

# Robot 2023 Conference

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# Terms and Conditions

## Who we are

Institute of Systems and Robotics  
Department of Electrical and Computer Engineering  
University of Coimbra  
Rua Silvio Lima- Polo II  
3030-290 COIMBRA - Portugal

**Phone:** +351 239 796 201

**Email:** info@isr.uc.pt

**VAT ID:** PT502854227

## What we sell

We sell conference registration services. Registration purchases are immediately sent to the user e-mail and invoices will be delivered within 31 days.

## Dispute Resolution

### **Buy with complete confidence and transparency**

The European Union has created a website to support consumers in submitting their complaints about any dispute in which they are involved. In this context, ISR provides all the information so that you can exercise your right to complain to an official entity, third party and impartial to the process. Therefore, if you are dissatisfied with the purchase of a good or service on our website, or with the solution presented by us to resolve the situation, you can access this official website <https://ec.europa.eu/consumers/odr> and expose your objection.

### **What is Alternative Dispute Resolution?**

The alternative resolution of disputes is the possibility that all consumers have at their disposal to appeal to official entities that help them in the resolution, or orientation of any

conflict, before opening litigious processes in the Courts. As a general rule, the procedure is as follows: the customer asks an impartial third party to act as an intermediary between him and the trader who is the target of his complaint. The intermediary can suggest a solution to your complaint, impose a solution on both parties, or bring the parties together to find a solution.

Perhaps you know the concept of alternative dispute resolution by another name: 'mediation', 'conciliation', 'arbitration' or 'competent commission in the context of consumer disputes'.

Alternative dispute resolution is, as a rule, less expensive, less formal and faster than the judicial route.

ISR provides the websites of some of these entities that may help you to present your arguments:

- CNIACC – Centro Nacional de Informação e Arbitragem de Conflitos de Consumo - <https://www.cniacc.pt>
- CIAB – Centro de Informação, Mediação e Arbitragem de Consumo (Tribunal Arbitral de Consumo) - <http://www.ciab.pt>
- CIMPAS – Centro de Informação, Mediação e Provedoria de Seguros <https://www.cimpas.pt>
- CICAP – Tribunal Arbitral de Consumo - <https://www.cicap.pt>
- Complaint Book - <https://www.livroreclamacoes.pt>

## Privacy Policy

### Important

ISR recommends the careful reading of this Privacy Policy, which provides important information on how ISR uses the Personal Data collected. This Privacy Policy may be periodically amended, by unilateral decision of ISR, so regular consultation is recommended.

### Who we are

The Institute of Systems and Robotics, based in the University of Coimbra (ISR-UC) is a private, non-profit research institution founded in 1992 with the global purpose of setting up a first class multi-disciplinary research team, able to carry out leading edge research in several important areas of science and technology, with a special emphasis in systems and robotics. ISR promotes advanced multidisciplinary R&D in the areas Mobile Autonomous Robotics, Intelligent Transportation Systems, Search and Rescue Robotics, Robotic Manipulation, Computer Vision, Medical Robotics, Assistive Technologies, Biomedical Engineering, Advanced Industrial Automation Technologies and Intelligent Energy Systems.

## **Web site**

The Robot2023 Website is a website that provides information, accessible on the domain robot2023.isr.uc.pt, owned by ISR.

The “Robot2023” website is a website for the biennial conference in the area of mobile robotics and mobile human-robot systems. The Sixth Robot will be hosted by the Institute of Systems and Robotics – University of Coimbra, Portugal.

The Website contains texts, photographs, graphics, logos, images, works subject to copyright and other types of information (the “Content”).

## **Users**

A “User” is considered to be any individual or institution that, in general, through the Website, visits the content made available therein.

## **Minors**

The Website is not intended for use by minors under 18 (eighteen) years of age, so Personal Data of minors is not intentionally collected. If we suspect or become aware of the use of the Website by a minor, we will use reasonable and required efforts to eliminate the Personal Data concerning the same that we have collected in the legitimate conviction of interacting with an adult, and ISR cannot be considered responsible for the use of such data, which may, however, have occurred.

