

Personal Data Protection Terms and Conditions

By registering for this NeutraDC Summit 2026 (“Event”), you acknowledge that you have read, understood, and agreed to the following terms regarding the collection and processing of your personal data.

1. Collection of Personal Data

PT Telkom Data Ekosistem (“Organizer”) may collect personal data provided by you during the registration process, including but not limited to:

- Full name;
- Email address;
- Telephone number;
- Company or institution;
- Job title; and
- Any other information required for the administration of the event.

2. Purpose of Data Processing

Your personal data will be collected and processed for the following purposes:

- Processing and managing your event registration;
- Sending registration confirmations, tickets, reminders, and other event-related communications;
- Contacting you regarding updates, changes, or important information concerning the event;
- Issuing certificates of participation, where applicable;
- Evaluating and improving the quality of the event and related services.

3. Legal Basis for Processing

The Organizer processes your personal data based on your consent and/or other lawful grounds as permitted under applicable data protection laws and regulations of the Republic of Indonesia.

4. Data Security

The Organizer implements appropriate technical and organizational measures to safeguard your personal data against unauthorized access, disclosure, alteration, misuse, or destruction.

5. Disclosure of Personal Data

Your personal data will not be sold or disclosed to third parties except where necessary for the organization and administration of the event, including engagement with service providers or partners acting on behalf of the Organizer, and only to the extent required for the purposes stated above. Such parties are required to maintain the confidentiality and security of your personal data.

6. Data Retention

Your personal data will be retained only for as long as necessary to fulfil the purposes described in these Terms and Conditions, to comply with applicable legal or regulatory requirements, resolve disputes, or enforce the Organizer's legal rights. Thereafter, your personal data will be securely deleted or anonymized.

7. Your Rights

Subject to applicable laws and regulations, you may have the right to:

- Request access to your personal data;
- Request correction of inaccurate or incomplete personal data;
- Request the deletion of your personal data where applicable;
- Withdraw your consent where processing is based on consent, without affecting the lawfulness of processing conducted prior to such withdrawal; and
- Exercise any other rights available under applicable data protection laws.

Requests concerning your personal data may be submitted through the Organizer's designated contact channel.

8. Event Photography and Recording

The Organizer may photograph, audio record, or video record the event for documentation, reporting, promotional, educational, and communication purposes. Such materials may be published through the Organizer's website, social media platforms, publications, or other official communication channels.

If you object to the use of images or recordings that clearly identify you, you may notify the Organizer using the designated contact channel, and reasonable efforts will be made to accommodate your request where practicable and permitted by law.

9. Amendments

The Organizer reserves the right to amend or update these Terms and Conditions at any time. Any material changes will be communicated through appropriate channels prior to or during the event, where applicable.

10. Consent

By submitting the Event registration form, you confirm that the information you have provided is accurate and complete, and you consent to the collection, use, storage, and processing of your personal data by the Organizer in accordance with these Terms and Conditions and applicable data protection laws.

General Terms and Conditions

These terms and conditions ("Terms"), and any other terms communicated as part of the booking process, apply to NeutraDC Summit 2026 held by us in Indonesia. Please read the Terms carefully before making a booking.

1. About the Terms

1.1 These Terms, and any other terms communicated as part of the booking process (including on the booking form and/or your ticket) together with any other terms in relation to NeutraDC Summit 2026, govern the agreement between PT Telkom Data Ekosistem ("Organizer") and the person making the booking and/or attending the NeutraDC Summit 2026 ("you").

1.2 If you are purchasing NeutraDC Summit 2026 tickets on behalf of other delegates (as part of a group or otherwise), such delegates will also be bound by the Terms and by booking their NeutraDC Summit 2026 tickets, you agree to provide the Terms to those delegates and to ensure they comply with these Terms.

2. Booking and payment

2.1 You can purchase and/or request NeutraDC Summit 2026 tickets on our main website or the relevant Event website, by contacting us using the contact details on our main website or the NeutraDC Summit 2026 website or onsite. If you are purchasing and/or requesting NeutraDC Summit 2026 tickets on behalf of delegates, you can purchase and/or request NeutraDC Summit 2026 tickets on our main website, the relevant NeutraDC Summit 2026 website or by using the contact information provided in these Terms.

