



Cancellation Policy

Registration Fees

Persons registered to the congress can request the reimbursement of their quota considering the cancellation expenses that are detailed below. Any changes or cancellations must be sent written to the conference secretary:

1. Any cancellation received, will have a penalty of 30.00 € for management expenses.
2. Cancellations received from May 01 to May 15 will have a penalty of 50% of the fee paid.
3. After May 20, 2024, no refunds will be made.

It is possible to make name changes in the inscription if they are made before May 15th . However, each will have administrative costs of € 30. After this date, the name changes will not be allowed, and the corresponding cancellation fees will be applied for cancellation of registration.

About the hotel reservations, the following cancellation policy will apply:

1. From registration to 30 days before the start of the event: 10%
2. 30 days before the start of the event: 100%

Privacy Policy

VIAJES TRANSVIA complies with the provisions of the current Organic Law on the Protection of Personal Data, Royal Decree 1720/2007 of December 21, which approves the Regulations for the development of the Organic Law and its adaptation to the Regulation (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of April 27, 2016 (RGPD), taking care to guarantee a correct use and treatment of the personal data of the user.

Likewise, VIAJES TRANSVIA informs that it complies with Law 34/2002 of July 11, on Services of the Information Society and Electronic Commerce.

VIAJES TRANSVIA may make without prior notice the modifications it deems appropriate to the terms set out in this privacy policy, as a result of the regulatory and internal changes that require updating. In any case, it will always comply with the data protection regulations.

File holder and treatments

VIAJES TRANSVIA, through the website, can collect personal information from users, therefore, we recommend reading this privacy policy where we inform about the use and treatment of the data that is planned.

In each form where personal data is collected, information regarding the treatment operations that will be carried out will be informed or accessed with the information provided in a clear and accessible manner.

VIAJES TRANSVIA will request, in its case, the consent regarding the treatments that require it. Regarding the use of the data collected for commercial purposes, where appropriate, you will have the mechanism to refuse to receive this type of communication.

The data collected through the different means of contact made available on the website (telephone, email, postal address, forms on the website), will be included in the TRANSVIA TRAVEL files that have been duly declared in the General Registry of the Spanish Agency for Data Protection (body responsible for ensuring compliance with data protection regulations under current Spanish legislation), as responsible for them.

In general, the information provided is incorporated into the files in order to meet the requests or information queries made directly by the user and send you communications about our services, products, events and activities, without prejudice to the existence of other purposes indicated expressly before proceeding with the collection of the data.

Some of the data requested through the website are mandatory, as they are necessary for the provision of an optimal service to the user. If in any form where we ask for your data, there are optional data, the fields that are obligatory to enter will be duly identified. In case all the required data are not provided, it is not guaranteed that the information and services provided will be completely adjusted to your needs or the requested service may even be denied.

The communication of personal data by the user through any means available on the website implies the free, unequivocal, specific, express and informed consent to their treatment.

If you do not want your data to be processed, please do not communicate your data, check the corresponding box and / or do not continue navigating through the website.

VIAJES TRANSVIA is not responsible for the veracity of the data received through the internet, in accordance with the principles of contractual good faith, including those that provide, in their case, minors, by circumventing the provisions of this Legal Notice.

Transvia Business

Budget Request Form

The data is intended to collect the necessary data for budget requests (pre-contractual relationships) and, if not opposed, to the transmission of information of the TRANSVIA Group.

Newsletter

The data is intended to collect the e-mail address for the transmission of information of the TRANSVIA Group.

Exercise of rights of access, rectification, cancellation and opposition.

VIAJES TRANSVIA guarantees the User in any case the exercise of rights of access, rectification, cancellation, information and opposition, in the terms provided in the current legislation. Therefore, in accordance with the provisions of the current Organic Law of Protection of Personal Data (LOPD) and Regulation (EU) 2016/679 (RGPD) may exercise their rights by sending an express request:

- In writing, together with a photocopy of your ID or other equivalent document that allows you to identify yourself addressed to the postal address indicated in section 1.
- By email signed digitally by the applicant or by sending a copy of the DNI addressed to the email: lopd@grupotransvia.com

To stop receiving new messages with commercial information, you can, if necessary, process the link for the withdrawal indicated in the email received or by sending an email to the address lopd@grupotransvia.com indicating in the subject "NO INFO" From the electronic address that the communications are received. In case you do not wish to receive any kind of communication from the TRANSVIA Group or TRANSVIA TRAVEL, we recommend that you inform us in your email of the withdrawal for all data processing for commercial purposes, so that if you are registered in different lists do not see your attempt to unsubscribe frustrated.

Transfer of data

VIAJES TRANSVIA expressly informs and guarantees users that their personal data will not be transferred in any case to third companies, and that whenever there was to be some kind of transfer of personal data, previously, the express, informed consent would be requested. and unambiguous by the owners.