# **Privacy statement**

## **Application**

This Privacy Policy applies to the Website and establishes ISR’s policy regarding the collection and processing of personal data from natural persons (“Personal Data”).

ISR is aware of its responsibility to collect and process, with due diligence, the Personal Data entrusted to it and to keep them safe, ensuring their total privacy, confidentiality and integrity, all in strict compliance with the law.

Also explained here are the rights that assist the Holders of Personal Data under (i) Regulation (EU) 2016/679 of the European Parliament and of the Council, of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and the free movement of such data (RGPD), (ii) any Portuguese legislation that directly regulates, executes and applies the RGPD and other regulations and/or directives relating to data protection and privacy, and (iii) of any judicial or administrative interpretation, recommendation, regulation, code of conduct, code of action, standard contractual clauses

or certification mechanism approved and published by a supervisory authority, as applicable, in force and in accordance with any subsequent changes and/or replacements.

## Personal data

### What We Collect

We may collect the following information: Identification and contact data: Name, identification document number, NIF, age, date of birth, telephone contact, email, billing address and shipping address, payment data, electronic identifiers (digital login credentials), etc. ; Relationship with ISR: History of products and services that you researched, purchased or subscribed to; Profile: Likes, interests and preferences in your relationship with ISR.

### Technical information

“Technical Information” is collected from the Users of the Website, namely, but not exclusively, the following: the IP (Internet Protocol) address, the Internet browser (browser), the operating system or the date and time of the accesses to the various subpages of the Website. The Website will link this Technical Information with the rest of the information collected.

The Technical Information collected is intended to implement improvements on the Website that allow the development of new functionalities, the integration of functionalities of other entities external to ISR and/or to improve the user experience. If necessary, for this purpose, Technical Information may be crossed with Personal Data.

The Technical Information collected may also be used for marketing, disclosure and / or publicity of ISR and the Website, and Users may be contacted, in this context, by ISR.

For more information, we suggest you carefully read the “Cookies Policy” section of this document.

### What We Do with the Information We Collect

We need this information to understand your needs and provide you with a better service, and in particular for the following reasons: Signing of contracts for the acquisition of Products and management of the commercial relationship; Internal record keeping; Use the information to improve our products and/or services, whether for internal analysis or providing data to external companies dedicated to collecting opinions on purchases made; We may periodically send promotional emails about new products, special offers or other information that we think you might find interesting, using the email address you provided; From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, telephone, fax or post. We may use the information to customize the site to your interests; We may use Personal Data to comply with legal and regulatory obligations applicable to ISR’s activity, as well as to comply with legal regulations

on the protection of personal data; We will also use Personal Data in the legitimate interest of ISR, so that it can provide a better service to its customers, improving the way it carries out its activity, the quality of its services, as well as to carry out statistics, surveys or market studies and for communicating news, opportunities or campaigns to our customers. For these purposes, ISR may use information on Product sales and other vicissitudes (returns, repairs or others), anonymously and without any characteristic that could identify the Data Holder.

ISR's legitimate interest respects the fundamental rights and freedoms of the Data Subject, including the protection of their Personal Data, their honor and their personal and family privacy.

### **On what basis do we process your personal data?**

These are the circumstances that allow us to process your personal data:

- Your express consent: either in writing or orally, for example, for direct marketing purposes, to receive emails or SMS messages from ISR;
- The execution of a contract: which you entered into with ISR, such as, for example, a contract for the purchase and sale of products or services purchased from ISR;
- Compliance with a legal obligation;
- ISR's legitimate interest: for example, for the purpose of improving the quality of the service provided.

ISR undertakes to process your personal data in such a way as to guarantee the confidentiality, security and protection of such data against unauthorized or unlawful processing and against its loss, destruction or damage.

