

## Terms of Use and Privacy Policy

Connection to the MAKO CIGRE web portal is encrypted with SSL certificate issued by [RapidSSL](#), and verified by [GeoTrust®](#). The encrypted connection is marked in the browser's address line with the protocol https:// and a closed padlock. By clicking on the padlock, you can obtain more info about the connection.

MAKO CIGRE's web portal uses the "cookies" (listed below) for navigation purposes and the information stored in the cookies will not be used for marketing purposes

- consent - consent with our Terms of use,
- visits - number of times user visited mako-cigre.mk,
- lang - language preference,
- user - cookie for logged-in registered user,
- PHPSESSID - session id cookie(s),
- \_ga, \_gat, utma, ..., utmz - set by Google Analytics for statistical purposes.

In addition to the above cookies, there might be several (third party) cookies issued by Facebook.

**If you continue using our web portal, you agree with these Terms of use and Privacy policy**

**By registering at the web portal and/or using the portal for e-payments you confirm the following:**

- information you submit to MAKO CIGRE are true,
- the e-mail used for registration is yours, or you have been otherwise allowed to use it,
- the user account used for e-payments belongs to you or you have been otherwise allowed to use it, and
- the credit/debit card used for e-payments belongs to you or you have been otherwise allowed to use it.

**MAKO CIGRE will not be liable for any misuse of user accounts or credit/debit cards.**

**MAKO CIGRE will treat your personal and other data as confidential:**

- information submitted during the registration process, or otherwise shared with MAKO CIGRE, will not be distributed by any means to third parties; MAKO CIGRE will use this information only for the web portal and communication with you,
- if you are MAKO CIGRE member, only your first and last name will be available to other MAKO CIGRE members, as part of the Membership Directory,
- MAKO CIGRE may contact you by e-mail, however you can opt at any time not to receive information or messages from MAKO CIGRE ([Edit user data](#)), unless these information or messages are related to a Conference paper submitted by you, or if you are a MAKO CIGRE member, and information and messages are related to your membership in MAKO CIGRE.

For added security, for e-payments MAKO CIGRE will not ask, nor can be aware of the information related the card being used for payment, except for the last four digits of the card that are provided by our bank, but only for successful transactions. Transactions are carried out by [Casys International](#), on behalf of our bank, [Stopanska banka Skopje](#).

For e-commerce purposes MAKO CIGRE will record and keep the following data related to e-payment transactions:

- user data in the registered users' database and MAKO CIGRE Member Registrar (name and last name, address data and member status),
- detailed info for the services being paid (date and time of the order, description of the service, quantity, unit price, VAT, approved discount i total amount being paid), and
- transaction information (provided by Casys International - data, time and authorization code for successful transactions or rejection code) and connection details (client's IP address and browser information).

## General Terms of Sale

**MAKO CIGRE will not refund payments for services/products!**

As an exception to the above rule, MAKO CIGRE will refund in full the payments that have been made following written instructions from MAKO CIGRE (received from [ecommerce@mako-cigre.mk](mailto:ecommerce@mako-cigre.mk)) for payments with "not completed status" and if the payment is later realized by the bank(s). In these cases, the client shall contact [ecommerce@mako-cigre.mk](mailto:ecommerce@mako-cigre.mk), but not later than four months of the payment the date.

For payments made for conference fees, MAKO CIGRE:

- will not refund the payments made if the customer is not able to attend the conference. Conference materials can be collected at the Conference site only. Following a written request to [ecommerce@mako-cigre.mk](mailto:ecommerce@mako-cigre.mk), MAKO CIGRE may ship the conference materials at customer's expense.
- cannot assist in the process of obtaining visa for residents of countries that are required an entry visa for the Republic of Macedonia.