



## **Terms and conditions of participation at the Web Retailer Award live event** (sometimes regarded as E-commerce Jam)

Participation in the live event is strictly limited to those of legal age or over 18 years of age.

The live event organizers reserve the right to refuse the participation in the event of individuals who are deemed unsuitable in terms of professional orientation.

By attending, participants/visitors agree not to participate in any polling, leaflet distribution, demonstrations, controversial behavior or any activities that may disrupt the live event. If they do not comply with this, the organizer has the right to ask them to leave the live event.

It is a registration requirement that all live event participants should possess their identification document and print out a valid ticket for the event, provided by the accreditation system provider and partner of the event - Entrio.si d.o.o., via e-mail. The accreditation holder must not allow his/her accreditation to be carried by another person. Breaking this rule may result in the removal of the accreditation holder and the person carrying the accreditation from the live event.

## **Photographing and recording at the Web Retailer Award live event** (sometimes regarded as E-commerce Jam)

Photography and filming will take place at the event in order to promote or report on the event. Please note that official photographers will be present at the Web Retailer Award event (sometimes regarded as E-commerce Jam) to film and photograph the event.

By attending the live event, participants/visitors consent to being filmed and photographed, and the live event organizer and its affiliates shall have the right to use all videos and photographs of attendees for marketing and promotional purposes in any and all types of media, without compensation or liability. Only speakers of the event have the option to exercise the right to not be filmed or photographed if their company policy states it so.

By entering the premises or participating in the live event, you agree to the defined terms and conditions. Photography and filming is carried out in accordance with the applicable national law on the protection of personal data (ZVOP-1 Official Journal of the Republic of Slovenia, No. 86/2004 et seq.) and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and the free movement of such data, and repealing Directive 95/46/EC - General Data Protection Regulation (GDPR).

## Data Controller:

Ceneje d.o.o., Dunajska cesta 155, 1000 Ljubljana

## Storage of photographs and recordings:

Ceneje d.o.o., Dunajska cesta 155, 1000 Ljubljana stores photographs and recordings until the purpose for which they were collected has been fulfilled.

## Rights in connection with photographs and recordings:

In accordance with applicable law (including any exceptions or derogations from such law), the data subject has the right to access his or her personal data, the right to have any errors in his or her personal data rectified and the right to object, on reasonable grounds, to processing of his or her personal data. You also have the right to file a complaint with the relevant data protection authority (i.e. the Information Commissioner) in relation to the processing of your personal data. If you wish to exercise your rights and have any questions, please contact us at [dpo@ceneje.si](mailto:dpo@ceneje.si). The controller may request additional information from the participant for the purposes of reliable identification in the event of the exercise of rights relating to personal data and may refuse to act only if it demonstrates that it cannot reliably identify the participant.

The management of photographs and recordings taken at the event will be in accordance with and interpreted in accordance with EU and Slovenian law and falls under the exclusive jurisdiction of the courts in Slovenia. This does not affect your legal rights.

The Data Protection Officer in relation to photographs and recordings:  
You can contact the Data Protection Officer at: [dpo@ceneje.si](mailto:dpo@ceneje.si).

## Processing of personal data of participants of the Web Retailer Award live event (sometimes regarded as E-commerce Jam)

- **Scope of data:** In connection with hosting the Web Retailer Award live event, the Controller processes the personal data of participants to the following extent: a) Email address. b) phone number, c) company information, d) name.
- **Purpose of processing:** To ensure the organization and execution of the Web Retailer Award live event and all its aspects;
- **Legal basis:** Processing is based on the consent given by the participant and also on the legitimate interest of the Controller (ensuring the safety and regularity of the Web Retailer Award live event), or possibly also on the basis of the fulfillment of the legal obligations of the Organizer.
- **Retention period:** This data will be processed for the duration of the limitation periods (3 years after the end of the Web Retailer Award live event). In the case of personal data processing based on the Organizer's legal obligations, personal data will be processed for the period specified by the relevant legal regulation.
- **Data recipients:** Personal data may be made available to IT system and hosting service providers, delivery service providers, cooperating contractors, and, where applicable, other persons involved in organizing the Web Retailer Award live event.

# TICKETING AND CANCELLATION/CANCELLATION POLICY

Tickets for the event are to be purchased via the Entrio platform, while the refund policy stays as stated below.

Cancellation of participation/registration in the live event without costs is possible until 05.03.2026 with an email, addressed to [contact@webretaileraward.com](mailto:contact@webretaileraward.com).

In this case, you will receive a full refund of your registration/participation fee.

In case of later cancellation up to and including 12.03.2026, we will charge you 30% of the registration fee. All cancellations after this date are not eligible for a refund.

Participant exchanges are possible until 12.03.2026 by writing to [contact@webretaileraward.com](mailto:contact@webretaileraward.com).

If you do not attend the live event and do not notify us, we will not refund your registration fee/participation fee.

## PAYMENT & TICKET PROVIDER

The ticketing partner of the Web Retailer Award live event is Entrio.si d.o.o. (referred later as “Entrio”) facilitates and manages the promotional sale of products/services as an intermediary on behalf of and for the account of the Organizer through the [www.entrio.si](http://www.entrio.si) linked sites.

## Registration In The Entrio Platform

In order to purchase products or services available on the Entrio website, the user is required to register a user profile (complete registration). Opening a user profile is essential, as this is the only way for the user to have easy and straightforward access to his/her purchases and orders, and to be able to edit and change his/her preferences.

## Your Ticket

A ticket purchased on Entrio is issued in the name of the buyer or in a name specified by the buyer and is the property of the organizer and constitutes proof of purchase of a specific product or service.

The Entrio System constitutes the exclusive electronic platform for facilitating the purchase of the Organizer’s product/service/event promoted through the Entrio Site/System and, at the same time, Entrio provides a ticketing service to Buyers through the Entrio System. By accepting the offer of the Organizer, as indicated in the Entrio system, the Buyer enters into a legal transaction with the Organizer, and the Buyer is a party to this legal relationship.

At the same time, the Customer enters into a legal contract with Entrio as the service provider for the use of the Entrio system for the purpose of generating and issuing a ticket, i.e. an accreditation for access to the event, all in accordance with the General Terms of use & Conditions.

## Ticket Access

After a successful purchase, the ticket to the event will be made available to users digitally in their Entrio user profile and sent to their email address.

## Payment Options

The purchase of the ticket is made on the Entrio website, where customers have multiple purchase options. The service and payment processing is provided by WSPay, a system authorized by Entrio.

Depending on the event settings, the following cards can be used to pay for products/services in Entrio:

- MasterCard®
- Maestro®
- Visa (and Visa Electron)

In addition to bank cards, tickets can also be purchased by bank transfer, depending on the event settings, directly to the Entrio account, according to the instructions on the payment page. Bank payment option is automatically disabled 96 hours before the event starts to allow Entrio to record the payment and send the tickets in time.

In case of bank payment, all bookings and tickets for which Entrio has not received payment within 72 hours from the time of booking will be irreversibly canceled.