

# ResRunner Global Privacy Policy

## Last Updated: May 23, 2018

ResRunner, LLC (“ResRunner”, “RESRUNNER”, “we”, “our”, or “us”) respects your privacy and is committed to complying with this Privacy Policy Statement (“Privacy Policy”), which describes how RESRUNNER, as a global meeting and event management tool, collects, stores and uses the personal data you provide to us.

This Privacy Policy Statement describes what personal data we collect about you, how we collect it, how we use it, with whom we may share it and what choices you have regarding our use of your personal data. We also describe the measures we take to protect the security of your personal data and how to contact us.

This policy describes our practices in connection with information that we collect through our ResRunner software platforms and applications (collectively our “**Applications**”) as well as ResRunner’s privacy practices in relation to the use of ResRunner’s websites (such as [www.ResRunner.com](http://www.ResRunner.com), [EMS.ResRunner.com](http://EMS.ResRunner.com) and other ResRunner websites that link to this policy) and external marketing activities

We encourage you to read this Privacy Policy Statement thoroughly and in its entirety as it relates to your rights regarding the processing of your personally identifiable information (“PII”) or personal data. As a user of our Services, you understand and agree that we collect, use and disclose your personal data in accordance with this Privacy Policy Statement.

Our privacy practices vary as required amongst countries in which we operate to reflect local legal requirements. RESRUNNER materially complies with applicable laws in the jurisdictions in which it operates, including the Regulation (EU) 2016/679 General Data Protection Regulation (GDPR) by May 25, 2018 in its handling of personal data of persons in the European Economic Area. It is in our legitimate business interests to provide you with the Services which use the personal data provided to us for the purposes described herein. Your agreement to the terms of this Privacy Policy Statement is not intended to and does not constitute a “consent” to such terms for purposes of the GDPR.

## Personal data ResRunner collects

Are you a Customer, Customer Business Contact or Visitor?

This policy applies to the following classification of individuals that interact with ResRunner:

- **CUSTOMERS:** Customers are individuals that are employees or associates of ResRunner's direct customers (for example, event planners, travel buyers and meeting space providers), including customer personnel that are assigned a login id and are authorized to access and use our Applications pursuant to an active ResRunner agreement, or under a temporary evaluation license, if available. Additionally, Customers include individuals who self-register to access our Applications.
- **CUSTOMER BUSINESS CONTACTS:** Customer Business Contacts are individuals that interact with our Customers through our Applications. These include our Customers' current and prospective clients, members, attendees, sponsors, exhibitors, marketing partners, hotel guests or other business contacts. For example, Customer Business Contacts include individuals that register for an event organized by a Customer, download an event-related mobile app, complete an online survey, or make a hotel reservation using one of ResRunner's Applications.
- **VISITORS:** Individuals that interact with our Websites (for instance, to read about ResRunner products and services, download a white paper, or sign up for an online demo), as well as those who attend ResRunner marketing events, ResRunner "lunch and learns" and ResRunner webinars) and whom we meet at a tradeshow or learn about through a referral from third parties or other external sources.

What types of personal data do our Customers collect?

Our Applications are flexible and allow our Customers to collect a variety of personal data from and about their Customer Business Contacts, including name, organization, title, postal address, e-mail address, telephone number, fax number, social media account ID, credit or debit card number and other information including but not limited to dietary preferences, interests, opinions, activities, age, gender, education and occupation.

ResRunner's use of personal information collected through our Applications shall be limited to the purpose of providing the service for which our Customers have engaged ResRunner.

If you do not agree with our policies and practices, you may choose not to use our Applications.

# How ResRunner collects personal data

RESRUNNER collects personal data:

- From you, directly, when you access various parts of our Services, including when you communicate with us via email or other channels;
- From other sources, for instance, the company of which you are an employee or are otherwise traveling or attending a meeting on behalf of (“Company”), including such Company’s third parties who may send us your personal data on your behalf or on your Company’s behalf;
- From the network of websites and applications accessible through or utilized by our Services and our company, including third party suppliers (e.g. airlines, hotels, payment card providers) and our RESRUNNER-related companies, affiliates, subsidiaries, joint ventures, partners, subcontractors and agents. This includes personal data we collect automatically through our websites and applications, for instance by using cookies and similar technologies.

# How ResRunner uses personal data

RESRUNNER collects and uses your personal data for specified, explicit and legitimate purposes, as described in this Privacy Policy Statement. RESRUNNER does not process your personal data further in a manner that is incompatible with those purposes.

