eventoptions
the registration team

Privacy and Data Protection

Public Policy

How Event Options handles personal information

Effective date: 20 October 2026

1. Purpose and scope

Event Options CC ("Event Options", "we", "us" or "our") provides event registration, RSVP, attendee communication, reporting and onsite registration services. This policy explains how we process and protect personal information in connection with those services and our business operations.

This policy applies to personal information processed through Evolve, Microsoft 365, authorised communications platforms, onsite services and approved service providers. It should be read together with any event-specific privacy notice, client instruction, contract or consent wording that applies to a particular engagement.

Our role

For most client events, the client determines why and how attendee information is processed and Event Options processes the information to provide the contracted services. Event Options is responsible for personal information it processes for its own business, employment, billing, security and compliance purposes.

2. Personal information we may process

The information processed depends on the event, service and instructions provided by the client. It may include:

- Identity and contact information, such as name, surname, email address and telephone number.
- Registration, attendance and event-preference information submitted through an event registration process.
- Information required for event administration, communications, reporting, support or onsite check-in.
- Client contact details, instructions, correspondence and service records.
- Limited payment-related information such as payment status, invoice details or transaction references. Card details are entered directly into the selected hosted payment provider and are not stored in Evolve.
- Technical, access, system and security records created when authorised users interact with our systems.

Special personal information or information relating to children will only be processed where the service has been specifically agreed and the responsible party has confirmed the required lawful authority and instructions.

3. Why we process personal information

Event Options processes personal information only for authorised and lawful purposes connected with the relevant service or our legitimate business and legal obligations. These purposes may include:

- Setting up and managing event registration, RSVP, communications, reporting and onsite services.
- Responding to support requests and carrying out documented client instructions.
- Managing contracts, billing, accounting, service delivery and customer relationships.
- Maintaining security, investigating incidents and protecting systems, personnel and information.
- Complying with applicable legal, regulatory, contractual, audit and record-keeping requirements.

We do not sell client or attendee personal information or use it to create unrelated marketing databases. Where Event Options acts for a client, the information is used only to deliver and support the authorised services.

4. How information is collected

Personal information may be collected directly from an individual, supplied by or on behalf of a client, created through use of the contracted service, or received from an approved service provider where required for service delivery. Event-specific collection wording and consent requirements are determined by the responsible party for the event.

5. Sharing and service providers

Access to personal information is limited to authorised personnel and approved service providers who require it for the relevant service, support, security, legal or compliance purpose.

Depending on the service selected for a particular event, approved providers may include cloud hosting, Microsoft 365, email or messaging delivery, hosted payment gateways, accounting systems and event-specific onsite or scanning platforms. Not every provider is used for every event, and providers receive only the information required for the relevant service.

Event Options uses confidentiality, data-protection and access requirements proportionate to the role performed. We may also disclose information where required by law, a court order or a lawful authority, or where necessary to establish or protect legal rights.

6. Where information is processed

The primary Evolve environment is hosted on Amazon Web Services infrastructure in the European Union, currently Ireland. Business documents, authorised collaboration and correspondence are processed through Microsoft 365. Other approved providers may process limited information in provider-controlled locations depending on the services selected for an event.

Where personal information is processed outside South Africa, Event Options applies contractual and organisational measures intended to support the cross-border requirements of the Protection of Personal Information Act, 4 of 2013 (POPIA).

7. Information security

Event Options maintains technical and organisational safeguards designed to protect personal information against loss, damage, unauthorised destruction, access, acquisition, disclosure or other unlawful processing. Safeguards are applied according to the nature of the service, the sensitivity of the information and reasonably foreseeable risks.

Current safeguards include:

- Encrypted transmission to Evolve using HTTPS/TLS.
- Authenticated individual accounts, role-based access and least-privilege principles.
- Multi-factor authentication for supported administrative and business systems.
- Logical separation of client and event records within Evolve.
- AWS network security controls that restrict internet-facing and administrative access.
- Controlled software changes, testing and authorised deployment processes.
- Incident reporting, response and client-notification procedures.
- Confidentiality, data-protection and secure-handling requirements for personnel and temporary crew.
- Secure storage and supervision of Event Options equipment used for onsite services.

Important

No service or security control can guarantee that an incident will never occur. Event Options maintains reasonable safeguards and reviews them when material changes, deficiencies or incidents are identified.

8. Retention and secure disposal

Event-specific personal information in active operational systems is generally retained for a maximum of 30 days after the event end date or, where no event date applies, after inactivity or termination of the relevant service. A shorter period may be applied on authorised written request. Longer retention requires an agreed or legally supported reason.

The 30-day event-data period does not apply to records that must or may lawfully be retained for legal, tax, accounting, security, incident, audit, contractual or dispute purposes. Such records are restricted to authorised business use and retained only for the applicable purpose.

When information is no longer required or authorised, Event Options securely deletes, destroys or de-identifies it using methods appropriate to the format and system. Residual information in backups or technical records may remain protected until it expires through the applicable lifecycle and will be re-deleted if restored into active use.

9. Data-subject rights and requests

Subject to POPIA and any applicable limitations, individuals may ask to:

- confirm whether Event Options holds personal information about them;
- access or request correction of their personal information;
- request deletion where there is no lawful or authorised reason to retain the information;
- object to processing in circumstances permitted by law; or
- raise a concern about how personal information has been handled.

Where Event Options processes information for a client, the request may need to be referred to or coordinated with that client as the responsible party. We may require sufficient information to verify identity and locate the relevant record before completing a request.

10. Security incidents

Suspected or confirmed security or privacy incidents are handled under Event Options' documented incident response process. Where Event Options processes information for a client, the affected client is informed when appropriate so that the client can make the decisions and notifications assigned to the responsible party. Event Options will provide reasonable assistance with investigation, containment and required information.

11. Cookies and website information

The Event Options website may use cookies or similar technologies required for website operation and user experience. Where additional cookies or analytics are used, the applicable website notice or consent mechanism should explain the relevant purpose and available choices.

12. Changes to this policy

This policy is reviewed at least annually and may be updated after a material legal, service, technology or security change. The current version will be made available through the Event Options website. The effective date shown on the cover identifies the version in force.

13. Contact us

Questions, requests or concerns about this policy or the processing of personal information may be sent to the Event Options Information Officer using the contact details below.

Email	compliance@eventoptions.co.za
Website	www.eventoptions.co.za
Address	Unit 5 Barbeque Corner, 27 Dytchley Road, Barbeque Downs, Kyalami

We make registration easy.

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