

## Privacy Notice – Delegate Management System

### 1. Introduction

This Privacy Notice is intended to describe the practices which EY follows in relation to the Delegate Management System (“Tool”) with respect to the privacy of all individuals whose personal data is processed and stored in the Tool.

### 2. Who manages the Tool?

“EY” refers to one or more of the member firms of Ernst & Young Global Limited (“EYG”), each of which is a separate legal entity, and each of which can act as a data controller in its own right. The entity that is acting as data controller by providing this Tool on which your personal data will be processed and stored is EY Global Services Limited an EY global entity.

EY Global Services Limited licenses the Tool from Lewis Live Limited (the Live Group), Unit 2-3, Princess Mews, Horace Road, Kingston upon Thames, Surrey, KT1 2SZ, United Kingdom.

The personal data which you provide in the Tool may be shared by EY Global Services Limited with one or more member firms of EYG located throughout the world (see “Who can access your information” section below).

Live Group digital products are hosted by Microsoft Azure, all traffic to the platform is channelled through Cloudflare

### 3. Why do we need your information?

The purpose of the Tool is to facilitate the organization and management of EY events, including arranging accommodation and meals for attendees. Please note you may still attend EY events without having used the Tool and that registration via the Tool at non-EY events is not permitted.

Your personal data processed in the Tool is used as follows:

- Personal Data is collected and processed in the Tool in order to facilitate the organization of the meetings, conferences or events. This may include, e.g. obtaining the dietary and other additional requirements of event attendees. Such Personal Data will be shared with relevant third parties who have involvement in the event (e.g. the owners of the venue or hotel where the event is being held).
- Live Group will notify EY of updates to the Personal Data they hold on their system so that EY can ensure its own records are kept up to date.
- Furthermore, all background information, areas of interest and preferences of delegates will be made available by Live Group to EY in order to identify new business opportunities among existing and potential clients. One-to-one meetings will be scheduled accordingly in order to maximize the time EY Partners and employees spend with clients at the event and generate more business.

EY relies on the following basis to legitimize the processing of your personal data in the Tool: Processing is necessary for the purposes of the legitimate interests pursued by the data controller or by a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

The provision of your personal data to EY is optional, however, please be aware that if you do not provide us with all or part of your personal data, we may not be able to carry out the purposes for processing which are set out above.

### 4. What type of personal data is processed in the Tool?

The Tool processes the following categories of personal data (note the list below is non-exhaustive as the data request fields may be edited by EY, depending on the nature of the event):

- Contact Details
- Name

- Company and job information
- Your assistant's contact details
- Dietary restrictions
- Special accessibility needs
- Information about accommodation
- Name of the EY partner approving your attendance at the event
- Name of your EY contact
- Marketing lists
- Associated client names

This data is sourced as follows:

- EY will share the basic contact information (i.e. name and email address) of invitees with its appointed data processor, Live Group, so that Live Group can send out invitations to the events on EY's behalf. Prior to the invites being sent out by Live Group, EY will send a 'save the date' email to invitees.
- The 'save the date' email will contain an 'opt-out' message to the invitees which:
  - explains that EY will share the invitee's contact information with Live Group for the purposes of event planning and providing information relating to the event;
  - provides the name and address of the data processor (i.e. Live Group); and
  - allows the invitee to opt out of receiving an invitation from Live Group by clicking on a link.
- The invite email sent by Live Group to the event invitees will be sent on EY's behalf and will include EY branding. The invitation emails may also be sent out by EY Partners personally. The invite email will direct invitees to the event registration page where the invitee will provide their personal data by completing the relevant registration fields. The EY event registration page is also EY branded, as illustrated in the example registration page: below:<https://registration.livegroup.co.uk/innovationrealized2017/#>

## 5. Sensitive Personal Data

Sensitive personal data reveals your racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, data concerning health or data concerning sex life or sexual orientation.

The following sensitive personal data is collected and processed in the Tool:

- Information relating to an individual's health (e.g. special accessibility needs and food allergies) may be processed in the Tool if it is relevant to an event that they are attending (e.g. where the meeting event requires EY personnel to undertake international travel). This information is a voluntary field for each attendee (delegate). The accessibility needs information is requested to help support individuals at events if needed.
- Information relating to an individual's dietary requirements may be considered sensitive personal information where it indicates religious beliefs.

## 6. Who can access your information?

Your personal data may be accessed in the Tool by the following persons/teams:

- EY Global System Owners and EY Client Administrators who are assigned to work on a particular event. EY personnel within network member firms can be granted client administrator access only upon permission by the authorized EY personnel. Note that Live Group grants the access rights in accordance with EY's instructions;
- Super Administrators (Live Group only);

- Administrators (Live Group only);
- Event Attendees (delegates); and
- Third parties who are involved in the event, e.g. hotel staff/ venue managers.

The access rights and locations of these persons/teams are as follows:

- EY Global System Owners and EY Client Administrators who are assigned to work on a particular event have read/write/delete access to all Personal Data. These individuals will be based across the various different EY offices globally.
- Super Administrators (Live Group only). There is a limited number of people based in the UK who have super administrator permissions. This means that they have full access to all data within the Tool and can grant access to Tool to authorized EY personnel.
- Administrators (Live Group only). There is a team based in the UK who have administrator permissions. They have access to a limited number of events within the Tool and cannot export e-mail addresses.
- Event Attendees. Users have read/write access to their personal profile only. Some of data is visible and editable, but not all.
- All Live Group personnel are based within the UK. Live Group has provided the table below to illustrate the different access rights. The 'client admin' refers to EY Global System Owners and EY Client Administrators. The 'delegate' relates to the event attendees. Super Admin and 'admin' are Live Group personnel.

