



# IUCN APAC DELEGATE PACK ON EXPECTATIONS, GROUND RULES, REGISTRATION INFORMATION, GENERAL TERMS AND CONDITIONS

## Preamble

The IUCN Africa Protected Areas Congress (IUCN APAC) will be attended by diverse peoples and organizations. These include government sectors, NGOs, Private Sector, Youth, Indigenous Peoples and Local Communities (IPLC's), and community-based organizations. It is important all participants feel comfortable in participating and feel their voice counts. For this reason, APAC has a set of expectations and ground rules that all participants are expected to adhere to by virtue of their attendance.

## 1. Expectations

- 1.1. APAC is the first Congress on Protected and Conserved Areas taking place in Africa. The expectation is that it will be innovative, participatory, strive to bring to the table all ideas on the subjects in the agenda, will bring to the table the best on-the-ground experiences, and embraces breakthrough ideas.
- 1.2. APAC brings together and focuses on African Voices to deliberate on and make recommendations and agree on actions about African challenges and opportunities and the expectation is that it will be participatory, inclusive and embrace different ideas and approaches.
- 1.3. Youth and IPLCs will be represented in discussions, panels and as speakers, given the importance of IPLCs and various forms of community conserved areas. Likewise, gender equity will be strived for in all the sessions and events, and especially for the panels.
- 1.4. Since APAC will focus on both State-owned protected areas AND various other forms of community and privately conserved areas, they will all receive equal treatment during discussions and in terms of representation as speakers and on panels. A focus will loosely be place on those who have responsibility for conserved areas of all sorts, for example community conserved areas, privately conserved areas, as well as state ownership.
- 1.5. There are issues that are controversial and very difficult to reach consensus on. What will be done is to have the space to discuss openly the issues based on the best information, on the ground experience and concrete proposals to move forward. Agreement will be strived for in terms of the various issues, recommendations and actions. However, it should also be expected that whatever we cannot agree on, we will propose ways to work together, and, if necessary, agree to disagree.
- 1.6. APAC is a congress for open and constructive dialogue. It is not a research symposium nor does it have any formal negotiation status. But should participants have research finding they want to highlight this can be done through the call for proposals for posters and exhibition space.
- 1.7. APAC will be an important opportunity for learning from each other, for example the different approaches used to try and address the COVID-19 pandemic and its impacts on conserved areas.

- 1.8. APAC will strive to have balanced participation in the different streams and cross-cutting themes.
- 1.9. The Final Declaration (or call to action) will be one that everyone can agree to and adhere to, which means there will be a process to agree on its content.

## **2. IUCN APAC Ground Rules**

- 2.1 Everyone's voice counts – all participants can speak, make suggestions, have their voices heard, during discussions in a manner that is safe, conducive, respectful and without interruption. Balance will be sought in terms of voice in the context of different organizations and interest groups, and participants
- 2.2 All participants will be made welcome in the spirit of constructive dialogue and agreement by consensus.
- 2.3 Unless necessary, due, for example, to bad behavior, participants will not be interrupted when speaking. However, if interventions continue for too long, the chairperson will request the speaker to wrap up.
- 2.4 Given some of the issues that might be discussed could be contentious, consensus will be strived for. Failing that, a small working negotiating group of interested participants will be requested to meet in a side meeting to try to resolve the issue(s) and come up with a proposed language that is acceptable to all.
- 2.5 This is an Africa APAC, and Africa voices will be emphasized. The "Voice of Africa" is the key "container" in which APAC takes place
- 2.6 In the various sessions, participants will be polite and listen to when others are speaking.
- 2.7 APAC will organize some facilitators/moderators who are experts in the subject matter and ensure the ground rules are adhered to.

## **Registration Information, General Terms and Conditions for Registration**

The APAC registration information including the General Terms and Conditions are valid for each attendee registered for the IUCN Africa Protected Areas Congress, 7 – 12 March 2022 in Kigali, Rwanda (hereafter referred to as the "IUCN APAC" or "APAC"). Any person, delegate, accompanying person, student, media representative, speaker or exhibitor is considered an attendee. The terms and conditions are also binding for all group registrations.

## **3. IUCN APAC Registration Fees**

It should be noted that the proposed fee packages are not reflective of fees to be charged in future APAC events but will provide a good base for comparison. For the avoidance of doubt,

Registration fees does not include:

- Hotel Accommodation, Flight and travel insurance.
- Pre and Post Congress Tours.

Registration Fee covers the following:

- Access to all sessions for in person participation.
- Access to predetermined sessions for virtual participation.
- Access to pavilions, side events and exhibitions.

- Access to the opening ceremony and closing ceremony (available to in person participation and virtual participation)
- Access to Congress documentation through the website and individual delegate profiles.

#### 4. Congress Format

The Inaugural IUCN APAC Congress will be a hybrid event as follows:

- 4.1 **In person participation:** This provides the complete Congress experience, from direct exchanges with top conservation experts to high-level live and in-person debates and sessions. While maintaining health and safety protocols throughout the venue, in-person participation will help to broaden your network, get first-hand information and allow you to weigh in on the most pressing issues facing our planet.

In Person Participation offers complete congress experience. Delegates will have:

- Access to the opening and closing ceremonies.
- Access all congress sessions.
- Access to the exhibition.
- Access to congress material.
- Access to in person and virtual networking sessions.
- Access to social and cultural events.
- Access to the virtual platform during and after the event.
- On-demand access to all recorded virtual sessions for 12 months.

