

**GENERAL REGULATIONS
OF THE EVENTS ORGANISED BY
IADE SP. Z O.O.**

I. General provisions

1. The terms used in these Regulations mean as follows:
 - a) **Organizer** - IADE Sp. z o.o. with the registered office in Warsaw, address: Kosiarzy str. No.: 9A, 02-953 Warszawa, incorporated in the District Court for the capital city of Warsaw, Department No.: 14 for Commercial Affairs of the National Court Register with the KRS number: 0001186906, NIP [tax identification number]: 1133175963; REGON [business classification number]: 54243599400000; email: kontakt@iade.pl; phone: +48 608 816 900;
 - b) **General Regulations** – these regulations, which make up also the regulations for the provision of electronic services, applicable to all the Events organized by the Organizer, regardless of their type, venue, dates and form (onsite, online or hybrid), provided that the Regulations of these specific Events does not specify otherwise;
 - c) **Regulations** – the Regulations of a particular event, specifying the detailed conditions for the participation in this Event, including, in particular, information regarding the date, venue, fees, registration rules, and any cancellation conditions;
 - d) **Event** – any events organized by the Organizer, whether paid or free of charge, such as conferences, congresses, academies, webinars, training courses, workshops, and other events of an educational or business nature, as specified in the Regulations;
 - e) **Terms of participation** – terms of participation drafted for the purposes of a specific event;
 - f) **Parties** – the Organizer and the Contracting Party or Exhibitor;
 - g) **Contracting Party** – an individual with full legal capacity, a corporate body, or an organization without legal personality, who registers and concludes a Contract for passive participation on their own behalf or on behalf of a third party;
 - h) **Participant** – an adult individual with full legal capacity, a legal person or an organization without legal personality, who meets the conditions for participation in the Event and will participate in the Event in a passive or active manner, as well as a speaker, if applicable;
 - i) **Passive Participant** – a Participant registered to participate in the Event who meets the conditions for participation in the Event and is authorized to perform a medical profession (or has equivalent qualifications to perform a medical profession abroad) or is a representative of an active Participant and is an audience member and participates in the Event, in person or online, if applicable (the Contracting Party may also be a passive Participant, if so indicated to the Organizer);
 - j) **Manager** – A passive participant who meets the conditions for participation in the Event, has a healthcare or medical background, and is the owner of a healthcare center or acts as the manager (e.g., manager, director, president) of a healthcare center and is an audience member, participating in the Event in a limited scope in a stationary form (the Contracting Party may also be a Manager, if so indicated to the Organizer);
 - k) **Active Participant or Exhibitor** – a Participant who concludes the Contract and presents their offer during the Event, in accordance with the thematic scope of the Event and in accordance with the Terms and Conditions of Participation and these Regulations;

