



GENERAL TERMS AND CONDITIONS

Patients, Patient Representatives and Patients Advocates Associations

Definitions

K.I.T. Group Switzerland AG (hereinafter K.I.T. Group) is the Professional Conference Organizer (PCO) of the ISPAD 2021 Virtual Conference October 13 – 15, 2021 (hereafter referred to as the “ISPAD 2021”), hosted by the International Society for Pediatric and Adolescent Diabetes (hereinafter “ISPAD”). ISPAD 2021 will be fully held as a virtual conference.

K.I.T. Group is the administrative organizer of the event and provides the Conference Secretariat (staff and technical infrastructure). Core tasks include the operation of the registration services, abstract management, sponsorship opportunities and exhibition management.

ISPAD is a non-profit, scientific organization.

Both entities are hereinafter referred to each as the “organizer” or jointly as the “organizers”. The following General Terms and Conditions apply to all services provided by K.I.T. Group Switzerland AG and its affiliated K.I.T. Group GmbH, Berlin, Germany.

General Terms and Conditions for Registration

These General Terms and Conditions are valid for each attendee registered as Patient, Patient Representative and Patients Advocate Associations for ISPAD 2021. Any registered person is considered an attendee.

Please note that your application is submitted to the final approval by the Executive Board of ISPAD and may benefit from a fee waiver at ISPAD’s own discretion depending on your affiliation. A confirmation will only be sent by email after final approval.

ISPAD 2021 Virtual Conference Registration

The registration deadlines are as follows:

<i>Standard registration</i>	<i>September 2, 2021, 24:00 CET</i>
<i>Late registration</i>	<i>From September 3, 2021</i>

We recommend finalizing **individual** registrations latest October 8, 2021 via the online form to guarantee a smooth participation at ISPAD 2021.

To be eligible to register for ISPAD 2021, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age.

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the completed online registration as well as the payment in full in accordance with the deadlines mentioned above. Should one deadline be missed, the next applicable fee will be charged automatically. The registration will only be confirmed upon receipt of payment in full.

The organizers reserve the right to refuse any registration. Any claim for participation in the event is excluded. If the maximum attendee capacity is reached, the organizers reserve the right to refuse any registration.



Disclaimer

The registration fee for Patient Advocates includes entry to all scientific sessions as well as the opening and the closing ceremony, the networking lounges and the ePosters. You will have no access to the industry program (sponsored symposia and industry exhibition).

Patient Advocates are kindly asked to interact and communicate with all attendees of the conference (healthcare and non-healthcare professionals in accordance with the good practice rules of their home country and as per the compliance regulations to which they are submitted.

Methods of Payment

Payment is required at the time of registration. It can be made in USD only, using one of the following methods:

1. Credit card (Visa, MasterCard): Attendees should complete the relevant section of the registration form. For amounts above USD 1,500, a credit card fee of 3.5% will apply which cannot be invoiced.
2. Bank transfer: Payment is only possible until October 1, 2021 and should be made in USD to:

Bank Name:	UBS Switzerland AG Genève Guichet Gestion Acacias, Rue des Noirettes 35, 1227 Carouge
Account Holder:	K.I.T. Group Switzerland AG
Bank Sorting Code:	00240
K.I.T. Account Number:	240 7395 0860 W
SWIFT-CODE:	UBSWCHZH80A
IBAN:	CH97 0024 0240 7395 0860 W
Reference:	Attendee Name, Attendee Number, ISPAD 2021

Please note that all transfer costs must be prepaid by the transmitter. Cheques will not be accepted.

Letter of Confirmation/Invoice

A registration confirmation/invoice incl. payment receipt will be sent by email once the ISPAD 2021 Registration Department has received the fully completed registration form, the related payment and proof of status if necessary.

Certificate of Attendance

A Certificate of Attendance and a Continuing Medical Education (CME) Credit Statement for all regular attendees will be provided after participation in the ISPAD 2021.

Each attendee will be tracked during his/her online participation to be able to award CME credits, hence it is important that you allow cookies from your browser. CME credits will be awarded depending on the time spent on the ISPAD 2021 live session program (industry program excluded). Please have a look at 2021.ispad.org to find out how many CME credits will be allocated to the ISPAD 2021 scientific program. Each medical specialist should claim the recognition of the UEMS/EACCME credits at his/her own CME National Authority. The aim of the CME system is to assure a high level of theoretical and clinical competences throughout medical specialists' working lives. The UEMS/EACCME Accreditation Committee guarantees that the CME programs are of a high scientific and educational standard.