- 4.2 **Virtual participation:** This option provides you with all the Congress essentials from anywhere with a stable internet connection. The virtual experience provides delegates more value and flexibility to browse content at their own pace and zoom in on the topics of their choosing. With a variety of select, top-quality sessions, from high-level discussions to more technical ones, virtual participation offers real-time access to the expertise and insights shared at the Congress. Many sessions allow you to share your thoughts and ask for feedback from the experts.

The online Pass offers:

- Access to the opening and closing ceremonies.
- Access to selected congress sessions.
- Access to congress material.
- Access to the virtual platform during and after the event.
- On-demand access to all recorded virtual sessions for 12 months.

For fees and deadlines, please see table 1 below or visit the APAC [registration page](#).

#### 5. Registration Timelines

Registration will run up to **5<sup>th</sup> March 2022**. Registration is split up in to two broad categories, **Early Registration** and **Standard Registration**. Early registration will run to **31<sup>st</sup> December 2021**, with Standard Registration running from **1<sup>st</sup> January 2022 to 5<sup>th</sup> March 2022**. A detailed analysis of the proposed fee structure is provided below in Table 1.

Table 1: APAC Registration Fees Schedule

Participant Category	Early Registration Fee	Bird Standard Registration Fee
<b>Registration fees - Africa Based Participants</b>		
In Person Attendance	\$ 300.00	\$ 450.00
Virtual Participation	\$ 100.00	\$ 150.00
<b>Registration fees - Non-Africa Based Participants</b>		
In Person Attendance	\$ 450.00	\$ 600.00
Virtual Participation	\$ 100.00	\$ 150.00
<b>Registration fees - Local CBOs</b>		
In Person Attendance	\$ 150.00	\$ 200.00
Virtual Participation	\$ 100.00	\$ 150.00
<b>Registration fees - Students/Youth &amp; Under 30yrs (Global)</b>		
In Person Attendance	\$ 150.00	\$ 200.00
Virtual Participation	\$ 100.00	\$ 150.00

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the registration form or completed online registration as well as the payment in full in accordance with the deadlines mentioned above. The online registration can be completed by clicking the button “submit” which can be found at the end of the form. Should one deadline be missed, the next applicable fee will be charged automatically.

Registration will only be confirmed upon receipt of payment in full. Once the maximum attendee capacity is reached, the IUCN APAC Secretariat reserves the right to refuse any registration.

## 6. Methods of Payment

Payment is required at the time of registration. The registration payment platform is a secured site by DPO Group with PCI DSS Level 1 system compliant with ultramodern risk management. All bank payment must be received within 15 days. After the lapse of 15 days registration will be cancelled, and individuals must redo the registration procedure with the then current registration fee. Payment can be made in Rwanda Franc (RWF) or US Dollars only, using one of the following methods:

### 6.1 Debit and Credit Card Payment

Any credit or debit card, issued by MasterCard, Visa, American Express, and Diners are accepted. Please enter all relevant information on the registration form. Upon completion of the registration process, your debit or credit card is charged immediately, and you will receive a balance zero invoice (receipt) by e-mail. Please note that your monthly card statement will indicate payment made to the *'Inaugural IUCN Africa Protected Areas Congress 2022'*. Credit cards are debited in RWF or USD.

## 6.2 Bank Transfer

Upon completion of the registration process, you will receive an invoice for your registration fee by e-mail. This invoice includes all payment instructions as well as your registration number. Upon receipt of your payment, your registration will be confirmed to you by e-mail. Bank fees are the sole responsibility of the registrant and should be paid in addition to the registration fees. The bank transfer must clearly state the name of the participant and the invoice number, as unidentified bank transfers cannot be processed.

If payment is made for more than one person or by a company, please make sure that all names and invoice numbers are properly indicated. Payment needs to be received within 15 days after completing the registration form; otherwise the registration will be cancelled. Payments by bank transfer will only be possible until 15<sup>th</sup> January 2022. After this date, registrations can only be made with credit card payment. No cash payments can be accepted at the venue registration desk.

Reference: **Participant name, Participant number, IUCN APAC 2022**

Please note that ALL transfer costs must be borne by the transmitter. Cheques will not be accepted

## 6.3 Mobile Money Transfer

The following mobile money payment options are acceptable:

- ❖ Airtel Money: Powered by Airtel Payments Bank, the Airtel digital money wallet makes payments simple, secure and cashless.
- ❖ mPesa: mPesa is a convenient mobile money wallet allowing your unbanked customers to pay using their mobile device.
- ❖ MTN's MoMoPay money wallet makes payments convenient by allowing your customers to pay for goods or services using their mobile device.
- ❖ Orange Money
- ❖ TiGO Pesa: Available in Tanzania only.
- ❖ Vodacom mPesa.

## 7. Media

Media attendance will be reviewed and facilitated on a case by case basis in close consultation with the Government of the Republic of Rwanda through the Ministry of Environment. To register as a media representative, please use the media online registration form. There is no registration fee for accredited media representatives. However, a copy of the official press card must be submitted.

## 8. Confirmation of Registration and Payment

Upon completing the online registration, each participant will receive an automatically generated confirmation of registration by email. The registration becomes active only when full payment has reached the APAC Congress bank account (whether by credit card or by bank transfer). The Registration Status including payment status can be found by accessing your registration account by using the URL sent in the email confirmation, and by entering your login details.