Security measures

VIAJES TRANSVIA is aware of the user's concern for security, which is why it has chosen to implement security levels adapted to the risks of the treatment operations for the proper functioning, functionalities and services of the Web as well as of the files and treatments, preserving the integrity and security of the stored data and information in order to avoid the loss, alteration or unauthorized access, taking into account the state of the technology, nature, scope, purposes and context of the stored data and the risks to the that are exposed already come from human action or physical or natural environment. The services that are provided by third parties have the necessary security measures to comply with current legislation in the same terms set forth.

In VIAJES TRANSVIA we want the service our clients receive to offer a satisfactory and safe user experience, so we only choose suppliers with a proven track record and technical solvency that allow compliance with the current legal security regulations, to prevent loss, bad use or access by unauthorized persons.

In addition, we guarantee that our staff is subject to the obligation of confidentiality regarding the information that is processed by VIAJES TRANSVIA and the TRANSVIA Group.

Transvia Business

DATA PROCESSING POLICY

Introduction

Travel Transvia Tours, S.L. (hereinafter VIAJES TRANSVIA), with registered office at Calle Gran Vía Ramon y Cajal, 17, 46007 Valencia, is the owner of the domain on the Internet: www.viajestransvia.com and responsible for the processing of personal data provided by users to through this website.

In VIAJES TRANSVIA, like all TRANSVIA Group companies, we are committed to ensuring that your personal information is protected and not used improperly.

By providing us with your personal information and using our websites, we understand that you have read and understood the terms related to the personal data protection information that is exposed. In all TRANSVIA Group Companies we assume the responsibility of complying with current legislation on national and European data protection, and we aim to treat your data in a lawful, fair and transparent manner.

Who is responsible for the Treatment?

According to current regulations, it is the individual or legal entity that, alone or together with others, determines the purposes and means of processing.

VIAJES TRANSVIA is responsible for the treatment of the personal information that it makes of its clients.

For what purpose do we collect your personal information?

1. Finalities covered in the contractual relationship:

The main reason why we collect your personal information is because it is necessary to manage your request for a quote and / or trip and, once your request is confirmed, maintain the contractual relationship.

We only store your personal information to the extent that we need it in order to use it according to the purpose for which it was collected, and according to the legal basis of its treatment in accordance with the applicable law. In no case shall your data be kept more than 10 years from the end of the contractual relationship, the mandatory conservation period established by Law 10/2010, of April 28, for the prevention of money laundering and the financing of terrorism.

2. Other purposes:

In the event that you authorize it, your data may also be used to send advertising of other products and services of VIAJES TRANSVIA; by all available channels (including electronic means, complying with Law 34/2002); of a general nature or adapted to their personal characteristics according to their interests, through the elaboration of a commercial profile based on the information provided and through automated treatments. Likewise, said information may be used to conduct market studies.

What is the legitimacy for the treatment of personal information?

For the processing of your personal information we rely on the legitimation for several reasons: For the fulfillment of a contract and / or business relationship.

With your consent, for example, to send personalized offers of VIAVES TRANSVIA products and services.

To whom can we communicate your personal information?

You should know that in some cases it is necessary to transfer your data to third parties who provide services associated with the contract, both for its formalization and for its management and execution, such as: medical services, second medical opinion, benefits processing, co-insurance and reinsurance.

In this sense, for the management of the purposes inherent to the development and fulfillment of the object of the contract, it may be necessary and mandatory for the provision of the service, that your data have to be communicated to the different providers, such as airlines, shipping companies, hotels and other service providers, who will be obliged to use the data, solely and exclusively, to fulfill the purpose of the contract. These providers, depending on the destination

Transvia Business

country of your trip, may be located in third countries for which an international data transfer is necessary.

In all cases, VIAJES TRANSVIA assumes responsibility for the personal information you provide us, and we request those companies with which we share your personal information to apply the same degree of protection of the information that we do.

Likewise, your personal information will be available to public Administrations, Judges and Courts, for the attention of possible responsibilities arising from the treatment.

In the event that you authorize it, your personal data, except health information, may be transferred to the companies of the TRANSVIA Group, listed below, for the preparation of commercial profiles through automated processing in order to develop commercial actions adapted to his personal characteristics about travel, insurance, financial products and retail sale of goods and services, as well as to conduct market studies.

Companies of the TRANSVIA Group

International transfer

VIAJES TRANSVIA does not plan to transfer data to third countries. The personal information we collect resides in Spain, although it is possible that some group companies have a presence in other countries and your personal information is collected in the country where you reside, then we install and store this information in our systems.

Those third parties with whom we share your personal information can manage or transfer your personal information outside Spain and the European Union to other countries where they have facilities. Complying in this case with the requirements established by the Spanish Agency for Data Protection and the European Union.

We will ensure that both any transfer of your personal information that we make or those third parties with whom we share your personal information, such as the way we manage your personal information, comply with the legislation that applies to us. In any case, the transfer, storage and management of your personal information by us will always be governed by this Data Processing Policy.

How can you exercise your rights?