- l) **Registration** – the process of registering a passive Participant for participation in the Event, a part of executing the Contract, consisting in submitting the information and data of the person or persons intending to be passive Participants, by the Contracting Party or an active Participant;
- m) **Contract** – an agreement concluded between the Parties, with the aim to provide the opportunity to participate (in a passive or active manner) in the Event (the General Regulations, Regulations, and Terms and Conditions of Participation form an integral part of the Contract);
- n) **Participation fee** – a payment made by the Contracting Party or Active Participant to the Organizer, making up the remuneration for the participation in the Event;
- o) **Mobile application** – software created by the Organizer and made available to the Participant via the App Store (for the iOS operating system) and Google Play (for the Android operating system), by which the Participant can be updated about the Event;
- p) **Website** – portal operated and administered by the Organizer at www.iade.pl devoted to the Event and containing details about the Event, used, among other things, to register passive participants and to perform other activities related to the execution of the Contract.
- q) **Account** – a set of data in the Organizer's IT system, coded with an individual name (login) and password provided by the Participant, enabling them, in particular, to register for the Event, to manage their personal data, to collect the certificates confirming participation in the Event, and to access the platform with information and materials rendered available by the Organizer;
- r) **Price list** – information concerning the fees for passive participation in the Event, available also via the Website;
- s) **Consumer** – Contracting Party who is an individual performing with the Organizer a legal transaction which is not directly related to their business, commercial or professional activity;
- t) **Self-employed entrepreneur** – Contracting Party who is an entrepreneur conducting sole proprietorship, concluding a Contract directly related to their business activity, while the contents of this Contract indicates that it is not of a professional nature for the entrepreneur, defined in the register of business activity, the expert of which can be made available on the basis of the provisions on the Central Register and Information on Economic Activities. If the content of the Contract does not indicate whether it is of a professional nature for the Contracting Party, they may submit a statement that the Contract involves or does not involve their professional activity. This statement must be submitted the time of Contract execution at the latest;
- u) **Distance contract** – a Contract concluded with a Consumer or a Self-employed Entrepreneur via an organized system of distance contracts, without the simultaneous physical presence of the concluding parties, with the sole use of one or more means of distance communication up to and including the moment of conclusion of the Contract;
- v) **Force majeure** – a sudden external event, independent of the Organizer, preventing the performance of an obligation, impossible to be predicted and prevented, including in particular: natural disasters, wars, strikes, lockouts, pandemics, acts of state authorities and administrative bodies which the Parties could not have foreseen and were not aware of at the time of concluding the Contract;
- w) **GDPR** – Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27th, 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (OJ EU L 2016. 119.1 of 2016.05.04);
- x) **Consumer Rights Act** – Act of May 30th, 2014 on consumer rights.

2. The General Regulations stipulate the rules for participation in the Event, the rights and obligations of the Contracting Parties, Participants, and the Organizer.
3. These General Regulations will be available on the Website and at the Event registration desk.
4. The Contracting Party and the Participant are required to read the General Regulations and specific Regulations before concluding the Contract and participating in the Event.
5. These Regulations are binding upon all Contracting Parties and Participants of the Event, who are required to comply with the provisions of specified herein, taking into account also separate provisions of the Regulations.
6. The detailed program of the Event will be available on the Website and in the Mobile Application (if applicable).
7. The Organizer reserves the right to make changes to the Event program and undertakes to publish current information on the Website or on social media.
8. The provisions of the General Regulations and specific Regulations are functionally related to the Privacy Policy, which defines the terms and conditions for processing personal data, including the data obtained in connection with the functioning of the Website and the Mobile Application (if applicable).
9. The provisions of the General Regulations and specific Regulations are functionally related to the Terms and Conditions of Participation, which define the rules for the participation of the Exhibitors in the Event.
10. The provisions of the General Regulations and specific Regulations make up an integral part of the Event registration process and the Contract, whilst completing the Registration and paying the Participation Fee is tantamount to accepting the General Regulations and specific Regulations and the Privacy Policy, and is binding on the Parties.

II. Participation, Participant Registration and Resignation

1. The Contracting Party may simultaneously be a passive Participant or designate another person (persons) who meets the requirements specified in the General Regulations and specific Regulations as a passive Participant (passive Participants).
2. The registration continues until the limit of Participants in the Event is exhausted (applies to onsite participation).
3. The condition for participation in the Event is to register and to pay the Participation Fee in the amount specified by the Organizer and within the specified time limit (in the case of paid Events).
4. Registration for passive participation in the Event is made by completing the application form available on the Website, unless otherwise specified in the Regulations.
5. The condition for Registration of a passive Participant is the provision by the Contracting Party of the data of the passive Participant, in order to execute the Contract, and also the acceptance of the General Regulations and specific Regulations, the Privacy Policy, and consent to the processing of personal data.
6. The application form makes up an integral part of the Contract concluded between the Parties.
7. The Contracting Party shall receive confirmation of the registration of a Passive Participant once the Participation Fee is paid; the confirmation will be sent by e-mail to the address provided during Registration. If no fee is required, confirmation of Registration shall be sent by e-mail to the address provided during Registration, after completing the registration form.