## **9. Photo**

Every participant will need to upload a passport-size photo for badge printing purposes. Please make sure that the photo complies with the following specifications:

- Image file format: The image must be in the Joint Photographic Expert Group (JPEG) format with .jpg file extension
- Image size: The maximum image size will be 500kb

## **10. Badge**

All in-person registered delegates will receive a name badge upon arrival. For security and organisational reasons, all participants and industry partners must wear their badges at all times during the congress activities. Entry to the Congress Centre, including official sessions and events of APAC, will not be permitted without an appropriate badge. Replacement of lost badges incurs a **US\$30** administrative charge.

## **11. General Information**

In addition to the payment receipt, general congress information and updates will be continuously sent to all delegates by email leading up to the congress in addition to being available on the congress website. This will provide information and advice helping participants to prepare for their visit to Kigali, Rwanda and attendance to the IUCN 2022 APAC. A valid email address is therefore required at the time of registration.

## **12. Letter of Invitation**

Individuals requiring an official Letter of Invitation can request one from organizing committee. To receive a Letter of Invitation, attendees must first register to the congress and submit payment in full.

The Letter of Invitation does not financially obligate the congress organisers in any way. All expenses incurred in relation to the congress are the sole responsibility of the attendee.

## **13. Registration Fee Cancellation & Refund Policy**

The APAC COC has put in place a detailed [cancellation and refund policy](#) that sets out the procedures to be followed in the event a delegate has to cancel registration. The policy clearly outlines the terms and conditions and approval processes that will be followed. The APAC COC hope that everyone who registers for the congress will be able to attend. However, APAC appreciates and understands that extenuating circumstances occur. As such, delegates have the right to cancel attendance registration and obtain an applicable refund provided cancellation is done within stipulated timelines.

### **13.1 APAC Registration Fee Cancellation & Refund Policy**

The purpose of this policy is to establish clear guidelines in the event of cancellation of registration. This policy outlines the terms and conditions and approval processes that will be followed. APAC hopes that everyone who registers for the congress will be able to attend. However, APAC appreciates and understands that extenuating circumstances occur. As such, delegates have the right to cancel attendance

registration and obtain an applicable refund provided cancellation is done within stipulated timelines. For the sake of transparency and consistency, the IUCN APAC Cancellation and Refund Policy shall apply as follows:

Timeline	Amount Reimbursable
Registration cancellation <b>90 days prior</b> to the congress date	Fully refunded subject to a \$20 administrative fee
Cancellations <b>between 89 and 70 days</b> prior to the congress date	70% refund of the registration fees subject to a \$20 administrative fee
Cancellations <b>between 69 and 40 days</b> prior to the congress date	50% refund of the registration fees subject to a \$20 administrative fee
Cancellations <b>between 39 and 30 days</b> prior to the congress date	20% refund of the registration fees subject to a \$20 administrative fee
Delegates canceling <b>on or after 6th February 2022</b> will not receive a refund.	No Refund.
No shows	No Refund

The refund and cancellation policy will not be waived at any point and delegates wishing to cancel their registration are required to do so in writing by completing the registration cancellation form and submitting it by email to the Congress Registration Manager on [info@cube.rw](mailto:info@cube.rw) with a copy to [registration@apacongress.africa](mailto:registration@apacongress.africa). All due dates are based on Kigali, Rwanda standard time. There will be no refunds after for any cancellations done **on or after 6<sup>th</sup> February 2022**.

### 13.2 Additional Information:

- Registration fees may be transferred to another individual. In such an event, the invoice for the new registration will be revised to reflect the new registrant's personal details. To facilitate this, the original registrant must submit a written authorization in the form of a signed letter via email requesting the transfer to which the Congress Registration Manager will respond to officially.

Upon receipt of a confirmation email issued by the Congress Registration Manager, the substitute delegate must submit a new registration form within 7days. This does not apply to sponsored delegates who will need to contact their Sponsorship Focal Point in such cases. All transfers requests must be received before **6<sup>th</sup> February 2021**. Any requests received on or after 6<sup>th</sup> February 2021 shall not be eligible for the registration swap nor the registration fee refund.

- All refunds shall be processed within 20 working days of receiving and approving the cancellation request. Upon submission of the cancellation request, the delegate shall receive official communication from APAC approving the request and outlining the next steps for processing the refund.
- In the event of a delegate having to cancel his/her accommodation, this should be dealt with directly the hotel using the hotel's own cancellation policies, as APAC does not

take responsibility for such charges. Any questions regarding delegate travel and accommodation should be directed to the Congress Accommodation and Travel Manager on [emmanuel@travelzuri.com](mailto:emmanuel@travelzuri.com).

- Bank charges arising from refund remittances shall be borne by the delegate.
- APAC will not accept any liability for death, injury, damages, loss, cost or expense suffered by any person (including accompanying persons or partners or attendant caregivers). In particular, APAC cannot accept any liability for losses arising from the provision or non-provision of services provided by hotel companies or transport operators.
- APAC reserves the right to modify the programme of the Congress at any time, unilaterally and without notice and does not give any warranty that any particular individual will appear as a speaker or panelist. While APAC will make reasonable efforts to provide accurate information on the [Congress Website](#), APAC makes no guarantees or representations as to the accuracy of such information.
- If the Congress is cancelled, or if its scheduled date or venue is changed as a result of any force majeure events including, without limitation, natural disasters, acts of God, war, terrorism or any acts or omissions of third parties that are beyond the control of APAC, APAC shall not be liable to participants for any damages, costs or losses incurred including, without limitation, transportation costs, hotel or accommodation costs, and any other financial loss. In case of any such force majeure events, APAC reserves the right either to hold the entire registration fee and apply it towards a future Congress, or to reimburse the registration fee after a prorated deduction of the reasonable costs already incurred for the organization of the Congress.

