



## 60<sup>TH</sup> ANNUAL WORLD SERVICE BUSINESS CONFERENCE

*Looking to the Future: One Day at a Time*

April 21-24, 2021

### Delegate Registration Instructions

#### GENERAL INFORMATION

Delegate registration must be submitted on the **Delegate Registration form and signed by the chair of the service body**. Delegates must also sign the delegate registration form in the appropriate box affirming they are in compliance with Subpart B, Article X, Section 3c) 1 of the OA, Inc. Bylaws. (*Refer to Delegate/Alternate Qualifications below.*)

A US\$149 registration fee is required for each delegate listed on the Delegate Registration form. US\$20 of the registration fee is non-refundable. Refunds will not be given on or after **April 1, 2021**. Payment is required in US funds.

Bylaws stipulate that delegates and alternates shall be registered seventy days prior to Conference. Therefore, the registration deadline is **February 8, 2021**.

*NOTE: Service bodies may register delegates after the deadline date, but Conference information will not be available to the delegate until properly registered with the World Service Office (WSO.)*

All delegates **MUST** register for the Conference with the WSO. Returning delegates are **NOT** registered automatically. All Conference information will be available for download through the OA website at <https://oa.org/world-service-business-conference/> under Frequently Used Documents. Documents will **NOT** be mailed.

#### ALTERNATES

Alternates may be registered by submitting their name to the World Service Office on the official Delegate Registration form under Alternate Registration. Payment is **NOT** required for alternate registration. Service bodies do not need to register alternates unless the alternate plans to attend the Conference. All registered alternates must also sign the Delegate Registration form in the appropriate box affirming they are in compliance with Subpart B, Article X, Section 3c) 1 of the OA, Inc. Bylaws.

If an alternate replaces a registered delegate, the World Service Office **must be immediately notified in writing** of the alternate's change of status. Alternates do not receive Conference documents and are not given a delegate binder if they attend Conference. Alternates who choose to attend Conference **will only** receive the agenda and a badge. If the alternate replaces a registered delegate at Conference, the registered delegate's materials should be transferred to the alternate.

#### WSBC PRIVACY POLICY

**All delegates and alternates** must read, check the first box, and sign the WSBC Privacy Policy (attached to the Delegate Registration Form) to be formally registered for WSBC 2021.

**If you are an EEA (European Economic Area) resident, you must also consent to your data being transferred outside the EEA as described in the privacy policy by also checking the second box. You cannot be registered as a delegate without checking this box.**

**DELEGATE/ALTERNATE QUALIFICATIONS**

Qualifications for selection of world service delegates/alternates shall be set by each intergroup, region (in the case of region delegates), or service board provided that each delegate/alternate shall have at least one year of current abstinence and at least two years of service beyond the group level. (Permission for any exception in qualifications for valid reasons, if deemed credible by the trustees, may be received by application to the World Service Office.)

**SERVICE BODY ATTENDANCE**

Each intergroup or service board is allowed one delegate for up to the first fifteen affiliated registered groups, and an additional delegate for each additional block of fifteen groups, or any fraction thereof.

Service boards shall not include registered groups that are also affiliated with an intergroup.

A region that was represented at the last WSBC by fewer than 40 percent of its intergroups and other eligible service bodies may send up to five additional delegates from the region. Preference shall be given to delegates selected from service bodies which would otherwise be represented by delegates. **NOTE: *Regions Four, Five, Eight, Nine, Ten, and Virtual were represented by fewer than 40 percent of its intergroups/ service boards at WSBC 2020. Please check with your region trustee for assistance.***

The World Service Office makes the final determination of the number of delegates allowed each intergroup and service board based on affiliated groups properly registered with the WSO per the January Service Body Information Report.

To determine the number of registered groups for your intergroup or service board, log onto <https://oa.org/find-a-meeting/?type=0>, click on Find Service Body, and enter your 5-digit intergroup or service board number (ex. 09100) in the “For a list of affiliated meetings, enter your 5-digit intergroup/service board number” field. This will populate a full list of registered groups for your intergroup or service board. Immediately notify the World Service Office if there are discrepancies in the number of registered groups. Group additions, deletions, or changes must be submitted to the WSO on the appropriate group registration form.