Registration Category Change

A handling fee of 45 USD will be charged for registration type changes. If there is a change to the reduced fee, the ISPAD 2021 Registration Department may request a proof of profession or occupation. An ISPAD Member must be a member in good standing (i.e. full payment received, possible proofs submitted, etc.) before completing the registration process to be eligible for a Member rate or eligible to claim the registration change. Refund requests will be processed after the conference only. They must be made in writing and sent to the ISPAD 2021 Registration Department by email. Refunds will be credited only to person / entity who / which paid the original registration.



Registration Name Change

A handling fee of 45 USD will be charged for every name change to an existing conference registration. A new registration form for the substitute attendee should be submitted before October 8, 2021, as well as a proof for the reduced fee if applicable. After this date, name changes will no longer be accepted.

Registration Cancellation Policy

Notification of cancellation must be made in writing and sent to the ISPAD 2021 Registration Department by email to ispad2021-registration@kit-group.org. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation is received before August 1, 2021, 100% of the paid registration fee will be refunded. If the written notification of cancellation is received before September 3, 2021, 50% of the paid registration fee will be refunded. No refunds will be made for cancellations received after this date.

Refund requests will be processed after the conference only. They must be made in writing and sent to the ISPAD 2021 Registration Department by email no later than October 31, 2021. No refund request will be processed after this date.

Credit will not be given for unattended events or early termination of attendance. Refunds will be credited only to person / entity who / which paid the original registration. In cases of cancellations due to personal matters, after the cancellation deadline, please consult your personal insurance.

Modification of the Conference Program

The conference organizers reserve the right to modify the program, which is published as an indication only. There is no claim against the organizer for the implementation of announced or individual program components.

No refunds will be granted in case the program changes (including change of speakers, modification of topic, etc.).

Cancellation of the ISPAD 2021 Virtual Conference

In the event that ISPAD 2021 cannot be held or is postponed due to events beyond the control of K.I.T. Group (force majeure) or for events, for which neither party can be held responsible for or due to events which are not attributable to wrongful intent or gross negligence of K.I.T. Group, neither K.I.T. Group nor indirectly its client ISPAD can be held liable by attendees for any damages or financial losses incurred.

Under these circumstances, K.I.T. Group reserves the right to either retain the entire registration fee and to use it for a future ISPAD conference, or to reimburse the attendee after deducting costs already incurred for the organization of ISPAD 2021 and which could not be recovered from third parties.

Connectivity or technical issues

The attendee acknowledges that it is his/her responsibility to ensure a secure and stable internet connection, compatible operating system requirements and that his/her web browser is up to date in order to avoid connectivity or other technical issues when participating in ISPAD 2021. K.I.T. Group will use its reasonable best efforts in providing access to the ISPAD 2021 through third party channels. In the event that the attendee encounters connectivity issues due to a weak internet connection, incompatible operating system requirements or inappropriate web browser settings, the attendee acknowledges that K.I.T. Group is not liable. K.I.T. Group will also not be liable in the event of an interruption of connection or connectivity issues due to a case of "Force Majeure" or attributable to a third party's network operators.



Data Protection, Conference Tool and Sharing of Contact Details

Processing of credit card data

When registering, the attendee will be asked to fill in the online form and provide his/her full name, address, e-mail address and telephone number. The information collected above is required to process and complete the registration (including sending a confirmation e-mail of the booking). If the attendee chooses to pay for the booking(s) by credit card, credit card information (e.g. credit card type and number, CVC code, expiry date, name of the credit card holder) will also be collected.

All data will be stored and processed in accordance with the applicable data protection regulations, in particular the General Data Protection Regulation GDPR (Regulation (EU) 2016/679) and the German Federal Data Protection Act (BDSG). The payment service of Concardis GmbH, Helfmann-Park 7, 65760 Eschborn, Germany, is used for data processing within the scope of the payment procedure for credit card use.