For questions and clarifications, please contact [registration@apacongress.africa](mailto:registration@apacongress.africa).

#### 14. Visa Requirements

It is the sole responsibility of the attendee to take care of his / her visa requirements. Nationals of all countries travelling to the Republic of Rwanda receive visa on arrival at Kigali International Airport and all land borders. Details on Rwanda's visa regime are available [here](#) however for ease of reference;

- i. Citizens of countries who are members to the following international organizations; African Union, Commonwealth and La Francophonie get visa upon arrival and are waived visa fees for a visit of **30 days**.
- ii. Citizens of East African Community Member States (Burundi, Kenya, Uganda, United Republic of Tanzania and South Sudan) shall be issued a pass/entry visa free of charge upon arrival to stay for the period of **six months**.
- iii. Citizens of all countries that are not visa exempt, have the option to submit an [online visa application](#). Payment can be done online or upon arrival.



- iv. Application for visa extension is submitted at Directorate General of Immigration and Emigration offices. Detailed requirements are set out in the Information for applicants for each class of visa. Extension of a visa should be applied for whilst initial visas remain valid.
- v. Visitors who wish to visit simultaneously the three countries (Rwanda, Kenya and Uganda) for tourism may apply for the East Africa Tourist Visa (EATV) online at <https://irembo.gov.rw/rolportal/web/dgie/east-africa-tourist-visa>, upon arrival or from Rwanda Diplomatic missions abroad. If acquiring the EATV visa before travel, your first entry point must be the country through which you applied for the visa. The East Africa Tourist Visa costs US\$100, is valid for 90 days and is multiple entry (if staying within the three countries).

For more information of visa, please visit the [Rwanda Immigration Website](#).

## **15. Data Protection and Sharing of Contact Details**

Collection and processing of personal data will comply with the applicable data protection legislation. The Congress Organising Committee (COC) through the appointed Congress Registration Manager, [Cube Communications Limited](#) will collect and store all personal data for the preparation and execution of the inaugural Africa Protected Areas Congress, 7 – 12 March 2022 in Kigali, Rwanda only and not use the personal data for any other purposes without the consent of the delegates. Please familiarize yourself with the data privacy policy annexed to these terms & conditions.

When you register, make a reservation for a hotel or book a tour you will be asked to complete the online form provided for: your name, address, email address and telephone number as well as special hotel booking requests. The above collected information is required to process, book and complete your booking (including the sending of a confirmation email of the booking to you).

Should you choose to make the payment for your bookings with credit card, your credit card details (i.e. credit card type and number, CVC code, expiration date, credit card holder name) will also be collected. All data will be saved and processed in compliance with the applicable data protection legislation by the service providers.

In order to protect and safeguard the personal data provided, APAC and APAC's appointed CRM have implemented and use appropriate business systems and procedures. For example, all credit card information is transmitted through a secure server protocol, which encrypts all your personal and credit card details. The encryption method used is the industry standard "Transport Layer Security (TLS)" technology, PCI DSS Level 1 compliant with ultramodern risk management.

IUCN APAC and the CRM have further put in place safeguards and relevant security procedures as well as technical and physical restrictions for accessing and using personal information. Only authorised employees are permitted to access personal information for performing their duties in respect of our services.

Our servers and networks are protected by firewalls against unauthorized access with intrusion detection systems that monitor and detect unauthorized (attempts to) access to or misuse of our servers.

Additionally, delegate information may be periodically shared with third parties that may use these details to contact attendees regarding activities at the congress or other communications which may be of interest. Therefore, data might be passed on to third parties unless otherwise explicitly indicated by the attendee. Your complete contact details will only be forwarded if:

- i. your explicit consent is given;
- ii. a third party has proven to the congress organisers that you have violated the rights of this third party and has thus demanded the disclosure of your data, or
- iii. the congress organisers are obliged to give out your data due to for example a court order or an official order.

Attendees can use the name badge with the Barcode / QR Code as a business card with any congress exhibitor and/or satellite holder to give them the complete contact details as indicated during registration. In this case the participant decides to whom data is provided. Please note that offering your badge to be scanned at an exhibition stand and/or at the entrance to a satellite symposium implies your acceptance that the respective company receives your complete contact details from the organisers and may contact you, using this data.

For any queries regarding the processing of personal data please contact our Congress Registration Manager on [info@cube.rw](mailto:info@cube.rw) with a copy to [registration@apacongress.africa](mailto:registration@apacongress.africa).

#### **16. Granting of rights for photography, film and audio material for event documentation and public reporting**

Delegates hereby declare their consent to the creation of photography and film including the use of their personal image, as well as of audio recordings of them, during APAC 2022. Likewise, they consent to the simultaneous and subsequent sharing and publication of these images and recordings by the COC and the Government of the Republic of Rwanda by any means, including live streaming or social networks such as Facebook, Twitter, Instagram, Twitter, YouTube, Vimeo, Flickr, without entitlement to remuneration to promote the activities and priorities of APAC.