2.2 Submitting an NeutraDC Summit 2026 booking request does not guarantee your place at an NeutraDC Summit 2026. Your place is only secured when we send you your booking confirmation via email to the email address that you have provided as part of the booking.

2.3 Where a fee is required as part of your NeutraDC Summit 2026 ticket, fees can be paid via bank transfer based on the booking confirmation email send by the Organizer. All invoices for attendance at an NeutraDC Summit 2026 must be paid maximum at August 19th 2026 or if sooner, prior to your attendance at NeutraDC Summit 2026.

2.4 After paying for your NeutraDC Summit 2026 ticket, please reply to the booking confirmation email with proof of payment so we can follow up on your ticket. If you do not reply with the evidence, we will not be held responsible for any delay or issue with your ticket confirmation.

2.5 Once the Organizer have verified your payment, your NeutraDC Summit 2026 ticket(s) will be emailed to you. If you have not received your ticket(s) before the Event starts, please contact us using the details on our website or using the contact information provided in these Terms.

3. Cancellation by you

3.1 Your NeutraDC Summit 2026 ticket fee is **non-refundable** and should you decide that you can no longer attend the NeutraDC Summit 2026, we will not reimburse you for any expenses that you have incurred in relation to the NeutraDC Summit 2026.

4. Transfer or substitution of tickets

4.1 You are not permitted to resell or transfer your NeutraDC Summit 2026 ticket to another individual, or allow another individual to attend in place of the named delegate, without our prior permission.

4.2 If you are no longer able to attend an NeutraDC Summit 2026 after purchase of an NeutraDC Summit 2026 ticket, subject to our prior approval, we may be able to transfer the booking to another delegate provided by you, subject to an administration fee (if needed).

4.3 If the NeutraDC Summit 2026 is to be held:

(a) in person, you must notify us of any changes before the start time shown on your NeutraDC Summit 2026 ticket.

5. Rescheduling, replacement, cancellation and amendment by us

5.1 We aim to provide the NeutraDC Summit 2026 as described but we reserve the right to reschedule, replace, cancel and/or amend an NeutraDC Summit 2026.

5.2 We reserve the right to reschedule or replace NeutraDC Summit 2026 for any reason and at our discretion. Where possible, we will provide you with reasonable notice about the rescheduling or replacement of an NeutraDC Summit 2026, however, it is ultimately your responsibility to ascertain whether an NeutraDC Summit 2026 has been rescheduled or replaced. If we choose to reschedule or replace an NeutraDC Summit 2026, we reserve the right to apply your ticket to the rescheduled or replacement Event (including where that is the version of the Event held in a subsequent year) and your Event ticket and associated ticket fee will automatically apply to the rescheduled or replacement Event and you will not receive a refund. If we choose to reschedule or replace an Event, these Terms will apply to the rescheduled or replacement Event.

5.3 If we are unable to reschedule or replace an Event in accordance with clause 5.2, we will cancel the Event and take reasonable steps to notify you by email at least three days before the date of the Event. However, if we have to cancel the Event at short notice due to exceptional circumstances, we cannot guarantee that you will be informed of such cancellation before the date of the Event. It is your responsibility to ascertain whether an Event has been cancelled before the date of the Event. We will automatically refund the full price of your tickets to the original booking card plus any booking fees that you incurred (if the cancellation based on the Organizer). Please allow 90 working days for your refund to be processed. We will not otherwise be liable to you for any expenses, losses or costs that you have incurred in relation to the Event.

5.4 We reserve the right in our sole discretion to change any aspects of an Event, including but not limited to, the Event name, programme, content, format, speakers, venue and timings on the scheduled day. Any such changes do not entitle you to cancel your Event booking or to a refund of any part of your Event ticket booking.

6. Force majeure

6.1 We will not be liable to you for any loss or damage caused to or suffered by you as a direct or indirect result of a failure by us to perform any of our obligations in relation to an Event to the extent that the failure is caused by events, circumstances or causes beyond our control.

