



PRIVACY POLICY

www.gameforce.be



META

Version | 1.0
Last update | 02/03/2020

1. General Information

a) Introduction

Thank you for your interest in our website, our online services and our event. Protecting customer/visitor/user data and using it only in the way our customers/visitors/users expect from us is our highest priority. Thus, the following policy is designed to inform you about the processing of your personal data and your rights regarding this processing according to the General Data Protection Regulation (“GDPR”) and other data protection laws.

b) Controller

We, META, located at Harmoniestraat 52, 2300 Turnhout, Belgium, are the Controller according to the GDPR and therefore responsible for the data processing explained herein.

c) Privacy Regulator

You can contact our Privacy Regulator at any time by using the following contact details:

1. Company address

META – Privacy
Harmoniestraat 52
2300 Turnhout
Belgium

2. E-mail: privacy@teammeta.eu

3. [Online contact form](#)

2. Processing of Personal Data During Your Use of Our Website

Your visit to our website and/or use of our online services will be logged. The IP address currently used by your device, date and time, the browser type and operating system of your device, the pages accessed and other data may be recorded. This data is collected for the purposes of optimizing and improving our website as well as our online services. The processing is legally based on legitimate interest as it is in our legitimate interest to protect our website and to improve the quality of our services. Additionally, your personal data is only stored if you provide it to us on your own account, e.g. as part of a registration, an online application or for online purchase (performance of a contract). We have taken appropriate measures to ensure that the data provided to us during the registration is

adequately protected. These measures include, but are not limited to, encryption, access control, segregation of duties, internal audit etc.

a) Contact Form

You can use the [contact form on our website](#) to contact us for any request. The personal data that you filled out into the contact form will only be processed for answering your request. Filling in and submitting the contact form constitutes an affirmative action by which you have given your consent to the data processing.

b) Tickets and services

You can use our website to buy tickets for our event. All personal data you have given in during this process, such as name and email address, will only be used for the purposes of purchasing and/or delivering of our products, services and content. Without your personal data, we will not be able to process your order. Your personal data will be stored as long as it is necessary for us to fulfill our obligations towards you including but not limited to delivery of the products or services, providing warranties, support etc., except where we are legally obliged to further store your data for the purposes of submitting it to public authorities, for example to tax authorities. This storage and transfer of your personal data to public authorities is based on fulfilling a legal obligation.

c) Newsletter

If you buy a ticket it is possible we contact you through newsletters to keep you up to date. The personal data that are collected in the purchasing process will only be processed for sending newsletters to your e-mail address. Your personal data will be processed until you unsubscribe from the newsletter by clicking the link “unsubscribe” which is provided in each newsletter you receive from us. Please note that you will not receive any newsletters from us anymore after you unsubscribe.

d) Online competitions

Visitors can participate in different online competitions to win prizes. Personal data, such as name, email address and phone number, may be asked and processed for the purpose of these competitions. The personal data will only be used and will only be stored as long as necessary for the purpose of these competitions.

e) Cookies

To make your visit to our website more pleasant and to enable the use of certain functions, we may use “cookies” on various pages. Cookies are small text files that are stored on your terminal device. Some of the cookies we use are deleted after the end of the browser session. Other cookies remain on

your device and enable us or our partner companies to recognize your browser on your next visit. You can set your browser in such a way that you are informed about the setting of cookies separately and decide individually about their acceptance or exclude the acceptance of cookies for certain cases or generally. For more information, see the help function of your Internet browser. If cookies are not accepted, the functionality of our website may be limited.

To find out more about how we use cookies you can access our "[Cookie Policy](#)".

3. Processing of Personal Data During the Event

During the GameForce event it is possible personal data is being asked and processed for general organizational purposes and providing participants and visitors with the services and safety they require. Personal data for example might be used to exercise support through a Lost & Found procedure should a participant or visitor lose something during the event.

a) Cashless Card

During the GameForce event you can use a Cashless Card to buy food and drinks. In order for this system to work and provide safe processing of payments, we process some personal data, such as bank account information. Your personal data will be stored as long as it is necessary for us to fulfill our obligations towards you including but not limited to delivery of the products or services, providing warranties, support etc., except where we are legally obliged to further store your data for the purposes of submitting it to public authorities, for example to tax authorities. This storage and transfer of your personal data to public authorities is based on fulfilling a legal obligation.

b) Visual Data

During the event it is possible that photos and video footage of visitors are being taken for livestreaming and general promotional and reporting purposes. These photos and video footage are limited to atmospheric scenes without identifiable factors. Should (close-up) portraits be taken, we always make sure to get consent from the subject(s), either spoken or through body language. If you feel your rights were violated and want your visual data to be removed, please contact our Privacy Regulator.

It is also possible video footage is taken for security reasons. However, this footage is not being handled by us, but by [Nekkerhal](#), the venue where the GameForce event takes place.

c) Competitions

During the event visitors can participate in different competitions to win prizes. Personal data, such as name, email address and phone number, may be asked and processed for the purpose of these competitions. The personal data will only be used and will only be stored as long as necessary for the purpose of these competitions.

4. Data Recipients

We may use third party service providers to process your personal data and help us in providing the services you require from us. These service providers may be located in countries within and outside the European Union (EU) and the European Economic Area (EEA). We ensure that these service providers process personal data in accordance with European data protection legislation to guarantee an adequate data protection level, even if personal data are transferred into a country outside the EEA for which no adequacy decision of the EU Commission exists. Transfers of personal data to other recipients is not performed, except where we are obliged to do so by law. For more information about appropriate safeguards for the international data transfer or a copy of them, please contact our Privacy Regulator.

5. Retention Period

Personal data provided to us via our website or by other means will only be stored until the purpose for which they were processed has been fulfilled. Insofar as retention periods under commercial and tax law must be observed, the storage period for certain data can be up to 10 years. However, storage periods may also be amended due to our legitimate interest (e.g. to guarantee data security, to prevent misuse or to prosecute criminal offenders).

Any personal data held by us for marketing and service update notifications will be kept by us until such time that you notify us that you no longer wish to receive this information. For more information on our Data Retention Policy, please contact our Privacy Regulator.

6. Your Rights

As a data subject, you can contact our Privacy Regulator at any time with a notification under the contact information mentioned above under Section 1 to make use of your rights. These rights are the following:

- The right to receive information about the data processing and a copy of the processed data;
- The right to demand the rectification of inaccurate data or the completion of incomplete data;
- The right to demand the erasure of personal data;
- The right to demand the restriction of the data processing;
- The right to receive the personal data concerning the data subject in a structured, commonly used and machine-readable format and to request the transmittance of these data to another controller;
- The right to object to the data processing;
- The right to withdraw a given consent at any time to stop a data processing that is based on your consent;
- The right to file a complaint with the competent supervisory authority: the [Belgian Data Protection Authority](#).