Delegates understands that these photographs, films and audio may be viewed throughout the world in print and digital media formats, and that some may be kept permanently once they are published. They further understand their rights regarding their personal data in the form of these photographs and video and audio recordings, as set out in IUCN APAC's data protection policy. If you do not want to be photographed or filmed, please let the photographer know at the congress or let the COC know by sending an e-mail to [vnjoroge@apacongress.africa](mailto:vnjoroge@apacongress.africa).

#### **17. Presentations by participants**

Participants/presenters certify that they have the right to use all third party works subject to copyright which are cited, displayed, or otherwise used in any presentation given by them during the IUCN APAC 2022. The participants/presenters furthermore certify that this right extends to event documentation and public reporting by means such as photography, film and recording as set out in clause 16 above. The participants/presenters shall indemnify IUCN APAC

against claims, liability, loss or expense (including reasonable attorneys' fees) arising from a breach of the above warranties.

#### **18. Insurance, release and waiver of liability**

It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. IUCN APAC as organizers cannot accept responsibility for personal injuries or illness whilst attending the Congress, or loss of, or damage to, private property belonging to the event Congress participants and accompanying persons.

Participants are requested to inform themselves and to abide by local work regulations and all local health and safety regulations, as well as [Covid-19 related protocols](#) in force in Rwanda at the time of the Congress.

APAC shall not be held responsible for either the partial or total non-execution of the contract in the event of force majeure incidents including but not limited to accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lock out, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause beyond the parties' control which prevents the Congress from taking place.

The Organizers may at their entire discretion repay the delegate fee or Service Charge paid by the Delegate or Exhibitor, or part thereof, but shall be under no obligation to repay the whole or part of such Delegate fee or Service Charge, and shall be under no liability to the Delegate or Exhibitor in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the Delegate or Exhibitor, as the result of the happening of any such force majeure events.

#### **19. Liability**

The Congress organisers shall be held liable in the framework of a duty of care as a respectable businessperson according to statutory provisions. The liability of the Congress organisers - for whatever legal reason - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The attendee shall take part in the Congress at his/her own risk and should act to ensure that they have appropriate insurance cover. Oral agreements shall not be binding if these have not been confirmed in writing by the Congress organisers.

#### **20. Code of Conduct**

The Organisers and Host of IUCN APAC reserve the right to remove from the venue/Event at any time any attendee deemed to be causing, or potentially causing, a disturbance or exhibiting disruptive or inappropriate behavior. Such removal does not constitute a right to refund of any fees paid. Please view the Code of Conduct here which all attendees are expected to comply with.

## **21. Access to the Congress**

Admission to the congress will be granted to registered attendees only. It is the responsibility of the attendee to access the session rooms in good time.

## **22. Accommodation and travelling**

[Accommodation](#): A quota of rooms has been reserved for the IUCN APAC 2022 participants in hotels in the city centre and close to the conference venue. The reservations will be made on “first come, first served” basis. The hotel quotas are valid until one month before the conference. After that, the COC cannot guarantee the availability of the hotel rooms but will assist you in finding accommodation. The hotel fees include breakfast, service and VAT. All hotel fees are payable directly to the hotels.

Delegates have the option to book accommodation as they register or at a later date at their convenience. For more information of the hotels, please visit the [page accommodation and travelling](#) page. Any questions regarding delegate travel and accommodation should be directed to the Congress Accommodation and Travel Manager on [emmanuel@travelzuri.com](mailto:emmanuel@travelzuri.com).

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## **ANNEX 1: PRIVACY POLICY**

This document sets out the terms and conditions between Cube Communications Ltd (CUBE), The IUCN APAC official CRM and you when you register for any event or conference organized by CUBE on behalf of a client. By registering for an event or conference on this platform, you are agreeing to comply with these terms and conditions. You should read this document carefully.

The following CUBE Registration Terms & Conditions (the “Terms & Conditions”) apply to all CUBE events. Prior to your registration, you must acknowledge and accept the Terms & Conditions contained herein.

Should you not wish to accept the Terms & Conditions you should not register.

Submission of a registration is regarded as affirmation of your acceptance of the Event

### **Terms & Conditions**

#### **1. How we will use your information**

CUBE is committed to data privacy and protecting your personal information. Information on how CUBE collects, processes, and uses your data is included in the CUBE Privacy Policy which is hereby incorporated into these Terms & Conditions.

Additionally, by submitting your email address during the event registration process, you agree that CUBE and its event partners may send you event-related information. A valid email address is required for all registrations.

CUBE uses the personal data you provide in this registration for administering your participation in this event. This may include information about the event’s content, event logistics, payment, updates, and additional information related to the event.

CUBE may disclose your personal data to third party service providers engaged by CUBE to assist in the conduct of the event (e.g. accreditations services provider, transport & accommodation services provider, marketing services provider, production services provider, mobile application provider).

Information you provide when registering for or participating in an event managed or co-sponsored by parties other than or in addition to CUBE may be shared with those parties, and the treatment of such information is further subject to the privacy policies of those parties. Except as described herein, CUBE will not disclose your personal data to any other third party without your consent except where required to do so by law.

#### **2. Nondiscrimination policy**

CUBE prohibits discrimination, harassment, and bullying against any person for any reason—for example, because of age, ancestry, color, disability or handicap, national origin, race,

religion, gender, sexual or affectional orientation, gender identity, appearance, matriculation, political affiliation, marital status, veteran status, or any other characteristic protected by law.

