



Online Webinar Event Policy

Effective Date: 14-07-2026

Organiser: The Menopause Club

Contact: info@menopauseclub.org

1. Purpose

This Event Policy sets out the terms and conditions governing participation in online webinars organised by **The Menopause Club**. By registering for and attending a webinar, participants acknowledge that they have read and agree to this policy.

2. Registration and Participation

- Participants must provide accurate and complete registration information.
 - Webinar access links are personal and may not be shared without prior written permission from the organiser.
 - Participants are expected to behave respectfully towards presenters, moderators, and other attendees. Harassment, discrimination, abusive language, or disruptive behaviour may result in removal from the webinar without refund.
 - The organiser reserves the right to refuse or terminate participation where necessary to maintain a safe and respectful environment.
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3. Data Protection (GDPR Compliance)

The organiser processes personal data in accordance with the **General Data Protection Regulation (EU) 2016/679 (GDPR)** and applicable national data protection laws.

Personal data we collect



We may collect:

- Name
- Email address
- Organisation (if provided)
- Job title (optional)
- Payment information (where applicable, processed by our payment provider)
- Attendance records
- Questions submitted during the webinar
- Technical information such as IP address, browser type, and connection logs where necessary for platform security and administration.

How we use your data

Your personal data is used to:

- Register you for the webinar.
- Provide webinar access.
- Send confirmations, reminders, and event-related communications.
- Respond to enquiries.
- Process payments (if applicable).
- Improve future events through analytics and feedback.
- Comply with legal obligations.

We will only process personal data where we have a lawful basis under GDPR, including contract performance, legitimate interests, legal obligations, or your consent where required.

Data sharing

Personal data may be shared only with trusted service providers necessary to deliver the webinar, such as:

- Webinar platform providers
- Payment processors
- Email communication providers
- IT service providers

These providers process data under appropriate contractual safeguards and only for authorised purposes.



We do not sell personal data.

Data retention

Personal data is retained only for as long as necessary to:

- Deliver the webinar;
- Meet legal, tax, or accounting obligations;
- Resolve disputes; or
- Enforce our agreements.

After the applicable retention period, data will be securely deleted or anonymised.

4. Participant Rights

Under GDPR, participants have the right to:

- Access their personal data.
- Request correction of inaccurate or incomplete data.
- Request deletion of personal data where legally applicable.
- Request restriction of processing.
- Object to certain processing activities.
- Request data portability where applicable.
- Withdraw consent at any time where processing is based on consent.
- Lodge a complaint with their national data protection supervisory authority.

Requests may be submitted to:

Email: info@menopsueclub.org

We aim to respond to requests within one month, unless a longer period is permitted under applicable law.

5. Recording and Photography



The webinar may be recorded for educational, training, quality assurance, or future viewing purposes.

Participants will be informed in advance if recording takes place.

Participants may choose to:

- Keep their camera switched off.
- Mute their microphone.
- Use the chat function where appropriate.

If participants voluntarily enable video or audio, they acknowledge that their contribution may appear in the recording.

6. Cancellation and Refund Policy

Cancellation by Participants

Unless otherwise stated during registration:

- Cancellations received **14 or more calendar days** before the webinar will receive a full refund.
- Cancellations received **between 7 and 13 calendar days** before the webinar will receive a 50% refund.
- Cancellations received **less than 7 calendar days** before the webinar are generally non-refundable.

Participants may request that their registration be transferred to another individual or to a future webinar, subject to availability and organiser approval.

Cancellation by the Organiser

The organiser reserves the right to cancel, postpone, or reschedule the webinar due to circumstances beyond its reasonable control, including technical failures, illness of presenters, force majeure, or insufficient registrations.

If the organiser cancels the webinar, participants will receive either:



- a full refund of registration fees; or
- the option to transfer their registration to a future event.

The organiser shall not be responsible for any indirect or consequential costs incurred by participants.

7. Technical Requirements

Participants are responsible for ensuring they have:

- a reliable internet connection;
- compatible hardware and software;
- functioning audio equipment; and
- access to the webinar platform.

The organiser cannot guarantee uninterrupted access due to factors outside its reasonable control.

8. Health and Safety

Although this event is conducted online, the organiser is committed to promoting participant wellbeing.

Participants are encouraged to:

- take regular screen breaks;
- ensure an ergonomic workstation where possible;
- remain hydrated during longer sessions;
- immediately report any inappropriate behaviour experienced during the webinar.

Where breakout sessions or interactive activities are used, moderators will monitor discussions to maintain a respectful and inclusive environment.



9. Intellectual Property

Unless otherwise stated, all webinar materials, presentations, recordings, slides, and supporting documentation remain the intellectual property of the organiser or the respective presenters.

Participants may not reproduce, distribute, record, publish, or commercially exploit webinar content without prior written permission.

10. Liability

The organiser will exercise reasonable care and skill in delivering the webinar.

However, to the fullest extent permitted by applicable law:

- the organiser does not guarantee uninterrupted or error-free access;
- the organiser is not liable for interruptions caused by internet service providers, software providers, or circumstances beyond its reasonable control;
- the organiser is not liable for indirect, incidental, consequential, or special damages arising from participation.

Nothing in this policy excludes or limits liability where such limitation is prohibited by applicable law, including liability for fraud, wilful misconduct, or death or personal injury caused by negligence.

11. Force Majeure

The organiser shall not be liable for any delay, cancellation, interruption, or failure to perform caused by events beyond its reasonable control, including but not limited to:

- internet outages;
- cyberattacks;
- natural disasters;
- governmental actions;



- pandemics;
 - labour disputes;
 - power failures; or
 - failures of third-party technology providers.
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12. Changes to this Policy

The organiser may update this Event Policy from time to time to reflect legal, operational, or organisational changes. The latest version will be made available on the event registration page or upon request.

13. Contact

For questions regarding this Event Policy or the processing of personal data, please contact:

The Menopause Club

Email: info@menopauseclub.org

Address: Moestuinlaan 51, 1036 KD Amsterdam

Governing Law

This Event Policy shall be governed by and interpreted in accordance with the laws of the Member State in which the organiser is established, without prejudice to any mandatory consumer rights under applicable European Union law.