### **Categories of recipients of Personal Data**

As a rule, we do not transmit Users' Personal Data to any third parties. When we transmit data to third parties, we do so as part of the development of our activity and with a view to complying with our legal, contractual obligations or the pursuit of our legitimate interests (for example, communication of address and contact details of transport companies for the purposes of order delivery). In case of data transmission, we limit this transmission to what is strictly necessary and, whenever possible, we try to anonymize the Personal Data. In addition, ISR is committed to seeking partnerships and disclosing Personal Data, for the purpose of providing its services, only to entities that comply with all legal requirements and good practices with regard to their security, are certified by competent bodies within their area of expertise, demonstrate that they have the recommended security levels for the reception, processing and storage of Personal Data and ensure an adequate level of protection of Personal Data. However, ISR has no way of technically validating that all security recommendations are adopted at all times, and cannot be held responsible for any security incidents or data breaches attributable to third parties.

ISR will always collaborate with the competent authorities by providing all the information to which it is legally obliged, including, if applicable, information from its Users or provided by them, in whole or in part, and cannot be held responsible for either such disclosure or the

their use by the competent authorities. If technically possible, the transfer of this information will be carried out in encrypted form. ISR will endeavor to inform Users affected by such measures, unless it is legally prohibited from doing so.

Users expressly consent to the sharing of Personal Data with the aforementioned entities.

The dissemination of website usage statistics, namely, but not exclusively for marketing purposes or publication of case studies, will always be done by anonymizing the information collected.

ISR does not market, in any way, namely through direct sale or exchange of consideration, Personal Data, including Payment Data, that it collects through the Website.

### **Rights of Data Subjects**

Users, as Data Subject, have the right to prevent, at any time, their personal data from being processed by ISR, in any form, for the purposes of marketing communications. This right can be exercised by sending an email, addressed to ISR, at [informatica@isr.uc.pt](mailto:informatica@isr.uc.pt).

Users may also exercise their rights, as Data Holders, to access, rectify, erase, oppose, limit the processing and portability of their Personal Data, using the following means: (i) sending a written communication to the following address: Department of Electrical and Computer Engineering University of Coimbra Rua Sílvia Lima- Pólo II 3030-290 COIMBRA – Portugal, (ii) by sending an email, addressed to ISR, at [informatica@isr.uc.pt](mailto:informatica@isr.uc.pt).

ISR appreciates being contacted immediately if a User has a complaint or any question regarding the way in which ISR uses and processes their Personal Data. ISR will make every effort to resolve the situation as soon as possible.

The User also has the right to submit, at any time, a complaint regarding the processing of their Personal Data, to the National Data Protection Commission through the respective website [www.cnpd.pt](http://www.cnpd.pt).

### **Personal Data Retention Period**

ISR will only retain Personal Data for the period necessary for the provision of its services and/or compliance with its legal and/or contractual obligations and/or as long as the consent given by the Data Subject is in force.

After the complete performance of its Services, ISR will only keep the Personal Data that is reasonably necessary for the purposes indicated above and as long as they are.

ISR may retain Personal Data for longer periods, namely when it is required to do so in accordance with legal, regulatory, tax or accounting obligations, as well as within the scope of complaint or claim processes or litigation relating to Personal Data .

## **Responsible for Privacy and Protection of Personal Data**

ISR's main point of contact for dealing with any questions related to the protection of Personal Data is the Person Responsible for Privacy and Protection of Personal Data, who can be contacted through the contact form at [isr.uc.pt](http://isr.uc.pt).

## **Security measures**

Personal Data is stored on highly secure servers at hosting providers that meet the most stringent international requirements. The databases in which they are stored are encrypted. The hosting services with which ISR articulates must ensure that they meet the most rigorous requirements in terms of security, not only with regard to access via the Internet but also in terms of physical access, with regard to servers and to the facilities where they are installed.

## **Privacy Policy Changes**

If this Privacy Policy changes, Users will be notified via email thirty days before the date on which the new wording comes into effect.