Conference Tool

At the Conference a digital conference platform tool will be implemented and used. Before using the digital conference platform tool, you will be informed about your data protection rights. For details on data processing, please refer to the privacy policy at <https://2021.ispad.org/privacy-policy/>

Each attendee who registers at the Conference agrees to the use and application of the Conference platform. The use of the conference platform tool becomes part of the contract and is insofar a prerequisite for participation in the conference.

According to the current processing status, a data transfer of personal data to the US can be assumed. Data transmission to the US is based on the Standard Contractual Clauses (SCC) of the European Commission. Details can be found here: <https://2021.ispad.org/privacy-policy/>

The organizer has entered into a data processing agreement with the service partner of the conference platform tool and implement the strict provisions of the German data protection agencies to the fullest when using the conference platform tool.

Passing on of contact data

The processing of all personal data (including the collection, storage, use, treatment, modification, transmission, blocking and deletion of data) is carried out by the Organizers in accordance with the General data protection regulation GDPR (Regulation (EU) 2016/679) and the German Federal Data Protection Act (BDSG).

The processing of personal data, in particular the forwarding of attendees' contact details to third parties, is subject to the strict restrictions of the General Data Protection Regulation GDPR (Regulation (EU) 2016/679) and the German Federal Data Protection Act (BDSG). Contact data is only transmitted in accordance with Art. 6 (1) lit a-f GDPR if: (a) express consent, (b) performance or conclusion of a contract, (c) fulfilment of a legal obligation, (d) protection of vital interests of the data subject or another natural person, (e) public interest or exercise of official authority, (f) legitimate interest of the data controller and balancing of interests.

Further information on data protection

Further information on data protection (in particular on the rights as a data subject to information, objection, revocation of consent, blocking and deletion of personal data) can be found in the privacy policy at <https://2021.ispad.org/privacy-policy/>. Personal data will only be stored within the scope of the statutory storage obligations. For data protection enquiries, please contact the data protection officer of K.I.T. Group (e-mail datenschutz@messe-berlin.de).

Intellectual Property Rights

All content (trademarks, brands, copyrights, etc.) displayed at the Conference remain the property of their respective owners and are used for identification purposes only. The content and compilations published by



the providers at the digital Conference platform and/or on the event website are subject to the applicable copyright laws. The reproduction, editing, distribution, sharing and/or any kind of exploitation outside the limits of the applicable copyright laws require the written consent of the respective author and/or creator.

Downloads and copies of information, documents, files, presentations, and other content shared are only permitted if explicitly marked and solely for private use. The commercial use of content is prohibited without the consent of the author/creator. Insofar as the content on the event platform website has not been created by the organizer, the copyrights of third parties will be observed. Contributions of third parties are marked as such on the event platform website. Should a copyright infringement nevertheless occur, the organizers require a corresponding notice. The relevant content will then be removed immediately.

Liability

The conference organizers shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of the conference organizers - for whatever legal reason - shall be limited to intent and gross negligence.

To the extent permitted by applicable law, the Executive Committee of ISPAD and K.I.T. Group, including all of its management, representatives, fully or partially employed staff, shall not be liable for any direct, indirect or consequential damages of any kind, loss of profits and/or loss of data arising from and in connection with the access and use of the platform and the participation in ISPAD 2021. The liability of commissioned service providers shall remain unaffected by this.

The attendee shall take part in ISPAD 2021 at his/her own risk. Oral agreements shall not be binding if these have not been confirmed in writing by the conference organizers.

ISPAD and K.I.T. Group do not warrant the adequacy, accuracy and/or completeness of any information conveyed during ISPAD 2021 and published on the platform.

ISPAD and K.I.T. Group do not guarantee uninterrupted and/or error-free access to the platform of ISPAD 2021. ISPAD and K.I.T. Group endeavours to fix such interruptions as fast as possible.

Applicable law, place of jurisdiction

German law shall apply to the exclusion of the UN Sales Convention. As far as legally permissible, Berlin is agreed as place of jurisdiction.

Severability Clause

If there is a determination of these Terms and Conditions to be ineffective or impracticable, then the validity of the Terms and Conditions remaining are not impaired. The parties are obligated to cooperate in order to replace the ineffective or impracticable clause by an effective or feasible clause, which results in the ineffective or impracticable clause being closed.

As of 18 March, 2021