### **3. Event conduct and safety**

CUBE is committed to providing a safe, productive, and welcoming environment to all participants, including staff and vendors, at CUBE -related events. CUBE has no tolerance for discrimination, harassment, or bullying in any form at CUBE -related events. Participants are expected to adhere to these principles and respect the rights of others.

***What To Do If You Witness or are Subjected to Unacceptable Behavior:*** Participants should report any behavior inconsistent with these principles to onsite event staff. Event staff will be happy to help participants contact venue security or local law enforcement, provide escorts, or otherwise assist those experiencing harassment to feel safe for the duration of the event. We value your attendance.

You may also contact CUBE directly to report a concern at [info@cube.rw](mailto:info@cube.rw)

### **4. Liability waiver & release**

In consideration of being allowed to register for, and participate in the event, you hereby warrant and represent that you are age 18 or above and freely waive, release from liability, assume all risks, and covenant not to sue CUBE or its members, employees, board members, agents, or volunteers for any expense, loss, damage, personal injury, including loss of life, illness, including but not limited to COVID-19, disability, property damage, or property theft or actions of any kind that you may hereafter suffer or sustain before, during, or after the event, unless said expense, loss, damage, personal injury, including loss of life, illness, disability, property damage or property theft or actions of any kind is caused by the sole, gross negligence of CUBE.

This Liability Waiver and Release is specifically binding upon your heirs and assigns and is knowingly given.

### **5. Service as an invited speaker**

If you agree to speak at a CUBE event, we may share your contact and biographical information with event attendees. Sometimes we may also request a photograph. In other cases, we post on the respective event website information such as your name, employer, physical work address, work email address, as well as a link to your company website and/or professional LinkedIn page available to the public. This is so that visitors to the event website, including event attendees and speakers, can contact you with questions and requests for more information, and to provide feedback if needed. Additionally, speakers may be asked to complete a release agreement or copyright form prior to their presentation.

### **6. Credential/badge scanning during the event**

CUBE event co-sponsors, exhibitors, and other third parties may directly request your personal information at their exhibit booths or presentations. Providing your information to them is optional, and you should review their privacy policies to address your particular needs and concerns about how they will treat your personal information.

If during the event you attend a session or program hosted by an exhibitor other than CUBE, you understand and agree that when you present your badge for scanning or when you provide personal data, that information will go to a non- CUBE entity and CUBE takes no responsibility for how that company uses your personal information.

Usage of photographic and video material taken at CUBE events

To comply with global data privacy laws, CUBE imposes certain restrictions on the use of multimedia at its events (e.g. photography, video, audio, online streaming, and all future mediums). An attendee is permitted to use hand-held cameras and/or smart phones to take photographs and capture digital images for personal, non-commercial use, provided the photography is not disruptive. Photographs may not be published, sold, reproduced, transmitted, distributed or otherwise commercially exploited in any manner whatsoever.

CUBE may hire professional service providers (photo/video/streaming/audio) to document and display the event experience. CUBE may also use social media (e.g. Twitter) to:

- i. post real-time photos and videos to its social media feeds; and
- ii. display select submissions from those feeds on monitors throughout the event venue. Attendees and sponsors are encouraged to capture their event experiences and post their own social content from the event (text, photos, audio, video, streaming), provided it does not infringe upon the rights of any attendee, sponsor, third party, or CUBE. Such infringement would include, but is not limited to, defamation or infringement of intellectual property rights. In the event an attendee requires a release or permission to protect the rights of a third party, obtaining such a release or permission shall be the sole responsibility of the attendee.

By attending the event, you acknowledge and agree as follows:

- i. CUBE may edit and use footage it captures at the event for marketing and promotional activities and for any other lawful purpose in the ordinary course of its business; and
- ii. due to the prevalence of mobile recording devices in today's world, CUBE disclaims all liability for the capture of your image in any multimedia format by other attendees at the event.

### **General**

CUBE reserves the right to change, amend, add or remove any of the above Terms & Conditions in its sole discretion and without prior notice. If one or more of the conditions outlined in these Terms & Conditions should become invalid, the remaining conditions will continue to be valid and apply. These Terms & Conditions apply to all event participants (attendees, speakers, sponsors, exhibitors, contractors).

The views expressed by any event attendee, speaker, exhibitor, or sponsor are not necessarily those of CUBE. All attendees, speakers, exhibitors, and sponsors are solely responsible for the content of all individual or corporation presentations, marketing collateral, and/or advertising.

## PRIVACY POLICY

**CUBE COMMUNICATIONS LTD** (“CUBE”, “We” or “Us”) respects your privacy and is dedicated to protecting the privacy of those persons (“You”) participating in events organized by CUBE and using the CUBE registration platform and associated services (“Services”).

This Privacy Policy helps You to understand what Personal Information (as defined below) and non-personal information We collect, and how We use it.

This Privacy Policy applies to the processing of Personal Information and non-personal information in connection with the Services and You should read this document before using our Services. If You do not agree to the terms of this Privacy Policy, you may not use our Services.

“Personal Information” refers to information, which allows You to be directly or indirectly identified as an individual person. We may also collect “non-personal information” meaning it can’t be used to specifically identify anyone. Non-personal information may also result from removing the personally identifiable parts from Personal Information. We collect and use both types of information and combinations of both types.

### **1. Processing Personal Information**

CUBE will only collect such Personal Information that is relevant for the purposes described in this Privacy Policy.

CUBE will process Your Personal Information for the purposes of providing the Services, including organizing the events and facilitating participant networking using event mobile applications and the associated services.

