

Privacy Policy Statement

Last Update: 03 January 2024

Your right to privacy and online security is important. This Privacy Statement describes our collection, protection, disclosure, and use of your information. This Privacy Statement applies to all our websites, sub-domain, mobile applications, and/or online services (each individually, and collectively, the "Service"). It covers your personal information that is provided or collected through our services and how we use that information in connection with our services. The use of your personal information under this policy is an integral part of twoplusoneconcepts "Services". You are not required by law to provide us your personal information, and therefore providing your information is entirely up to you. However, if you do not provide us the necessary information, we will not be able to deliver our service effectively. Therefore, if you do not agree to this Privacy Policy, please do not access, or otherwise use twoplusoneconcepts "Services".

1. Collection of Data

We will obtain data for the website or App regarding your event, such as the agenda, speaker biographies, documents, general event details, and floor plans. This information may be obtained via our website or App where the information will be sync to a portal. Only valid event participants are granted access to this limited information.

We collect personal information that you voluntarily provide to us when you register on the Services, express interest in obtaining information about us or our products and Services, when you participate in activities on the Services, or otherwise when you contact us. The kind of personal information we gather is dependent on how users utilise our services. The personal information we collect may include the following:

- Names
- Phone Numbers
- Email Addresses
- Company Name
- Job Titles
- Contact Preferences
- Contact or Authentication Data
- User ID

We do not process sensitive information.

2. Use of Data

Your information is processed by us so that we can deliver, enhance, and operate our Services, connect with you, prevent fraud or security threats, and adhere to the law. With your permission, we may also use your information for other purposes.

Depending on how you use our Services, we may process your personal information for a variety of purposes, such as:

- **Make account creation and authentication easier and manage user accounts in general.** We may use your information to create and log into your account, as well as to keep your account operational.
- **Provide and facilitate App services to users.** We may use your information to provide you with the service you have requested.
- **Respond to user inquiries and provide user support.** We may use your information to respond to your inquiries and resolve any potential problems with the requested service.
- **Send you administrative information.** We may use your information to send you information about our products and services, changes to our terms and policies, and other information of a similar nature.

- **Manage and fulfil your orders.** We may use your information to fulfil and manage event ticket orders, payments, returns, and exchanges placed via the Service.
- **Allow for user-to-user communication.** If you choose to use any of our offerings that allow you to communicate with another user, we may process your information.
- **Gather feedback.** We may use your information to request feedback and contact you about our use of our Services.
- **To safeguard our services.** We may use your information to monitor and prevent fraud as part of our efforts to keep our Services safe and secure.
- **Determine usage patterns.** We may process information about how you use our Services to better understand how they are used and improve them.
- **To save or safeguard the user's vital interests.** We may use your information to save or protect an individual's vital interests, such as preventing harm.

3. Information Protection

We are dedicated to ensuring the confidentiality of your information, and we have taken the necessary organizational, technical, and security precautions to protect it.

- We keep all the information you provide us on our secured servers.
- Encryption technology will be used to safeguard any data transactions made through our website and App.

We value your trust in providing us your Personal Information, thus we are striving to use commercially acceptable means of protecting it. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed 100% secure, so we cannot promise or guarantee other unauthorized parties will not be able to defeat our security or improperly access your information. We will do our best to protect your personal information, transmission of personal information to and from our Services at your own risk. You should only access our Services within a secure environment.

4. Data Retention

Information that we process for any purpose or purposes shall not be kept for longer than is necessary for the purpose or those purposes.

We will retain your personal information as described below (except if otherwise required to be retained by applicable law).

Information	Retention Period
Location, Email Address, Password, IP Address, User Agent (or website browser), Device ID, User ID, Verification Code, Mobile Number, Name, Address (including city, province, and post code)	Account data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted
Credit card information (only limited to Payment ID) (we do not store your other credit card information including card number, name, expiration date and security code, except for the purposes of acquiring a payment ID which is provided by our payment processor upon receiving your other credit card information)	Payment ID is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.
Transaction Records	Payment data is held for as long as an account exists. Information is erased within ninety (90) days of the date the account is deleted.

Information	Retention Period
Log Data, Metadata, IP Address, User Agent, Date and Time of Access, each URL visit within the website whether direct or referred from third party website	This data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.
Customer Service Ticket / Chat Content, IP Address, User ID, incident details and response steps	This data is held for so long as an account exists. Information is erased within twenty-four (24) hours of the date the account is deleted.
Enquiry Data (data provided when you submit an enquiry via our website contact form or as part of a sales enquiry, including your name, email, phone number, company name, business service, location, and details of your query or any additional information provided by you)	Enquiry data is held until an enquiry is resolved, and then erased within one hundred and eighty (180) days of such resolution, unless you agree to have this data retained and receive more information in the future.
Name, Email Address, Country Code, Phone Number and Company Name	This data is held for so long as an account exists. Information is erased within thirty (30) days of the date the account is deleted.

Personal information, which has fulfilled the purpose for which it was collected or used or has reached the period during which personal information was to be possessed, will be destroyed in an irreversible way. Personal information stored in electronic files will be deleted safely in an irreversible manner, and printed information will be destroyed by shredding or incinerating such information.

Customers using our self-service event services are free to delete their event information at their own discretion.

5. Links to Third-party Websites and App

We may provide links to other third-party websites or App as a convenience to you. Use of such third-party websites will be subject to their privacy policies, and we do not accept any responsibility or liability for these policies. We recommend you read the privacy policies on the other websites you visit as we cannot control or be responsible for the policies of other websites we may link to, or the use of any data you may share with them. We disclaim all liability for personal information you provide to any third-party websites.

6. Communications from Us

You may choose not to receive future promotional, advertising, or other services-related emails from us by selecting an unsubscribe link at the bottom of each email that we send. However, please note that using any of our contact forms and/or sending an email inquiry in the future will require us to respond to you.

7. Changes to this Policy

We may update this Policy from time to time to reflect any changes to the way in which we process your Personal Data or changing legal requirements. Any changes we may make to our Policy in the future will be posted on this page and, where appropriate, notified to you on the Platforms or other communication channels. By using our services, you undertake to check the relevant websites or sections of the Platforms regularly for any updates.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

8. How to contact us

We welcome your feedback about our web portal, App and privacy policy. If you would like to contact us with any queries or comments, please send an email at ask@2plus1concepts.com.sg.