables you to ask us to suspend the processing of your data, for example, if you want us to establish its accuracy or the reason for processing it.

Request the transfer of your data to another party.

Depending on the circumstances and the nature of your request it may not be possible for us to do what you have asked, for example, where there is a statutory or contractual requirement for us to process your data and it would not be possible to fulfill our legal obligations if we were to stop. Where you have consented to the processing (for example, by asking us to send you certain types of communication), you can withdraw your consent at any time, by emailing us at impact.info@polyu.edu.hk. Upon your withdrawal of the consent, we will stop the processing as soon as we can. The withdrawal will not invalidate past processing. If you want to exercise any of the rights described above or are dissatisfied with the way we have used your information, please email SHTM at impact.info@polyu.edu.hk. We will seek to deal with your request without undue delay, and in any event in accordance with the requirements of the GDPR. Please note that we may keep a record of your communications to help us resolve any issues which you raise.

11. Keeping your data up-to-date

It is important that the data we hold about you is accurate and current. You can access, amend and delete your data yourself until the point at which you submit your application/registration to SHTM. Please keep us informed of any changes after you submit your application/registration.

12. Changes to this privacy policy

We reserve the right to update this privacy policy at any time and will seek to inform you of substantial updates. We may also notify you in other ways from time to time about the processing of your personal data.

13. Use of Personal Data in Direct Marketing

SHTM would like to use your name, address, telephone number and email address to inform you of the following activities, services and facilities (collectively, “the marketing subjects”):

Activities, seminars or workshops organized by us alone, jointly with other parties or by other parties;

Privileges, discounts and offers for services provided by us alone or jointly with other parties; and

Charitable, educational, social and other activities that solicit contributions, donations or participation.

We cannot use your personal data for sending information on the above marketing subjects to you unless we have received your consent. Please check the box below to indicate your agreement for us to use your personal data to send you information on the above marketing subjects. You may withdraw from receiving information on the marketing subjects indicated above at any time by sending an email to the Departmental Personal Data Officer at impact.info@polyu.edu.hk.