CUBE will process Your Personal Information to provide customer service and other services at your request, to send You information, including confirmations, invoices, and other communications, as well as communicate with You about promotions and other news about services offered by CUBE.

CUBE commits to adhere to the applicable laws and regulations pertaining to processing of Personal Information, as well as to process Personal Information in compliance with good processing practices. All CUBE’s personnel processing Personal Information are obliged to keep such information strictly confidential.

### **2. Legal basis for the processing**

The applicable legal basis for the processing of Personal Information depends on the circumstances relating to the relevant processing activities, as further described below:

Rwanda LAW N° 058/2021 OF 13/10/2021 RELATING TO THE PROTECTION OF PERSONAL DATA AND PRIVACY

- i. Rwanda LAW N° 058/2021 OF 13/10/2021 RELATING TO THE PROTECTION OF PERSONAL DATA AND PRIVACY in its entirety



- ii. If the processing of Personal Information is necessary for one or more specific purposes, GDPR art. 6(1)(a) serves as the legal basis for processing operations.
- iii. Performance of a contract. If the processing of Personal Information is necessary for the performance of a contract, such as for providing certain services, to which the data subject is party, GDPR art. 6(1)(b) serves as the legal basis for processing operations. The same applies to such processing operations which are necessary for carrying out pre-contractual measures, for example in the case of inquiries concerning our products or services.
- iv. Legal obligation. If the processing of Personal Information is necessary for complying with a legal obligation, such as for the fulfillment of tax obligations, GDPR art. 6(1)(c) serves as the legal basis for processing operations.
- v. Vital interests. If the processing of Personal Information is necessary for protecting the vital interests of a natural person, such as if a visitor were injured in our premises and his information would have to be passed on to medical personnel, GDPR art. 6(1)(d) serves as the legal basis for processing operations.
- vi. Legitimate interests. If the processing of Personal Information is necessary for processing operations which are not covered by any of the abovementioned legal grounds, but are deemed permissible for the purposes of the legitimate interests pursued by Us, such as marketing, GDPR art. 6(1)(f) serves as the legal basis for processing operations.

### **3. Information We Collect and Sources of Information**

We collect several categories of information:

- i. Information You give to us,
- ii. Technically gathered information when You use our Services,
- iii. Information from third parties in relation to our service.

We collect information that You give to us, for example when You use our Services. This information may include your name and email. On our website, You are also given the opportunity to subscribe to our newsletter and other services.

CUBE also collects non-personal information on Your activities in the Services, such as your Internet Protocol address, and time of Your requests or actions in the website and referring website addresses, hardware type, operating system version, browser type, and language.

CUBE retains the Personal Information collected pursuant to this Privacy Policy for the period necessary to fulfil the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law. The criteria used to determine the period of storage of Personal Information is depends on the applicable legal basis for the processing of Personal Information: e.g. where the processing of Personal Information is necessary for the performance of a contract, CUBE retains the Personal Information as long as it is necessary for the fulfillment of the contract or the initiation of a contract; or, where the processing of Personal Information is necessary for complying with a legal obligation, CUBE retains the Personal Information for the respective statutory retention period; or, where the processing of Personal Information is permissible for the purposes of the legitimate interests pursued by Us, such as marketing, CUBE retains the Personal Information as long as it is permitted by law.

Thereafter, if the collected Personal Information is no longer needed for purposes specified in this Privacy Policy, CUBE will delete Personal Information in its possession within a reasonable timeframe or render it anonymous, meaning “non-personal information”.

We also use other third-party data analytics service providers in order to improve the Services CUBE may use tools from third-party service providers, such as Google Analytics, a web analytics service provided by Google, Inc. (“Google”).

Google Analytics uses “cookies”, which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google’s behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

The Google Analytics tracking code implemented on this website supports Display Advertising. Google Analytics for Display Advertising is used on this website in form of Remarketing. Third-party vendors, including Google, will show CUBE ads on sites across the internet. CUBE and third-party vendors, including Google, use first-party cookies (such as the Google Analytics cookie) and third-party cookies (such as the DoubleClick cookie) together to inform, optimize and serve ads based on your past visits to this website. You can opt out of Google Analytics for Display Advertising and customize Google Display ads using the [Ads Preferences Manager](#).

The following Google AdWords features are used on this website:

- Remarketing
- Interest Categories
- Similar Audiences
- Other types of interest-based advertising

We use these features of Google Adwords to target past visitors across the internet or visitors with specific interest profiles based on their internet usage. We don’t collect personally identifiable information (PII) through our cookies, remarketing lists, or any other anonymous identifiers. [At any time, you may decline the collection and storage of your data in the future.](#)

The data collected by data analytics service providers enables us to understand usage of the Services. Usage information and Personal Information are stored by such service providers and are subject to their privacy policies. The current list of data analytics service providers We use in connection with the Services can be requested from Us at any time by contacting Us at [info@cube.rw](mailto:info@cube.rw)

Information collected by advertising networks, such as Facebook Audience Network, shall be used in accordance with this Privacy Policy and the privacy policy of the third party providing applicable technology. If You want to be sure that no targeted advertisements will be displayed

to You please do not use or access the Services. In addition, please note that if You “opt out” of targeted advertising, You will still receive advertising that is not personalized to You.