RESRUNNER uses personal data to:

- Provide our Services and fulfill our obligations to your Company and travelers/attendees (e.g. complete and administer travel/meeting reservations, assist in managing the travel/meeting, provide reporting, provide notices about your account and the Services, inform you of updates to our websites and applications and other changes to our products or Services);
- Communicate with you, for instance by email, direct mail, social media and phone or via RESRUNNER’s websites or applications and to provide you with customer service.
- Understand how our websites and applications are used and provide a customized experience as you use our Services, such as by providing interactive or personalized elements on our Services and providing you with content based on your interests; (see our “Cookies” policy [by clicking here](#) for more information);
- Fulfill a request made by you or your Company (e.g. reporting, questions, or other requests about your personal data);
- Send you newsletters, marketing emails and other information or materials that may interest you, as well as showing personalized advertisements. Where required, we will obtain your consent before sending such marketing messages or showing personalized advertisements;
- Generate anonymized or aggregated profiles and use such data for reporting and analytic purposes.
- Carry out our obligations and enforce your, our, or other’s rights as we believe reasonably necessary (e.g. billing and collection, fraud prevention, comply with legal obligations, and respond to legal proceedings or requests from legal authorities and law enforcement or other third parties).

# Who does ResRunner disclose personal data to and why?

Personal data collected is shared with or disclosed to:

- RESRUNNER and its related companies, affiliates, subsidiaries, joint ventures, partners, subcontractors and agents as necessary to fulfill and support the Services, including but not limited to emergency bookings and assistance, ticket issuance, responding to requests and assessing or offering promotions;
- Companies RESRUNNER uses to support its business who provide ancillary services (e.g. fulfillment, surveys, storage, statistical analysis, technology, development, credit checks (as applicable));
- Your Company for reporting, auditing, tracking and other purposes as necessary with your Company, including those of its personnel they request we send or make personal data available to;
- Third-party service providers you or your Company request we send personal data to (e.g. providers who secure compensation for delayed, canceled, or overbooked flights on behalf of travelers; safety and tracking information providers; companies providing weather information, travel alerts, and destination content through solutions and tools; entities who collect travel information on behalf of airline carriers for the purpose of such entities forwarding it on to certain airlines for tracking of negotiated fares between airlines and your Company; successor organizations and other travel management companies);
- Third-party service providers to complete travel and attendee arrangements and reservations and fulfill the Services (e.g. Global Distribution Systems (GDSs); airlines, trains, rental car and other ground transportation companies, hotels, cruise lines, destination management companies, and other related travel suppliers for booking/ticketing purposes; industry reporting authorities; equipment and technology vendors, including, without limitation, online booking tool providers, meeting registration software providers (including onsite and mobile event management solution providers), and audio visual companies; visa and passport providers; credit card companies and payment collection and processing companies);
- Other third-parties as we believe is reasonably necessary in accordance with applicable laws, including laws outside your country of residence to: (i) satisfy laws, regulations, or governmental or legal requests and processes; (ii) identify, contact, or bring legal action against someone who may be violating our terms of use or policies or otherwise enforce our terms and policies; (iii) operate the Services properly; or (iv) protect RESRUNNER and those it serves, including pursuing available remedies or to limit damages that may be sustained (e.g. exchanging information with other companies and organizations for the purposes of fraud protection and risk reduction).

Data consolidation companies may also be used by RESRUNNER or your Company for the purpose of creating reports and related statistics for benchmarking or other related purposes, including, without limitation, utilizing cumulative statistical data, which may incorporate data acquired from your Company for ordinary business purposes customary in our industry and the Services we provide, but without identifying, directly or indirectly, you or your Company.

RESRUNNER may be acquired, merge with another business, sell, or liquidate its assets, acquire, or buy other businesses or assets. In such transactions, personal data is generally one of the transferred business assets. In the event of an acquisition, sale, liquidation, or merger, your personal data and non-personal identifying information may be automatically assigned by us in our sole discretion to a third party.

## Does ResRunner disclose personal data across borders?

When sharing with or disclosing personal data to other parties, including to RESRUNNER's related companies, affiliates, subsidiaries, joint ventures, partners, subcontractors, and agents who provide Services and maintain facilities, your personal data may be transferred to countries with data protection laws providing a lower standard of protection for your personal data than your country.

We will transfer your personal data in compliance with applicable data protection laws, including having adequate mechanisms in place to protect your personal data when it is transferred internationally (e.g. Model Clauses, data protection agreements). If you have questions or wish to obtain more information about the international transfer of your personal data or the implemented safeguards, please contact us as provided in this Privacy Policy Statement.

## How ResRunner stores and protects personal data

Typically, RESRUNNER stores personal data on its servers managed internally and with third-party storage providers.

RESRUNNER uses appropriate technical and organizational security measures to protect the personal data RESRUNNER holds on its network and systems from unauthorized access, disclosure, destruction and alteration. We conduct periodic reviews of our data collection, storage, processing and security measures to verify we are only collecting, storing and processing personal data that is required for our Services and to fulfill our contractual obligations. While we make every effort to protect the integrity and security of our network and systems, we cannot guarantee, ensure, or warrant that our security measures will prevent illegal or unauthorized activity related to your personal data. When using our Services, you should be aware that no data transmission over the Internet can be guaranteed as totally secure. Although

we strive to protect your personal data, we do not warrant the security of any data and information that you transmit to us over the Internet and you do so at your own risk.