**BYLAW REQUIREMENTS**

In order to be a registered service body, the World Service Office must have information on all affiliated groups and must have a copy of the service body’s bylaws or statement of purpose.

Service bodies must be registered with the World Service Office thirty days prior to the Conference (**March 19, 2021**) for their delegate(s) to be seated at Conference.

The WSO will provide sample intergroup/service board bylaws for any service body requiring assistance in developing their bylaws.

**APPEALS PROCESS FOR SERVICE BODIES DENIED DELEGATE CREDENTIALS**

Per WSBC Policy 2004b (Amended 2009, 2014, and 2018), it was adopted that:

Appeals process for service bodies denied credentials at WSBC because they do not meet the requirements of OA, Inc. Bylaws, Subpart B, Article X, Section 3c – Qualifications/Selection.

- 1) The World Service Office shall notify the service body of any challenges to delegate credentials within seven days of receipt of delegate information by the World Service Office.

- 2) The service body shall notify the World Service Office if it wishes to appeal denial of delegate credentials within fourteen days of this notification.
- 3) The Appeals Review Committee shall be composed of two members of the Board of Trustees (the BOT chair and one other trustee), two region chairs, and two representatives of the region bringing the appeal. It will be chaired by the BOT chair.
- 4) The Appeals Review Committee, via electronic communications, will collectively decide the final disposition of each appeal with a deadline of one month prior to the first session of the upcoming WSBC.

### COMMITTEE ASSIGNMENTS

Committee choices should be made by determining the needs of the service body and the particular talents the delegate can bring to the committee. **Per WSBC Policy 1991a, "Service on a committee is expected and the commitment is maintained until the following WSBC."**

A maximum of thirty delegates will be assigned to each committee, not including the two cochairs. Committee assignments are made on a first come, first served basis. Please remember it is customary for those serving at the world service level to rotate committee assignments every two years.

***NOTE: The Conference-Approved Literature Committee (CLC) is a closed committee and assignments will be made by the cochairs. If you are interested in serving on the CLC, please make your selection on the Delegate Registration form and your information will be forwarded to the cochairs for review and approval.***

A list of committees and their statements of purpose are available on the OA website at <https://oa.org/world-service-business-conference/> under Frequently Used Documents. Delegates can make their committee selection on the Delegate Registration form.

### MENTOR PROGRAM

The Mentor Program was developed to connect delegates who are new or returning after more than ten years away (Green Dots) with recently returning delegates (Mentors) during the week of Conference. This program helps to address any concerns Green Dot delegates may have, such as general questions about Conference, what meetings to attend, how the business meetings operate, and what workshops to attend. To sign up as a Green Dot or Mentor, please complete the information on the Delegate Registration form.

### ROOMMATES

If a delegate/alternate requires a roommate, the WSO will provide that delegate/alternate with a list of OA members who are looking for roommates. It is the delegate's/alternate's responsibility to contact the members on the list and to make the appropriate arrangements with the hotel. **The WSO does not make hotel reservations for delegates and alternates.**

To be placed on the roommate list, please contact Sandy Zimmerman at [zimmerman@oa.org](mailto:zimmerman@oa.org) or 1-505-891-2664 and provide her with the contact name, arrival date, departure date, number of roommates, and any special requests.

## Important Notice to All WSBC Attendees

This privacy notice provides information on how Overeaters Anonymous, Inc. collects and processes the personal data which you supply when you register for the World Service Business Conference (WSBC). We process your data in accordance with the General Data Protection Regulation (GDPR), (EU) 2016/679.

### 1) IMPORTANT INFORMATION AND WHO WE ARE

Overeaters Anonymous (OA) is a worldwide fellowship, with different bodies making up the service structure to support local groups. The service structure is fully described here: <https://oa.org/service-bodies/>.