8. The Contracting Party undertakes to complete the application form correctly and in accordance with the actual state of affairs.
9. The Organizer shall not be held liable for any damage resulting from providing incorrect data in the application form. The Contracting Party is obliged to update the registration data.
10. If the Registration is made by the Contracting Party who is not a Passive Participant, they shall bear the liability for the accuracy and correctness of the information provided. The Contracting Party should also have the authorization to provide the Organizer with the Passive Participant's personal data and to process it, given by the Passive Participant.
11. The Contract is concluded upon receipt of the Registration confirmation by the Contracting Party.
12. The Regulations may stipulate for the Contracting Party's right to withdraw from the participation in the Event. In such a case, the declaration of the withdrawal must be submitted in writing, under pain of nullity, to the address of the Organizer's registered office. The date of receipt of the letter at the Organizer's registered office shall determine whether the withdrawal is accepted.
13. The rules for applying for participation and registration of Exhibitors are specified in the Terms and Conditions of Participation.

III. Participant's Payments

1. The Regulations specify out the rules for payment for the Event.
2. In the case of paid Events, the fee for passive participation shall be paid by traditional bank transfer to the account specified by the Organizer, via an external electronic payment operator (Płatności24) or in another manner specified in the Regulations, at the amount specified in the Price List of the Event.
3. In the case of payments made through an external electronic payment operator (Płatności24), the User is redirected to the Płatności24 website for the authorization and completion of the transaction.
4. In the case of payments by traditional bank transfer, the date of payment is the date when the Organizer's bank account is credited with the participation fee.
5. In the case of paid Events, the Contracting Party receives a ticket for the Event by email the Participation Fee has been paid.
6. The failure to pay the fee for the passive Participant's participation in the Event within the time limit specified by the Organizer entitles the Organizer to cancel the Registration without incurring any liability for damages.
7. The Organizer will issue the Contracting Party with a VAT invoice or a receipt confirming the payment of the Participation Fee. The wish to receive a VAT invoice should be reported during Registration at the latest. The VAT invoices will be sent the e-mail address provided during Registration.
8. The prices quoted by the Organizer are gross prices i.e. 23% VAT inclusive.
9. Participation fees are non-refundable in the situation of Participant's inability to take part in the Event due to failure to meet the conditions of participation in the Event or due to failure to attend on the day of the Event.
1. The fees for active participation and the Exhibitor's payment terms are specified in the Terms and Conditions of Participation

IV. Participant's Account

1. The Organizer may enable the Participant to create an individual Account on the Website. Creating an Account is voluntary, but may be necessary to register for the

Event, access materials or the information platform, and receive a certificate confirming participation in the Event.

2. The Account is created on the basis of the data provided by the Participant in the registration form. During registration, the Participant sets an individual password. A registered Participant has the right to change their registration data at any time.
3. After registration, the Participant can log in to their Account using their login and password directly through the Website.
4. Through their Account, the Participant may, in particular (unless otherwise specified in the Terms and Conditions):
 - a) register for an Event;
 - b) manage their applications and data;
 - c) access the information and materials platform, including educational and advertising materials;
 - d) receive a certificate confirming participation in the Event, if a certificate is provided at a given Event;
5. The Participant is obliged to keep their access data confidential and not to disclose them to third parties.
6. The Participant is liable for their actions taken through their Account, including the consequences of using the Account by third parties to whom they have disclosed their access data.
7. The Organizer is not responsible for the loss of access data to the Account caused by reasons attributable to the Participant's actions, in particular as a result of providing incorrect data or violating security rules.
8. The Participant may resign from having an Account at any time by submitting an appropriate request to the Organizer at kontakt@jade.pl, with the restriction that deleting the Account may result in the loss of access to the contents or functionality related to participation in Events, including certificates and materials made available after their completion.
9. The Organizer has the right to delete the account of a Participant who violates the provisions of the General Regulations and specific Regulations.
10. Detailed rules for the processing of personal data of the Participants in connection with managing the Account are specified in the Privacy Policy.