#### **4. Disclosing and Hosting Information**

CUBE will not disclose your stored Personal Information to third parties for direct electric marketing (email, text messages) without your consent or except as part of a specific program or feature for which You will have the ability to opt-in or opt-out. You may always opt-out of receiving promotional emails by following the instructions in those emails. If You opt-out, CUBE may still send You non-promotional customer information, such as emails about providing the Service or CUBE’s ongoing business relations.

We use external service providers to provide technical solutions or services for processing stored information and access the stored information by using a technical interface and share your personally information with third-party service providers to the extent that it is reasonably necessary to perform, improve or maintain the Services.

We use third-party service providers, such as e-mail service providers, credit card processors, information analyzers and business intelligence providers. CUBE has right to share Personal Information as necessary for the aforementioned service providers to provide their services to CUBE. CUBE is not liable for the acts and omissions of these third parties. CUBE may host the Services in and transfer Personal Information for this purpose to countries outside the European Union or the European Economic Area in accordance with mandatory legislation and this Privacy Policy.

We have right to share non-personal information (such as anonymous usage data, referring / exit pages and URLs, platform types, asset views, number of clicks, etc.) with interested third parties to assist them in understanding the usage patterns for certain content, services, advertisements, promotions, and/or functionality of the Services. In exceptional circumstances Personal Information may be disclosed to third parties if required under any applicable law or regulation or order by competent authorities, or in order to enforce the Terms of Service and to investigate possible infringing use of the Services as well as to guarantee the safety of the Services.

CUBE has right to share your information in connection with any merger, sale of our assets, or a financing or acquisition of all or a portion of our business. Aggregate or anonymous information about You may be shared with advertisers, publishers, business partners, and other third parties.

#### **5. Protection of Information**

The registers will be maintained in external service providers’ servers with appropriate safeguards, such as password protection, granting the access to the stored information only to persons working at CUBE or CUBE partners who are expressly authorized by CUBE. The register is protected by appropriate industry standard, technical and organizational safety measures. Although we make good faith efforts to store the information collected on the services in a secure operating environment that is not available to the public, We cannot guarantee the absolute security of that information during its transmission or its storage on our systems. CUBE will post a notice on the CUBE website or through the Services in case material security

breach that endangers your privacy or Personal Information. CUBE may also temporarily shut down a service to protect Personal Information.

## **6. Cookies and Tracking Technologies**

A cookie is a string of information or a small text file that a website stores on a visitor's device, and that the visitor's browser or operating system provides to "remember" things about your visit. CUBE uses cookies to help it identify and track visitors, their usage of the Services, and their access preferences, improving quality, tailoring recommendations, and developing the Services. The cookies will not enable CUBE to access and review information stored on Your computer. In addition to cookies, CUBE may use other existing or later developed tracking technologies.

CUBE works with third parties who use cookies and other tracking technologies to track the effectiveness of the advertisements that may be placed in the Services. They are used for analyzing advertisement view counts. They might also allow the advertiser to tailor advertising to you when you visit other websites, and/or set, change, alter or modify settings or configurations on your device.

If You do not wish to have cookies placed on Your computers, You should set the devices to refuse cookies or tracking before using the Services, with the drawback that certain features of such service may not function properly.

Please note that some parts of the Services may be country specific, and may not work properly if CUBE is unable to tell where You are accessing the Services from.

## **7. Rights of the Data Subjects and Contact Information**

### *Right to access, correct and object*

You may contact us and we will inform what Personal Information we have collected and processed regarding you and the purposes such data are used for. You have the right to have corrected any incorrect, incomplete, outdated, or unnecessary Personal Information stored about you by contacting us.

You may object to certain use of Personal Information, including direct marketing, if such data are processed for other purposes than purposes necessary for the performance of our Services or for compliance with a legal obligation. You may also object any further processing of Personal Information after prior given consent. If you object to the further processing of Personal Information, this may lead to fewer possibilities to use our Services.

### *Right to deletion and restriction of processing*

You may also ask us to delete your Personal Information from our systems. We will comply with such request unless we have a legitimate ground to not delete the data. After the data has been deleted, we may not immediately be able to delete all residual copies from all our systems. Such copies shall be deleted as soon as reasonably possible.

You may request us to restrict processing of certain Personal Information, this may however lead to fewer possibilities to use our website and other Services.

### *Right to data portability*

You have the right to receive Personal Information provided by you to us in a structured, commonly used format.

### *How to use the rights*

These rights may be used by sending a letter or e-mail to us on the addresses set out below, including the following information: name, phone number, login information and details of the Services you have used. We may request the provision of additional information necessary to confirm your identity. We may reject requests that are unreasonably repetitive, excessive or manifestly unfounded.

In case you consider our processing activities of Personal Information to be inconsistent with the applicable data protection laws, a complaint may be lodged with the local supervisory authority for data protection.

### *The national supervisory authority is:*

National Cyber Security Authority (NCSA)

Website: <https://cyber.gov.rw/home/>

Kigali, Rwanda

## **8. Changes to the Privacy Policy**

CUBE reserves the right to change this Privacy Policy from time to time, and at CUBE's sole discretion.

## **9. Contact Information**

You may at any time contact CUBE at the address here below.

### **Cube Communications Ltd**

8<sup>th</sup> Floor, Bodifa House, Kigali, Rwanda

Email: [info@cube.rw](mailto:info@cube.rw)

Website: [www.cube.rw](http://www.cube.rw)

At CUBE, we respect your privacy. We want to ensure that you get the information, content, and experiences that matter most to you. CUBE is committed to protecting the privacy of its members, customers, volunteers, and other contacts.