| USER AND ACCESS                                                                                                                         | EY GLOBAL SYSTEMS OWNER / CLIENT ADMIN | SUPER ADMIN | ADMIN | DELEGATE |
|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-------------|-------|----------|
| REGISTER                                                                                                                                | ✓                                      | ✓           | ✓     | ✓        |
| ACCESS OWN DATA                                                                                                                         | ✓                                      | ✓           | ✓     | ✓        |
| ACCESS, VIEW AND EDIT DELEGATE DATA                                                                                                     | ✓                                      | ✓           | ✓     | ×        |
| ADD NEW DELEGATES                                                                                                                       | ✓                                      | ✓           | ✓     | ×        |
| CHANGE DELEGATE PASSWORDS                                                                                                               | ✓                                      | ✓           | ✓     | ×        |
| IMPORT DATA                                                                                                                             | ✓                                      | ✓           | ✓     | ×        |
| EXPORT DATA                                                                                                                             | ✓                                      | ✓           | ×     | ×        |
| ACCESS REPORTS                                                                                                                          | ✓                                      | ✓           | ✓     | ×        |
| CREATE AN EVENT                                                                                                                         | ×                                      | ✓           | ✓     | ×        |
| EDIT AN EVENT INC;<br>VENUE INFORMATION<br>HOME PAGE TEXT<br>AGENDA ITEMS<br>FAQS                                                       | ✓                                      | ✓           | ✓     | ×        |
| CREATE FORUMS AND BLOGS                                                                                                                 | ✓                                      | ✓           | ✓     | ×        |
| UPLOAD AND EDIT DOWNLOADS                                                                                                               | ✓                                      | ✓           | ✓     | ×        |
| SEND EMAILS                                                                                                                             | ✓                                      | ✓           | ✓     | ×        |
| VIEW EMAILS                                                                                                                             | ✓                                      | ✓           | ✓     | ×        |
| CREATE BADGES                                                                                                                           | ✓                                      | ✓           | ✓     | ×        |
| ACCESS MEETING TOOL                                                                                                                     | ✓                                      | ✓           | ✓     | ×        |
| NOTES                                                                                                                                   |                                        |             |       |          |
| A CLIENT ADMIN ONLY HAS PERMISSION TO PERFORM THE ABOVE ACTIONS ON AN EVENT THEY HAVE BEEN GRANTED ACCESS TO BY AN ADMIN OR SUPER ADMIN |                                        |             |       |          |

The access rights detailed above may involve the transfer of personal data in various jurisdictions (including jurisdictions outside the European Union) in which EY operates (EY office locations are listed at [www.ey.com](http://www.ey.com)). EY will process your personal data in the Tool in accordance with applicable law and professional regulations in your jurisdiction. Transfers of personal data within the EY network are governed by EY's Binding Corporate Rules.

Live Group may share your data with third parties, e.g. they may provide aggregated information about their users to assist advertisers to target audiences. Please refer to the Live Group privacy policy for further information.

## 7. Data retention

The policies and/or procedures for the retention of personal data in the Tool are as follows:

1. After a meeting or event is completed, information relating to the event attendees (delegates) themselves will be deleted from the system when it is no longer required.
2. After an EY Partner or staff member has left the firm, then their EY user registration record (and all Personal Data in it) will be deleted from the system upon notification to the Global System Owners. This will be done where one of the authorized Global System Owner notifies Live Group to remove the access right of the exiting EY personnel.

3. The Global System Owners will undertake a review of the system annually and delete the user registration record of any EY user who is inactive in the system within the last 6 months. We would not consider this to be beneficial for our delegates, where we have them attending annual events, following item 1 above, we would only remove them after 3 years of no activity or if explicitly requested in item 2 above.

After the end of the data retention period specified in the policies and/or procedures set out above, your personal data will be deleted.

## **8. Security**

EY is committed to making sure that your personal data is kept secure. In order to prevent unauthorized access or disclosure, EY has put in place appropriate technical and organizational measures to safeguard and secure your personal data. All EY personnel and any third parties which EY engages to process your personal data are obliged to respect the confidentiality of your data.

## **9. Controlling your personal data**

EY will not sell, distribute or lease your personal data to third parties (other than those parties referred to in section 6 above) unless we have your permission or are required by law to do so.

You are legally entitled to request details of the personal data which EY holds about you.

If you would like to obtain confirmation as to whether or not your personal data is processed in the Tool or if you would like to access your personal data in the Tool, please contact us via [global.data.protection@ey.com](mailto:global.data.protection@ey.com).

## **10. Rectification, erasure or restriction of processing**

EY provides you with the ability to make sure your personal data is accurate and up to date. You can request rectification, erasure or restriction of processing of your personal data by sending an e-mail to [global.data.protection@ey.com](mailto:global.data.protection@ey.com). We will use reasonable efforts to contact you regarding your request.

## **11. Complaints**

If you are concerned about an alleged breach of privacy law or any other regulation by EY, you can contact EY's Global Privacy Officer, Office of the General Counsel, 6 More London Place, London, SE1 2DA, United Kingdom or via email at [global.data.protection@ey.com](mailto:global.data.protection@ey.com). An EY Privacy Officer will be made available to investigate your complaint and give you information about how it will be handled and resolved.

If you are not satisfied with the way in which EY has resolved your complaint, you have the right to complain to the data protection authority in your country. You may also refer the matter to a court of competent jurisdiction.

## **12. Contact us**

If you have questions or you do not feel that your concerns have been addressed in this Privacy Notice, please contact your usual EY representative, or you can reach us via [global.data.protection@ey.com](mailto:global.data.protection@ey.com).