## **Conflict resolution**

If you have a complaint, suggestion or request for clarification on the privacy policy of the Website, you should write to Department of Electrical and Computer Engineering University of Coimbra Rua Sílvio Lima- Pólo II 3030-290 COIMBRA – Portugal or by sending an email, addressed to ISR, at [informatica@isr.uc.pt](mailto:informatica@isr.uc.pt).

We will try to answer you as soon as possible, proposing a solution that meets the question presented.

The User has the right to appeal to the competent Portuguese courts to resolve any issues relating to the processing of their Personal Data by ISR.

## **Cookie Policy**

### **What are Cookies?**

A cookie is a small file that asks permission to be placed on your computer or mobile device storage. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site.

## **What Cookies Do We Use?**

We use cookie traffic logs to identify which pages are being used. This helps us to analyze data about web page traffic and improve our website in order to adapt it to the customer's needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by allowing us to monitor which pages you find useful or not. A cookie does not give us access to your computer or any information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most browsers automatically accept cookies, but you can modify your browser to refuse cookies. If you choose to decline cookies, this may prevent you from taking full advantage of the website.

## **How can the User control the cookies that ISR uses on its website?**

We use cookie traffic logs to identify which pages are being used. This helps us to analyze data about web page traffic and improve our website in order to adapt it to the customer's needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

When accessing the ISR website, the User can select one of the options included in the "window" about cookies, accepting or rejecting the use of cookies.

However, the performance cookies necessary for the correct functioning of the Website will be used regardless of the User's consent.

The User can block or reject cookies by activating the internet browser (browser) setting that allows him to refuse the installation of all or some cookies. The User can also change the settings of the internet browser (browser) to notify him when a cookie is about to be placed on his computer or mobile device. Normally, these settings are activated by clicking on the Help menu of the internet browser (browser). However, rejecting cookies when visiting the ISR website may compromise the efficient functionality of certain areas of the website. For example, by rejecting the website's cookies, the User may not be able to access a preferred area, view a standard homepage or pre-filled form or easily access their recently visited links or pages.

For more information about cookies, including how to find the cookies installed on your computer or mobile device and how to manage and delete them, the User can access the website [www.allaboutcookies.org](http://www.allaboutcookies.org).

# Exchanges and Returns Policy

## **An effort to meet any and all customer needs.**

ISR is dedicated to offering the best experience to its customers. This extends to the assistance policy, focused on meeting any and all of the Customer's needs. When purchasing an item in our Conference Page (at Robot2023.isr.uc.pt) or in one of our commercial spaces, the customer is automatically covered by the Satisfaction Guarantee, under which he can exchange an item within the first 14 (fourteen) days, if this has not met your expectations.

## **Satisfaction Guarantee**

Without prejudice to their rights of return under the terms set out below, ISR guarantees its Customers a period of 7 days to verify that the purchased item meets their expectations. If, during this period, you verify that the purchased item does not meet your expectations, you may ask us for a refund.

ISR will analyze the request and reserves the right to reject the request.

## **Return Purchases on ISR**

The consumer may return purchases made on Robot2023.isr.uc.pt within 7 days, counting from the date of delivery or collection of the product at the store.

Purchases that correspond to products that have been reserved, including online, but only paid for when the consumer goes to the store for collection are not considered eligible purchases for the purposes of returns.

The consumer's refund is always made through the same payment method as the purchase. In the case of returns, the refund will be made after validating compliance with the return conditions described below.

Any article can be returned by a consumer within the aforementioned deadlines provided that:

(i) Respect the conditions set out below in Point 3 (CONDITIONS OF THE ITEM TO BE EXCHANGE OR RETURN); It is

(ii) It does not correspond to any of the items listed below in Point 5 (ARTICLES NOT SUBJECT TO EXCHANGES OR RETURNS).