In order to protect your personal data, we kindly ask you to not send us credit card information or other similar personal data to us via email. We also encourage you to keep your password confidential and not disclose it to any other person. If you are sharing a computer with anyone, you should log out before leaving a site or service to protect access to your password and personal data from subsequent users. Please alert us immediately if you believe your password or any of your personal data has been misused. Please note, we will never ask you to disclose your password or credit card information in an unsolicited phone call or email.

## How long does ResRunner keep my personal data?

RESRUNNER retains personal data for the period necessary to fulfill the purposes outlined in this Privacy Policy Statement, unless a longer retention period is required or permitted by applicable law. When determining how long to retain personal data, we take into account the necessity of the personal data for the provision of our Services, applicable laws and regulations, including data protection laws and our legal obligations. We may retain records to investigate or defend against potential legal claims. When retention of the personal data is no longer necessary, the data will be deleted or aggregated for analytic purposes.

## Applications

RESRUNNER makes available its online applications (mobile- and web-based) for download from various application marketplaces. RESRUNNER collects usage information for us to improve the application and to deliver an enhanced and more personalized experience. RESRUNNER may follow information on your use of our applications (e.g. anonymized statistics on the daily number of visitors, the daily requests for specific usage elements, the countries from which applications and Services are accessed). We use these statistics exclusively for measuring activities and for improvement or adaptation of Services for your benefit. We may also use Google Analytics or other analytics tools and methods to develop anonymized user statistics. RESRUNNER uses such statistics for the analysis of activities, the improvement of Services and for communicating findings and product improvements to your Company and other RESRUNNER clients and prospective clients. Such statistics do not contain personal data and cannot be used for the collection of personal data. In accordance with the applications' terms of use, certain information about you (which may include your email address,

itinerary data, and other information you provide voluntarily) may be shared with third parties as stated in this Privacy Policy Statement.

## Links to Third-party Websites and Services

Our Services may contain links to third-party websites. Some of these websites may allow you to purchase products and services, register to receive materials, or receive new product and service updates. In many cases, you may be asked to provide contact information such as your name, address, email address, phone number, and credit/debit card information. If you use these third-party websites and/or provide your personal data and information, the privacy policy and terms of service on those websites are applicable. We encourage you to carefully read such policies on third-party websites before submitting your personal data. RESRUNNER is not responsible for and expressly disclaims any and all liability related to the actions of such third-party websites, their privacy policies, or the terms and content of such websites.

## How ResRunner handles “do not track” requests

We do not currently commit to responding to browsers “do not track” signals with respect to RESRUNNER websites and applications. We process your personal data through our websites and applications in accordance with this Privacy Policy Statement, irrespective of your tracking settings.

## How ResRunner uses “Cookies” and other similar technologies

We may automatically collect information using “cookies”. You may choose to refuse cookies in your browser (please refer to the “Cookies” link below), however, that may limit your ability to receive some or all of our Services, and/or some features may not be available to you or may not function properly as a result. Additional information on “Cookies” can be found [by clicking here](#);

## Does ResRunner collect personal data of children?

RESRUNNER does not knowingly collect personal data from children. Individuals under 18 years of age should not use our Services to submit any personal data about themselves.

What are my rights with respect to my personal data?

You may choose what personal data (if any) you wish to provide to us. However, if you choose not to provide certain details, your experience with some or all of our Services may be affected.

To the extent required by applicable law, you have the right to access your personal data and confirm the processing of your personal data. Also, where applicable, you have the right to rectify inaccuracies or errors, erase, restrict the processing, object to processing and withdraw consent to processing of your personal data, and where applicable, the right to data portability of your personal data. RESRUNNER will handle such requests in the time specified by applicable law and where permitted by applicable law, may charge a reasonable administrative fee to cover the costs of responding to any such request.

In some jurisdictions, in addition to you agreeing to this Privacy Policy Statement, data privacy or protection laws may require us to obtain a separate express consent for processing of your personal data. Your consent may also be implied in some circumstances, as permitted by applicable law, such as when communications are required to fulfill your requests.

## How can I exercise my rights or make complaints?

If you have any questions about this Privacy Policy or wish to exercise any of your rights as described in this Privacy Policy, please contact us as follows.

ResRunner, LLC

Attn: Legal Department

Address: 100 Beard Sawmill Road

City/State/Zip: Shelton, CT 06484

Email: [info@resrunner.com](mailto:info@resrunner.com)

RESRUNNER will respond to your requests to the email address or phone number that you have registered with us or we otherwise have on file for you or any other suitable method. Depending on your request, we may review the request with you and/or your Company to assist in resolving and responding to the request.

We are committed to working with you to obtain a fair resolution of any complaint or concern you may have about our use of your personal data. If, however, you believe that we have not been able to assist with your complaint or concern, you may have the right to make a complaint to the data protection authority in your country (if one exists in your country).

## How are changes to this Privacy Policy Statement handled?

RESRUNNER reserves the right to revise, amend, or modify this Privacy Policy Statement at any time and in any manner. When we post changes to this Privacy Policy Statement, we will update the “last updated” date at the top of this Privacy Policy Statement and we encourage you to regularly check this Privacy Policy Statement for changes.