V. Terms and conditions of providing electronic services to passive Participants

1. If an online participation in the Event is possible, it will consist in providing access to digital content in the form of a live broadcast of the Event on a given day of the Event via the Website.
2. A passive Participant who has chosen to participate in the Event online, in order to be able to use the Event broadcast, should have access to the Internet and computer equipment and/or a mobile device with a web browser that meets the following technical requirements on the day of the purchased Event broadcast:
 - a. System requirements:
 - i. Internet connection – broadband wired or wireless (3G or 4G/LTE);
 - ii. Speakers and microphone – built-in, USB plug-in or wireless Bluetooth connection;
 - iii. Webcam or HD webcam – built-in, USB plug-in, or HD camera or camcorder with video capture card and virtual camera software for use with streaming software such as OBS or IP cameras,
 - b. Supported operating system:
 - i. macOS X operating system version 10.9 or a newer version;

- ii. Windows 10 (excluding Windows 10 S Mode);
- iii. Windows operating system version 8 or 8.1;
- iv. Windows 7 operating system.

- c. Supported tablets and mobile devices:
 - i. Android and iOS devices;
 - ii. Surface device PRO 2 or later with Windows operating system 8.1 or newer (excluding Windows 10 S mode)
- d. Supported browsers:
 - i. Windows: Edge 12+, Firefox 27+, Chrome 30+
 - ii. macOS: Safari 7+, Firefox 27+, Chrome 30+
 - iii. Linux: Firefox 27+, Chrome 30+
- e. Processor and RAM requirements (recommended specifications):
 - i. Dual-core processor with a clock speed of at least 2 GHz (Intel i3/i5/i7 or AMD equivalent);
 - ii. 4 GB RAM.

3. Passive participants are responsible for ensuring the confidentiality and security of the data they transmit in terms of the hardware, devices, and networks they use during the Event. The Organizer is not responsible for the inability of passive Participants to take part in the Event online due to failure to meet the requirements described in section 2.
4. The Organizer recommends installing constantly updated antivirus software and running a system firewall on the end device (computer, mobile device) used by the Passive Participant.
5. The Organizer is responsible for the transmitted data from the moment it is saved in the Organizer's system.
6. No later than 1 day before the start of the Event, the passive Participant will receive, to their e-mail address provided during Registration, all information regarding how to use the Event broadcast, the rules for logging in and authenticating access during the online broadcast.
7. The Organizer may, under the terms and conditions set out in the Regulations, enable the passive Participant to replay the presentations from the Event at a later date.
8. The login details are personal and may not be disclosed to third parties. These details allow access to the Event broadcast from only one end device at a time.
9. The Organizer is not liable for the consequences of conscious or unconscious disclosure of the Participant's access data to third parties.
10. Any actions undertaken by the passive Participant that may hinder or destabilize the operation of the Website, as well as those involving the provision of any illegal content, are unacceptable.
11. In the event of a violation of the provisions of this section made by a passive Participant, the Organizer is authorized to block the passive Participant's access to the Website, and the Participant bears full responsibility for the violation of these provisions.
12. The Organizer shall make every effort to ensure that access to the services provided is permanent, uninterrupted, and of the highest quality.
13. The Organizer may, at any time, carry out necessary maintenance works that prevent or restrict the access to the services in order to quickly restore the security and stability of the IT system.

14. If the Participant discovers a defect in the digital content, they should inform the Organizer, specifying their complaint related to the defect or submitting a statement to that effect.
15. The Organizer informs about specific risks related to the use of services provided digitally. This information concerns risks that may only be likely, but which should be taken into account despite the Organizer's use of measures to secure the infrastructure against unauthorized actions by third parties. Concluding a Contract and making payments via the Internet involves risks typical for Internet activity.
16. The most common risks associated with using the Internet include, among others:
 - a. malware – various types of applications or scripts that have harmful, criminal, or malicious effects on the network user's IT system, such as viruses, worms, and Trojan horses;
 - b. spyware – programs that track the user's activities, collect information about the user and send it – usually without the user's knowledge or consent – to the program's author;
 - c. spam – unwanted and unsolicited electronic messages sent simultaneously to multiple recipients, often containing advertising content;
 - d. phishing – obtaining confidential personal information (e.g., passwords) by impersonating a trustworthy person or institution.
17. In order to avoid the above threats, the Participant should first and foremost equip their electronic devices used to access the Internet with antivirus software. Such software should be updated on an ongoing basis. Protection against the above threats is also provided by, for example, an enabled firewall, software updates, not opening email attachments of unknown origin, and data transmission encryption.

