



GAC Webinar Privacy Policy

GAC Group is committed to protecting your privacy and ensuring that your personal data is handled in a safe and responsible manner. This Webinar Privacy Policy outlines how we collect, use, disclose and protect your personal data when you register for and participate in our webinars, in compliance with the General Data Protection Regulation (EU/2016/679) (GDPR).

This Privacy Policy tells you about the information we collect from you when you partake in our webinar. In collecting this information, we are acting as a Data Controller and by law we are required to provide you with information about us, about why and how we use your personal data and about the rights you have over your personal data.

Who We Are

We are GAC Group. Our address is Corporate Headquarters, Gulf Agency Company Limited, Jebel Ali, Dubai, United Arab Emirates. You can contact us by post, at the above address or by email at gdpr@gac.com.

We are not required to have a Data Protection Officer, therefore, any enquiries about our use of your personal data should be addressed to the contact details above.

Information We Collect

We may collect the following types of personal data when you register for and participate in our webinars:

- **Contact information:** Your name, email address, phone number and company name.
- **Registration details:** Information you provide when registering for a webinar such as job title, industry and areas of interest.
- **Webinar participation data:** Information related to your participation in the webinar including attendance, questions asked, poll responses and chat interactions.
- **Technical information:** Information about your device and internet connection including IP address, browser type, operating system and usage data.

The information of your participation to a webinar/event will be stored by the respective GAC Group entity who is hosting the webinar/event on your customer profile to better manage our relationship with you. If you are not a customer, we will only register your participation if you have expressly undergone our double opt-in process.

How We Use Your Information

We use your personal data for the following purposes:

- **To facilitate webinars:** To manage your registration, provide access to the webinar and communicate with you about the event.



- **To improve our services:** To analyse attendance and participation data to improve the content and delivery of our webinars.
- **To communicate with you:** To send you information about future webinars, events and other marketing communications that may be of interest to you. You can opt-out of these communications at any time.
- **To comply with legal obligations:** To comply with applicable laws, regulations and legal processes.

Legal Basis for Processing

We process your personal data based on the following legal grounds:

- **Consent:** When you register for a webinar you provide your explicit consent for us to process your personal data for the purposes outlined in this Privacy Policy.
- **Legitimate interests:** We may process your data to improve our services, analyse webinar participation and communicate with you about future events provided that such interests are not overridden by your rights and interests.
- **Legal obligations:** We may process your data to comply with legal and regulatory requirements.

Recording of the Event or Webinar

GAC Group may record the webinar/event with a view to post and share the recordings, in full or partially, on GAC Group's digital and social media platforms. If that is the case, this will be stressed on the webinar/event invitation. You have the freedom to mute your microphone or turn off your web camera or leave the webinar at any time for this reason. In this case, the recordings will remain with GAC Group for a period of five years or as per regulatory requirements or local law from recording.

The webinar/event may also be recorded for the purpose for the invitees to view or review the webinar/event if they could not attend it. You will be informed if the webinar/event is being recorded and we will take reasonable steps to maintain participants' anonymity, where possible. Where the webinar/event will be recorded for further publication, this will be clarified in the invitation and webinar/event registration page.

Data Sharing

We may share your personal data with:

- other entities within GAC Group to provide you with, improve and personalise our products and services, to manage our business, develop a single customer view, for profiling and analytics;
- third parties who help us manage our business and deliver our products and services including IT and back office support, marketing, research and analysis;
- we may share in aggregate, statistical form, non-personal information regarding the attendees' to our events or webinars, traffic patterns and platform usage with our other entities within GAC Group



International Data Transfers

GAC Group is a global business which means your personal data may be transferred and stored in the United Arab Emirates and other countries which may be outside your country of residence. We will take appropriate steps to ensure that transfers of personal data are in accordance with applicable laws and fully managed to protect your privacy rights and interests.

How we Store and Protect your Personal Data

Your personal details are stored and processed on a cloud server based in the European Economic Area (EEA). We have implemented and maintain appropriate technical and organisational security measures, policies and procedures designed to protect the personal data that you share with us and safeguard the privacy of such information. For example, the measures we take include:

- placing confidentiality requirements on our employees and service providers;
- destroying or permanently anonymising personal data if it is no longer needed for the purposes for which it was collected; and
- following security procedures in the storage and disclosure of your personal data to prevent unauthorised access to it.

Data Retention

We will retain your personal data for as long as necessary to fulfill the purposes for which it was collected and to comply with legal and regulatory requirements. The length of time we retain your personal information for is determined by operational and legal considerations. We review our retention periods on a regular basis.

Your Rights as a Data Subject

At any time, you are entitled to:

- **Access:** You have the right to request access to your personal data and obtain a copy of the data we hold about you.
- **Correction:** You have the right to request correction of any inaccurate or incomplete information we hold about you.
- **Deletion:** You have the right to request the deletion of your personal data, subject to certain legal exceptions.
- **Objection:** You have the right to object to the processing of your personal data in certain circumstances.
- **Restriction:** You have the right to request the restriction of processing of your personal data in certain circumstances.
- **Data Portability:** You have the right to request the transfer of your personal data to another party.

You may exercise any of the above rights by sending a request to our GDPR Team at gdpr@gac.com.



You also have the right to lodge a complaint with a supervisory authority if you believe that your data protection rights have been violated.

Direct Marketing

Direct marketing performed by GAC Panama Shipping S.A. consists of:

- Panama Canal Daily Update Reports by Email
- Newsletters by Email
- Email marketing of Services
- Webinar Email Updates

The legal basis for personal data processing is the consent given by a person for their personal data processing for direct marketing purposes. The following personal data is provided by a person and is processed for direct marketing purposes: the person's name, surname, e-mail, job title, telephone number and company name. For direct marketing purposes, the collected personal data can be processed for as long as you continue to consent.

The person who has given the consent always has the right to unsubscribe to all or part of the direct marketing offers at any time. It is possible to unsubscribe from direct marketing offers by writing an email to operations.panama@gac.com. Declining direct marketing offers does not have any negative consequences only that the relevant offers, news or other direct marketing information will no longer be provided in the future.

Consent withdrawal does not affect the processing and outcomes of personal data already carried out prior to the consent withdrawal or the declaration of non-consent to direct marketing.

Updates to this Privacy Policy

We regularly review and, if appropriate, update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or other factors. We will notify you of any significant changes by posting the updated policy on our website and, if applicable, through email communication.

If we intend to use your personal data for purposes not previously disclosed, we will notify you with the relevant information and, if required, seek your consent.