You have the right to have control over the personal information that we collect, in this way we also make sure that it is accurate and truthful.

You have the right to obtain access to your personal information, as well as to request the correction of inaccurate data or, where appropriate, request opposition, deletion, cancellation and / or limitation when, among other reasons, the data is no longer necessary for the purposes that were collected.

In certain circumstances, and for reasons related to your particular situation, you may object to the processing of your data. Your personal information will no longer be processed, for those purposes for which you have expressed your opposition. In the same way you can exercise the right of limitation of the treatment of your personal information, requesting the conservation of the same.

In certain circumstances, you may request the portability of your data to another data controller. You can exercise your rights without any cost, and to receive a response within the deadlines established by the current legislation on data protection, choosing between the following means: By written and signed request addressed to Viajes Transvia Tours, S.L., in Calle Gran Vía Ramon y Cajal, 17, 46007 – Valencia (Data Protection), and must attach a photocopy of the applicant's DNI. If you have already provided the address or email addresses it will be essential that you provide us / s.

Sending request along with a photocopy and / or scanned copy of the applicant's ID to the email address: lopd@grupotransvia.com.

You can file a claim with the Spanish Data Protection Agency, especially when you are not satisfied with the response to the exercise of your rights, for more details you can consult the web www.agpd.es.

How can you modify the way we contact you to inform you about our products, services?

You can change the way we contact you by the following means:

By written and signed request addressed to Viajes Transvia Tours, S.L., in Calle Gran Vía

Transvia Business

Ramon y Cajal, 17, 46007 – Valencia (Data Protection), and must attach a photocopy of the applicant's DNI. If you have already provided the address or email addresses it will be essential that you provide us / s.

Sending request along with a photocopy and / or scanned copy of the applicant's ID to the email address: lopd@grupotransvia.com.

How long do we store your personal information?

We only store your personal information to the extent that we need it in order to use it according to the purpose for which it was collected, and according to the legal basis of its treatment in accordance with applicable law. We will keep your personal information as long as there is a contractual and / or commercial relationship with you, or while you do not exercise your right of access, rectification, opposition, deletion, cancellation and / or limitation of the processing of your data.

In these cases, we will keep the information duly blocked, without giving any use, while it may be necessary for the exercise or defense of claims or may derive some kind of judicial, legal or contractual responsibility for their treatment, which must be attended to and for which your recovery is necessary. In no case shall your data be kept more than 10 years from the end of the contractual relationship, the mandatory conservation period established by Law 10/2010, of April 28, for the prevention of money laundering and the financing of terrorism.

How do we protect your personal information?

We are committed to protecting your personal information. We use the appropriate technical and organizational measures, in order to protect your personal information and privacy and review these measures periodically. We protect your personal information by using a combination of physical, computer or logical security controls, including access controls that restrict and manage the way your personal information and personal data are processed, managed and managed. We also make sure that our employees are properly trained to protect your personal information. Our procedures indicate that we may request proof of identity before sharing your personal information with you.

In accordance with our guarantee of security and confidentiality, we are especially interested in offering you the highest level of security and protecting the confidentiality of the personal information you provide us. Therefore, commercial transactions are carried out in a secure server environment under SSL (Secure Socket Layer) protocol.

The Internet is a means of communication and also a new medium that enables business transactions through the network. Therefore, one of the main concerns on the part of users who use the internet is the security of data on the network.

As an Electronic Commerce transaction, it is understood the entire process of making a commercial agreement including contact between both parties: client and company. The aspects that should gather any commercial transaction must be:

Authentication that guarantees the legal or physical personality with which we communicate.

Integrity, that is, that the content of the communication between both parties can not be modified.

Confidentiality, which is the guarantee that no unauthorized person can know the content of the communication.

Minor Data

The websites of the TRANSVIA Group, the applications and the products are not normally aimed at minors. Although on occasion we can make some campaign, such as the launch of consoles or video games, in which children can show their interest. However, we do not knowingly collect any personal information from minors, except with the authorization of the parent or guardian.

If you are a minor, please do not try to register as a user of our websites, applications or products. If we discover that we have obtained personal information from a minor by mistake, we will remove that information as soon as possible.

Recommendations and precautions

These are some of the precautions that we advise our clients should take:

Transvia Business

Do not provide anyone with the user or the password.

Do not point it in places of easy access: computer, agenda.

Always use our SSL security system.

Always disconnect the browser session after accessing a security zone or entering the user's password.

Modifications to the present data protection information

We will review and update the data protection information at least once a year or when changes occur in the legislation or in any of the procedures for the processing of your personal information, indicating the date of the last update, content and date.

If we have your email address or mobile phone, we will also send you an email or SMS with information about those changes. If necessary, we will renew your consent to confirm that you agree with these changes.

Contact

If you have any kind of query, comment or concern, or if you wish to make a suggestion about how we use personal information, you can send an email to the Delegate of Data Protection of the TRANSVIA Group to the email address lopd@grupotransvia.com.