VI. Rules of participation in the Event and terms of liability

1. The Organizer is liable to the Consumer and the self-employed Entrepreneur for the performance of the service in accordance with the Contract on the terms specified by law, including the Consumer Rights Act.
2. The Event is closed, which means that only persons with a valid ID badge issued by the Organizer may be present on the premises rented for the purposes of the Event.
3. The ID badge may not be transferred to third parties. If a transfer of an ID badge is noticed, the Organizer has the right to charge the Participant a penalty of PLN 6,000, VAT inclusive.
4. The identity of Participants taking part in the Event in person will be verified during registration on the day of the Event.
5. Participants taking part in the Event online will be automatically tagged in the system after logging in during the broadcast of the Event.
6. The regulations allow a passive Participant to receive a certificate of participation. The Organizer is not obliged to send certificates or their duplicates by post.
7. The fee for participation in the Event does not include post-conference materials that are not included in the package. The Organizer reserves the right to send passive Participants post-conference materials, which will be sent in the form of electronic access (a link) with limited time access, after which access to the materials expires, however, without the Participant being entitled to claim the access to the materials.
8. Pharmaceutical companies, such as manufacturers, importers, and distributors as specified in the Act of September 6th, 2001 – Pharmaceutical Law, may cover the costs of the participation of a medical doctor in the Event under the conditions indicated above, which must, however, remain in accordance with generally applicable laws, in particular the Act of September 6th, 2001 – Pharmaceutical Law.

9. The Event Participants are required to the following:

- a) participate in the Event in a manner consistent with generally applicable laws, including those relating to advertising;
- b) comply with the rules of conduct applicable at the venue of the Event, in particular at the hotel where the Event is held;
- c) comply with health and safety and fire safety rules;
- d) follow the instructions and organizational and technical orders of the Organizer and security services,
- e) comply with the safety rules in connection with the COVID-19 pandemic specified in generally applicable laws and in the guidelines of the Ministry of Development and Technology and the Chief Sanitary Inspectorate, if issued.
- f) not to disrupt the course of the Event and not to hinder other Participants from participating in the Event,
- g) to place their ID badge in a visible place.

10. The Event Participant shall cover the following costs of (if applicable):

- a) accommodation,
- b) orders in hotel bars and restaurants,
- c) catering orders,
- d) telephone calls from hotel phones,
- e) use of mini-bars in hotel rooms,
- f) Pay TV,
- g) parking.

11. Event Participants shall be fully liable for any damage which they might cause at the Event venue, in particular at the hotel where the Event is held, as well as for any activities that violate generally applicable laws.

12. A Participant who disrupts the course of the Event, hinders or prevents other Participants from participating in the Event, or whose behavior threatens the life or health of people or property, may be asked to leave the Event and, if there are legal grounds for doing so, handed over to the appropriate authorities.

13. The Organizer shall not be liable for the following:

- a) for any activities undertaken by Event Participants, in particular in the field of advertising or promotional activities, including any materials made available at stands or in so-called gift packs;
- b) for damage caused in connection with hazards during transport to and from the Event;
- c) for damage caused by fire, flooding, burglary of exhibition rooms or storage areas;
- d) for damage caused by Participants;
- e) for statements, opinions, recommendations, actions, or omissions made by speakers and Event Participants. These persons have freedom of speech and all statements and actions are made on their own account;
- f) for accidents involving persons, loss, damage, or destruction of exhibits located at the Event venue before, after, and during the Event;
- g) for vehicles or other movable property left at the Event venue;
- h) for interruptions in the supply of utilities and damage resulting from faults or interruptions in the supply of utilities;
- i) for the property and belongings of Participants that are damaged, lost, stolen or misplaced;
- j) for damage caused by Force Majeure.