6.2 If a force majeure event occurs (such as, but not limited to: an earthquake, flood, or war), the provisions of Clause 5 shall apply.

7. Event conduct

7.1 Whilst attending an Event, you must behave respectfully towards your fellow delegates and Event staff and comply with:

- (a) all applicable law (including health and safety requirements);
- (b) any instructions given by the Organizer or staff at the venue; and
- (c) the terms and conditions of the venue, relevant website and/or platform.

7.2 You are responsible for your own safety whilst attending an Event. Subject to clauses 12.1 and 12.2 of these Terms, we shall not be liable for any loss or damage suffered by you. You should also arrange your own insurance cover for attending the Event.

7.3 To enter certain Events and as appropriate, you might be required to provide proof of identification, proof of occupation, proof of membership of a professional body and/or membership number or your student card to receive your Event entry pass.

7.4 Whilst attending an Event, you must not:

- (a) photograph, film, record or livestream any part of an Event without our prior permission;
- (b) undertake any canvassing, suitcasing, soliciting, leafleting, demonstrations, objectionable behaviour or any other disruptive or unauthorised activity whilst attending an Event;
- (c) conduct any business or marketing whilst attending an Event unless you are registered with us as an exhibitor or sponsor for that particular Event and in that case, you must act in accordance with our separate exhibitor and sponsor terms;
- (d) bring the Event or the Organizer (including any member of the Organizer Group) into disrepute;
- (e) be prejudicial to the image and/or reputation of the Event or the Organizer (including any member of the Organizer Group); and
- (f) do anything that would or is likely to endanger other delegates, Event staff or the general public.

7.5 By attending an Event, you acknowledge and accept that we or persons authorised by us (whether acting on our behalf or otherwise) may be photographing, filming, recording or livestreaming an Event and we reserve the right to use photographs, images, sound recordings and video footage taken at the Event and screenshots, chat room content and other content from virtual, social media or similar environments made available by us or on our behalf in respect of the Event in future or other Events and any marketing materials or media including social media which may include, but is not limited to, your name, voice or image.

7.6 Unless otherwise specified or agreed in advance with the Organizer, children under the age of 18 years are not permitted to attend any of our Events.

7.7 If you do not comply with these Terms, we reserve the right to refuse entry and/or remove you from an Event.

8. Pandemics or epidemics

8.1 You should not attend an Event in person if at the time of the Event you:

- (a) are experiencing or have experienced any Covid-19 (or any other infectious disease) symptoms (as published by the government of the country in which the Event is held or in the country in which you reside) in the last 14 days;
- (b) have come into contact with another individual who has Covid-19 (or any other infectious disease) or is experiencing Covid-19 (or any other infectious disease) symptoms; or
- (c) have been told to self-isolate or quarantine (for example, through the NHS or another approved test and trace app in the country in which the Event is held or the country in which you reside).

8.2 We reserve the right to impose conditions of entry to our Events, where we consider these to be necessary to comply with government rules and guidance in relation to Covid-19 and any other infectious diseases, pandemics or epidemics. This may include undertaking health screening prior to entry of an Event (such as a temperature check) or requiring you to wear personal protective equipment such as masks or other face coverings (unless you are exempt).

8.3 You must follow all government and venue rules and guidance in relation to Covid-19 and any other infectious diseases, pandemics or epidemics at all times when attending our Events. In particular, you should follow the recommended hygiene measures and observe social distancing guidelines. We reserve the right to update the measures in place at an Event without prior notice to you and we also reserve the right to remove any delegates that do not comply with the rules or where we otherwise consider it appropriate in the interest of safety for others attending an Event.

9. Intellectual property rights

9.1 We retain all intellectual property rights in relation to our Events including in any content relating to our Events. We may provide a licence to third parties to use content from an Event at our sole discretion.

9.2 You may use content relating to an Event solely for your own personal use and not for resale, distribution or any commercial purposes.

10. Data protection

10.1 To facilitate your booking, we will be required to process your personal data including your name and contact details.

10.2 For information about how we process your personal data, please see our personal data protection terms and conditions.