## **How do I return an item purchased at Robot2023?**

To return an item purchased at Robot2023, the consumer may:

- (i) Go to one of the ISR locations with your invoice;
- (ii) By sending an email, addressed to [informatica@isr.uc.pt](mailto:informatica@isr.uc.pt).

### **Articles Not Subject to Exchanges or Returns**

With the exception of technical anomalies, there are articles that, due to their nature (for reasons of hygiene, safety, risk of data transmission, manufacturer's recommendations, etc.) cannot be accepted for returns/exchanges.

### **ISR Advice and Tips**

Before completing a purchase, the Customer must make sure that the product he is purchasing is really what will correspond to his expectations and that it will be in accordance with his interests and be suitable for the use that the Customer intends to give you. The Internet is a powerful tool for information and clarification of doubts.

Therefore, without prejudice to the usefulness of the reflection period for the Customer, before completing a purchase, ISR recommends that its Customers read and, if possible, comply with the following points:

- Make sure the product meets your requirements.
- Do a search for the product in search engines, watch videos of that product on youtube or ask your questions through one of our contacts. Don't forget: the internet is a powerful tool for information and clarification of doubts.
- Check if you have a friend, colleague or family member who has the product you intend to purchase and, if so, see if you can get feedback.

# Data Protection

## Introduction

The protection of your personal data is important to us. This Data Protection Policy describes how we collect, use, store, and protect your personal data when you use our website. By using our website, you agree to the practices described in this policy.

## Controller Information

ISR (“we,” “us,” or “our”) acts as the data controller for the processing of personal data. If you have any questions about how your personal data is processed, please contact us using the contact information provided at the end of this policy.

## Personal Data Collected

The types of personal data we may collect include:

- Contact information (such as name, email address, phone number)
- Demographic information (such as age, gender, location)
- Account credentials (such as username, password)
- Payment information (such as credit card details)
- Communication preferences
- Usage data (such as IP address, browser information, device information)
- Any other information you voluntarily provide to us.

## Purposes of Processing

We collect and process your personal data for the following purposes:

- To provide and maintain our website and services
- To communicate with you and respond to your inquiries
- To process and fulfill your orders and requests
- To personalize your experience on our website
- To improve our products, services, and website functionality
- To send you promotional and marketing communications (with your consent, where required by applicable law)
- To comply with legal obligations or protect our rights and interests.

## Lawful Basis for Processing

Our lawful basis for processing your personal data may include the necessity of processing for the performance of a contract, compliance with legal obligations, protection of vital interests, consent, or legitimate interests pursued by us or a third party.

## Data Retention

We will retain your personal data for as long as necessary to fulfill the purposes outlined in this policy unless a longer retention period is required or permitted by law.

## Data Security

We implement appropriate technical and organizational measures to protect your personal data against unauthorized access, alteration, disclosure, or destruction. However, no data transmission over the internet or storage system can be guaranteed to be 100% secure. Therefore, while we strive to protect your personal data, we cannot guarantee its absolute security.

## Data Sharing and Transfers

We may share your personal data with trusted third-party service providers who assist us in operating our website and providing our services. We ensure that these third parties are bound by appropriate confidentiality and data protection obligations. In certain circumstances, we may also disclose your personal data to comply with legal obligations or protect our rights and interests.

## Your Rights

Depending on the applicable data protection laws, you may have certain rights regarding your personal data, including the right to access, rectify, restrict processing, object to processing, request erasure, and data portability. To exercise these rights, please contact us using the contact information provided below.

## Updates to this Policy

We may update this Data Protection Policy from time to time to reflect changes in our data practices or applicable laws. We encourage you to review this policy periodically for any updates.

## Contact Us

If you have any questions or concerns about our Data Protection Policy or our data practices, please contact us by sending an email, addressed to [informatica@isr.uc.pt](mailto:informatica@isr.uc.pt).

Note: This Data Protection Policy is intended as a general guideline and may be supplemented or modified as required by local data protection laws or specific business practices.