14. The exclusion of liability provided for in the preceding paragraph also applies to the period after the end of the Event.
15. The Exhibitor is liable for any damage caused to third parties (arising during work performed on its behalf), as well as for any damage to the building, movable property, installations, and exhibition equipment caused by the Exhibitor and any person directly or indirectly employed by the Exhibitor.
16. During the Event, the Exhibitor undertakes to strictly adhere to the Event program and not to organize any competing accompanying events without prior written agreement with the Organizer.
17. The Organizer shall not be liable for events or other activities organized during the Event by entities other than IADE Sp. z o.o. with its registered office in Warsaw, including for compliance with the requirements of the currently applicable regulations at these events. The procedures for organizing events or other activities by Participants must be agreed with the Organizer. Events or other activities require the prior consent of the Organizer. Events or other activities planned or organized without the consent of the Organizer must not take place.
18. During the Event, the sale of medical devices is strictly prohibited.
19. It is prohibited to bring weapons, ammunition, explosives, and items whose use may threaten the safety of persons present at the Event.
20. It is forbidden to bring animals onto the Event premises.
21. It is prohibited to bring alcohol and intoxicants onto the Event premises. Any person under the influence of alcohol and/or intoxicants will be immediately removed from the Event.
22. The content made available on the Website and in the Mobile Application (including logos and trademarks, texts, photos, video materials), their composition and structure, as well as the technical solution, constitute works within the meaning of the Act of February 4th, 1994, on Copyright and Related Rights, and are subject to legal protection under the applicable law.
23. The use, including modification, reproduction, and copying of content made available on the Website and in the Mobile Application is possible only with the prior written consent of the Organizer.
24. In addition to other cases specified in applicable law, the Organizer may terminate the contract with the Ordering Party with immediate effect, while retaining the right to the Participation Fee, in the following situations:
 - a) the delay in the payment of the Participation Fee by the Contracting Party;
 - b) the violation of the General Regulations, the Regulations, the Contract, or generally applicable laws by the Contracting Party or a passive Participant
25. Participants have the right to communicate with the Organizer by telephone and in an electronic form (contact details are available on the Event Website).
26. The Contract concluded between the Parties shall remain in force until the closure of the Event.
27. Detailed rules for participation of the Exhibitors in the Event, including rules for cancellation, as well as the organization of stands and exhibition exhibits, are regulated in the Terms and Conditions of Participation.

VII. Image and recording

1. Filming and recording the Event without the Organizer's consent is forbidden.
2. The registration for the Event is tantamount to consenting to the unlimited, free use, processing, reproduction, and distribution of the Participant's image recorded in the form of photographs and films (including audio) taken during the Event for documentation purposes, as well as for use in promotional, scientific, or educational

materials, including by posting materials from the Event in visual, audio-visual, and photographic form on the Organizer's website and social media, in accordance with applicable law.

3. The registration for the Conference is tantamount to consenting to the free transfer to the Organizer of the economic copyrights arising from the Act of February 4th, 1994, on copyright and related rights to chat entries posted during the Event for use in promotional, scientific or educational materials, including by posting them on the Organizer's website and social media, in accordance with applicable law.
4. The consent to the use of one's image may be revoked at any time, with the reservation that the revocation of consent does not apply to materials broadcast before the date of revocation of this consent.
5. The Organizer reserves the right to verify and monitor Event Participants, e.g., by checking attendance lists, ID badges, or using the Website's electronic systems.

