

PRIVACY STATEMENT WEBSITE: ISWA WORLD CONGRESS 2027

1. General

This privacy statement provides information on how the Stichting ISWA World Congress 2027 processes personal data. Stichting ISWA World Congress 2027, located at Nieuwe Stationsstraat 10, 6811KS Arnhem, is the data controller responsible for the processing of personal data as described in this statement.

For questions regarding this privacy statement, you may contact Stichting ISWA World Congress 2027 by email at communications@iswa2027.org.

2. Personal Data

The personal data processed by Stichting ISWA World Congress 2027 includes:

- (a) personal data that you have provided directly or indirectly via websites, email, SMS, apps, or otherwise. Examples of personal data you provide to us include: first name, last name, email address, organization, job title, telephone number, contents of messages submitted through contact forms, and other information that you voluntarily provide to us.
- (b) personal data automatically collected through your use of the websites, apps, or comparable applications. Examples of personal data generated include IP address, browsing behaviour, and other data regarding the use of the websites. This data will only be used to ensure the security and technical functioning of the website, to improve user experience and functionality, and to gain insights into website and communication usage so that the event can be organized and managed as effectively as possible.

3. Legal Bases for Processing

We process your personal data on the following legal grounds:

- Compliance with legal obligations (Art. 6(1)(c) GDPR): where processing is necessary to fulfil legal requirements;
- Legitimate interests (Art. 6(1)(f) GDPR): for maintaining the security and functionality of our website, improving our services, and responding to enquiries;
- Consent (Art. 6(1)(a) GDPR): where you voluntarily provide information through forms or consent to the use of certain cookies. *You may withdraw your consent for optional services at any time without affecting the lawfulness of processing based on consent before withdrawal.*

4. Use of Personal Data

Your personal data is processed for the following purposes:

- To respond to enquiries submitted through our contact forms;
- To provide information about the ISWA World Congress 2027;
- To improve the performance, functionality, and security of our website;
- To analyse website usage and visitor statistics;
- To comply with applicable legal obligations;
- To establish, exercise, or defend legal claims where necessary;
- Sending newsletters or promotional information (where consent has been given).

We do not process your data for purposes incompatible with the above without informing you and, where required, obtaining your consent.

5. Engagement of Third Parties

We may share personal data with trusted third parties that provide services on our behalf, including website hosting providers, IT service providers, website analytics providers, event management agencies and local organizing partners, and authorities where required by law.

All processors act under written data processing agreements and may only process data according to Stichting ISWA World Congress 2027's instructions.

We do not sell personal data to third parties.

6. International Transfers

Personal data processed within the EU is handled in full compliance with the General Data Protection Regulation (GDPR).

Where personal data is transferred outside the EU/EEA to countries that do not benefit from an adequacy decision by the European Commission, Stichting ISWA World Congress 2027 and its processors rely on Standard Contractual Clauses approved by the European Commission and, where necessary, implement supplementary technical and organizational measures to ensure an equivalent level of protection.

7. Cookies

The Stichting ISWA World Congress 2027 websites uses cookies Essential and Non-essential cookies. Cookies are small (text) files that are stored on your computer, tablet, or smartphone when visiting a website. The used cookies can be categorized into the following:

- Essential Cookies: Required for basic website operation and cannot be disabled.
- Performance Cookies: Analyze how visitors use the site, enabling us to improve user experience.
- Functional Cookies: Allow personalized content and remember preferences.
- Advertising Cookies: Help deliver targeted advertisements based on your browsing habits.

Non-essential cookies are only placed after you have given your consent via the cookie banner. You can always manage cookies in your browser settings, and choose to refuse all or certain non-essential cookies. Please note that if you do not accept certain cookies, you may not be able to use certain functionalities of the website, and the user experience may be limited.

8. Modification/Deletion of Personal Data / Complaints

8.1

Every individual has the right to access, receive, rectify, supplement, delete, and restrict the processing of their personal data. In addition, you have the right to object to processing based on legitimate interests (Article 21 GDPR), to receive your personal data in a structured, commonly used and machine-readable format and transmit it to another controller (data portability), to withdraw your consent at any time without affecting the lawfulness of processing based on consent before its withdrawal, and not to be subject to automated decision-making, including profiling, where applicable.

If you wish to exercise any of these rights or have questions regarding this Privacy Statement, you may contact Stichting ISWA World Congress 2027 via communications@iswa2027.org.

8.2

Recipients of newsletters may unsubscribe by sending an email to communications@iswa2027.org.

8.3

If you have a complaint about how Stichting ISWA World Congress 2027 processes your personal data, you may contact Stichting ISWA World Congress 2027 via communications@iswa2027.org. If this does not lead to a resolution, you may always contact the Dutch Data Protection Authority (Autoriteit Persoonsgegevens): <https://autoriteitpersoonsgegevens.nl/en>.

9. Retention Period

Your personal data will not be retained longer than necessary for the purposes mentioned above, unless a longer retention period is required by law.

- Contact requests: up to 24* months after the last correspondence;
- Newsletter subscription data: until you unsubscribe.
- Analytics data: up to 24 months* after the event.

After the applicable retention period, data will be securely deleted or anonymized.

*The 24-month retention period is necessary for reporting, audit purposes, follow-up communications, and handling potential disputes.

10. Security

Stichting ISWA World Congress 2027 has laid down appropriate technical and organizational measures to protect personal data against loss, unauthorized access, or unlawful processing. This includes access controls, secure hosting environments, encryption where appropriate, and data processing agreement with processors and sub-processors.

11. Changes to this Statement

Stichting ISWA World Congress 2027 reserves the right to amend this privacy statement. The most recent version will always be published on the website. The most recent amendment was made on Thursday, 20 August 2026.