11. Marketing

11.1 We will send you marketing about our Events and other information that we think is relevant for you. This may also include marketing on behalf of third parties (such as our exhibitors, sponsors and partners) about third party products, events and services which are similar to the Event you have attended where you have opted in to receive such information. You can opt out of receiving marketing from us at any time by clicking on the unsubscribe link in our emails or contacting us by email at register.summit@neutradc.com

11.2 If you attend an Event and allow your badge to be scanned by sponsor or exhibiting companies in the exhibition hall, you agree to those companies contacting you about their products, events and services. You can opt out of receiving marketing from those companies by clicking on the unsubscribe link in their emails or by contacting them directly. You can also contact them to ask them to delete your personal data.

11.3 If you attend a session as part of an in person Event, and you agree to your Event ticket or badge being scanned by us or if you register to attend a specific session via our Event App, you consent to us sharing your registration details with the session / theatre sponsors. If you attend a virtual Event, you consent to us sharing your registration details with the session / theatre sponsors of sessions that you attend. You can withdraw your consent at any time, by visiting the registration kiosks if you are attending an Event in person, or by contacting us at register.summit@neutradc.com If you choose to withdraw your consent after you have attended an Event, then your registration details may already have been shared with the session / theatre sponsors and you will need to opt out of receiving marketing from them or ask them to delete your personal data in accordance with clause 12.5 below.

11.4 If you interact with advertisements or content within the event application provided by our sponsors, you consent to those sponsors accessing your data related to your interaction. This may include data such as your activity within the app, which may be used by sponsors for targeted advertising and follow-up communications regarding their products, events, and services. You can opt out of receiving marketing from these sponsors at any time by clicking on the unsubscribe link in their emails or by contacting them directly.

11.5 Where we have shared your registration details with session / theatre sponsors or with other third parties, they may contact you about their products, events and services. You can opt out of receiving marketing from them at any time by clicking on the unsubscribe link in their emails. You can also contact them directly to ask them to delete your personal data.

12. Limitation of liability

12.1 Other than as expressly stated in these Terms, all warranties, conditions and other terms implied by statute or law, are to the fullest extent permitted by law, excluded.

12.2 Nothing in these Terms shall exclude or restrict our liability, including liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation and any matter for which it would be unlawful to exclude or restrict liability.

12.3 Subject to clauses 12.1 and 12.2, we are not liable for:

- (a) loss of profits;

- (b) loss of sales or business;
- (c) loss of agreements or contracts;
- (d) loss of anticipated savings;
- (e) loss of use or corruption of software data or information;
- (f) loss of or damage to goodwill; and
- (g) indirect or consequential loss.

12.4 Subject to clauses 12.1 and 12.2, our maximum aggregate liability in contract, tort, or otherwise (including any liability for any negligent act or omission) howsoever arising out of or in connection with the performance of our obligations under these Terms shall be limited maximum to the amount paid for the Event ticket.

12.5 The views and materials produced by speakers at Events are their own and we do not recommend, endorse or promote the views, acts or omissions of any speakers or any other attendees at our Events. We are also not liable for any information provided or distributed as part of an Event and it shall not constitute advice and nor should any reliance be placed upon it.

13. Miscellaneous

13.1 In the event of any inconsistency between these Terms and any terms and conditions stated on your ticket(s) and/or booking form, these Terms shall take precedence unless any separate terms and conditions state that they take precedence partially or in their entirety.

13.2 These Terms constitute the entire agreement between the Organizer and you and supersede and extinguish all previous agreements between the Organizer and you, whether written or oral, relating to its subject matter.

13.3 We reserve the right to update these Terms from time to time to reflect changes in the law, to meet regulatory requirements or to reflect new industry guidance and codes of practice without providing you with notice. You are advised to review these Terms periodically for any changes.

13.4 If you have any questions about these Terms, our Events or any other issues, please contact us by email at marketing@neutradc.com.

14. Governing Law

14.1 These Terms (including any non-contractual matters arising from or in connection with these Terms) are governed by the laws of the Republic of Indonesia and the courts of the Republic of Indonesia shall have exclusive jurisdiction to settle any dispute or claim (including any non-contractual dispute or claim) arising out of or in connection with these Terms.