VIII. The Cancellation of the Event

1. The Organizer reserves the right to postpone, cancel, shorten, or extend the duration of the Event if it is impossible or excessively difficult to carry out the Event in its original form for reasons not attributable to the Organizer. Such reasons include, among others, force majeure.
2. Neither Party shall be liable for failure to perform an obligation under the Agreement between the Parties caused by Force Majeure.
3. In the case referred to in paragraph 1, the Organizer shall inform the registered Participants thereof via the Website and by e-mail to the addresses of the Participants indicated in the registration form.
4. In the event of cancellation of the Event, the Organizer may undertake to organize the Event at another date, but no later than within the next 12 months. The new date of the Event will be announced on the Website.
5. Changing the date of the Event does not require any annexes to be concluded with passive Participants, whose Participation Fee is credited towards the Event organized on the new date, and passive Participants will be permitted to participate in the Event on the new date.
6. If the Event is canceled without specifying a new date, or if, after 12 months from the date of cancellation of the Event, it is still impossible or excessively difficult to organize the Event, the Organizer will refund the Participation Fee paid by the passive Participant.
7. The passive Participant may refuse to participate in the Event on the new date. A statement with such refusal should be sent in writing by registered mail with confirmation of receipt to the Organizer's registered office or by e-mail to the address provided in the Regulations. The statement should include the bank account number to which the Participation Fee is to be refunded.
8. Upon receipt of the statement referred to in the preceding paragraph, the Organizer shall refund the Participation Fee paid by the passive Participant within 14 days of the date of receipt of the statement referred to in paragraph 7.

VIII. Withdrawal from the Contract

1. The provisions of this section apply only to Contracts in which the Contracting Party is a Consumer or a Self-employed Entrepreneur.
2. The Contracting Party referred to in paragraph 1 who has concluded the Contract may withdraw from it without presenting the reasons for it, by means of submitting a statement within 14 days from the date of conclusion of the Contract, subject to paragraph 6.

3. In order to exercise the right to withdraw from the Contract, a clear statement must be submitted and sent to the Organizer's registered office or by e-mail to the address indicated in the Regulations.
4. A template of withdrawal form is attached as Appendix 1 to the General Regulations.
5. The Organizer shall immediately confirm receipt of the statement of termination of the Contract with the submitted statement.
6. The Contracting Party consents to the Organizer's performing the service before the deadline for withdrawal from the Contract if the conclusion of the Contract (receipt of confirmation of Registration for the Event) takes place so late that the opening of the Event is scheduled to take place before the deadline for withdrawal from the Contract, and the Contracting Party confirms that they are aware that once the Organizer has performed the service, they will lose the right to withdraw from the Contract
7. The Contracting Party shall not have the right to withdraw from the Contract if the Organizer has already fulfilled their obligations stemming from the Contract.
8. The Organizer shall be obliged to return all payments made by the Contracting Party immediately, no later than within 14 days from the date of receipt of the Contracting Party's statement of withdrawal from the Contract.
9. The Organizer shall refund the Fee for participation in the Event using the same method of payment as used by the Contracting Party, unless the Contracting Party has agreed to a different method of refund which does not involve additional costs for them.
10. If the Contracting Party has concluded a contract in which it has designated another person as the Participant, they shall be obliged to immediately notify that Participant of its declaration of withdrawal from the Contract.
11. In the event of withdrawal from the Contract, the Consumer or Self-employed Entrepreneur is obliged to discontinue the use of the service and making it available to third parties.
12. If the statement of withdrawal from the Contract has been delivered to the Organizer after the commencement of the provision of services covered by the Contract, the Organizer retains the right to a Fee for participation in the Event in an amount proportional to the scope of services performed until the moment of informing them about the withdrawal.

IX. Complaints

1. All the complaints should be submitted in registered letters with a receipt confirmations to the Organizer's registered office or via email to the email address provided in the Regulations.
2. Each complaint should contain:
 - a. the details of the Contracting Party and the passive Participant, if the Contracting Party did not participate in the Event, and the email address used during registration;
 - b. a detailed description of the problem.
3. A correctly submitted complaint shall be inspected within 14 days of its receipt by the Organizer.
4. The Organizer's response shall be provided in the form in which the Organizer received the complaint, to the address (e-mail or traditional mail) provided in the complaint.

5. Consumers and Self-employed Entrepreneurs have the option of using amicable methods of complaint handling and redress. Among other things, consumers and sole traders have the option of:
 - a. Application to a permanent consumer arbitration court for a ruling on a dispute arising from the concluded Contract;
 - b. apply to the provincial inspector of the Trade Inspection with a request to initiate mediation proceedings for the amicable resolution of the dispute between the Participant and the Organizer;
 - c. seek assistance from the district (municipal) consumer advocate or a social organization whose statutory obligations include consumer protection.

28. Personal data protection

1. The Organizer is the personal data administrator within the meaning of the GDPR regulations
2. The personal data administrator is responsible for the use of the personal data of Event Participants.
3. Any information and questions regarding the processing of personal data by the Controller can be sent to the following email address: kontakt@iade.pl.
4. The scope of personal data processed by the Administrator includes the data provided in the application form and the image.
5. The legal basis for the processing of personal data is Article 6(1)(b), (c), and (f) of the GDPR, as well as the consent given for the processing of personal data.
6. Personal data is processed for the purpose of participation in the Event, publication of the message and coverage of the Event, verification of the Participant's identity upon entrance to the Event, communication with the Organizer, activities related to the performance of the Contract, handling complaints, and securing claims.
7. The Participant consents to the processing of personal data for the purpose of recording the course of the event in the form of photographic and film (including audio) coverage of the Event and for the purpose of receiving information about subsequent editions of the Event and other Events organized by the Organizer.
8. Personal data will be stored for the period necessary to fulfill the purposes of the Contract, and after the expiry of the Contract, for the time frame necessary to: provide after-sales service to Customers (e.g., handling complaints), secure or pursue any claims to which the Organizer is entitled, fulfill other legal obligations of the Organizer (e.g., those resulting from tax or accounting regulations), and in the case of consent to the processing of data for marketing purposes, until an objection to the processing of data is raised.
9. Personal data may be made available to other entities authorized under the relevant provisions of law and agreements concluded with the Organizer, e.g., IT, accounting, and legal service providers.
10. If the processing of personal data is based on consent, the Participant has the right to withdraw their consent at any time without affecting the lawfulness of the processing that took place before the withdrawal of consent.
11. The Participant has the right to:
 - a) access their data;
 - b) rectify data when it is inconsistent with the actual state of affairs;
 - c) delete, restrict processing, and transfer data (in cases provided for by law);

- d) object to the processing of data;
- e) file a complaint with the President of the Personal Data Protection Office.

12. Providing personal data is voluntary, but necessary to participate in the Event.

13. The Administrator does not intend to transfer personal data to a third country or international organization.

14. The Administrator does not make automated decisions based on the personal data of Participants and does not use it for profiling purposes.

15. The Organizer takes all appropriate security measures in accordance with the law and generally accepted principles for the protection of confidentiality of information.

XI. Final provisions

1. The Organizer reserves the right to introduce and cancel offers, promotions, and change prices on the Website, without prejudice to the rights acquired by Contracting Parties and Participants, including, in particular, the terms and conditions of Contracts concluded before the change.
2. The Organizer reserves the right to amend the General Regulations for important reasons and to the extent necessary. Contracts concluded before the amendment of the General Regulations shall be governed by the General Regulations in force on the date of conclusion of the Contract. The amendment to the General Regulations shall become effective on the date specified by the Organizer, not less than 14 days from the date of publication of the amended General Regulations on the Website.
3. In matters not covered by the provisions of the General Regulations and specific Regulations, the provisions of the Civil Code shall apply, as well as the provisions contained in the General Regulations, specific Regulations, the Privacy Policy, and the Terms of Participation, if applicable.
4. Any disputes that may arise from participation in the Event shall be settled amicably by the Parties.
5. If no agreement is reached, each Party shall have the right to appeal to the competent common court.
6. The Regulations shall be effective from January 1st, 2026.

Exhibits:

1. Contract withdrawal form .

Exhibit No.: 1 – A template of withdrawal form is attached as Appendix 1 to the General Regulations

IADE Sp. z o.o. with the registered office in Warsaw
ul. Kosiarzy 9A
02-953 Warszawa

I/We (*) hereby would like to inform you (*) of my/our withdrawal from the contract for the provision of the following service:

- Date of conclusion of the Contract (*)/receipt(*)
- Name and surname of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (only if the form is sent in paper form)
- Date

(*) Delete as appropriate.