The WSBC, attended by delegates from around the world, meets annually each April or May to conduct business of OA and to elect the Board of Trustees. This 17-member board acts on behalf of all members of the OA Fellowship. The World Service Office works with the Board of Trustees to provide quality support and services to the entire OA Fellowship.

Overeaters Anonymous, Inc. is the corporation which runs the World Service Office (WSO). It is a registered company located in New Mexico, USA. OA, Inc. is the legal entity that is the data controller for your personal information.

If you have any questions about this privacy notice or our data protection practices, please contact us at [info@oa.org](mailto:info@oa.org).

### 2) THE DATA WE COLLECT ABOUT YOU

#### a) *Attending WSBC in a personal capacity*

We collect your name and contact details for the purposes of distributing the WSBC business materials and communicating with you about the WSBC, both beforehand and after WSBC has finished.

Our legal basis for processing this information is our legitimate interest in carrying out the routine administration and business of the WSBC. We keep this information for seven years after the last day of the Conference.

#### b) *Delegates to WSBC*

Delegates are chosen in accordance with the process set out in Article X of the OA, Inc. Bylaws, Subpart B. This is a service position which extends beyond attendance at the WSBC. You are the contact point between your group/intergroup/service board/region and the OA WSO, the Board of Trustees, and OA, Inc.

Your details will be kept securely on file for this purpose, and you may be contacted by the OA WSO, the trustees, current registered delegates, your region, or committees during this time.

We also use your personal information to establish quoracy at WSBC.

Our legal basis for processing your information is our legitimate interest in carrying out the business of WSBC with elected representatives. We keep your details on file for seven years after the last day of the WSBC.

If you resign your service position and wish for your details to be deleted, then please contact us at [info@oa.org](mailto:info@oa.org).

c) *Data you can choose to share*

In our experience, people who attend WSBC often wish to offer wider service to the Fellowship. This might be through volunteering to support a committee or undertaking some of the work of OA. If you do volunteer or offer service to OA in any other way, then we will need to keep your contact information so that we can keep in touch with you. The legal basis on which we process this information is your consent, which you will be asked for at the time you sign up for service. Your contact information will be kept securely for seven years from the closing date of WSBC and will then be deleted, unless you give further consent for us to keep it. You can also ask for your contact details to be deleted at any time.

### 3) HOW WE USE YOUR PERSONAL DATA

We will only use your personal data for the purposes for which we collected it as described above. Only authorized people are permitted to access your data, which is kept secure and confidential for the time period as described above, and then deleted/destroyed using secure methods.

### 4) HOW WE SHARE YOUR PERSONAL DATA

We do not share your data with anyone outside OA unless you have specifically consented to this or we are required to share the information by law.

Your contact information will be shared with all other WSBC delegates.

We make use of IT tools (e.g. email, cloud-hosted storage), which means that your data is processed by third parties (e.g. Google), but we always have GDPR-compliant data processing agreements in place to protect the privacy of your data.

### 5) INTERNATIONAL TRANSFERS

OA encompasses countries outside the European Economic Area, so your data may be transferred outside the EEA. It is necessary to tell you this because countries outside of the European Economic Area (EEA) do not always offer the same levels of protection to personal data, so European law has prohibited transfers of the personal data of EEA residents outside of the EEA unless the transfer meets certain criteria.

We will only transfer your data outside the EEA on the following, lawful, grounds:

- a) The country has been approved by the EU as having an adequate standard of data protection.
- b) You are a resident of a non-EEA country, so we must process your information outside the EEA in order to communicate with you.
- c) We are using a third-party data processor which stores or processes information outside the EEA (e.g. Google processes information in the US). We will only use such a processor if there are EU-approved safeguards for the security of data, e.g. the processor has signed up to the EU-US Privacy Shield or our processing contract incorporates EU-approved Standard Contractual Clauses.
- d) You have explicitly consented to the transfer of your information, and you have been warned of the possible risks of the transfer.

#### **Important note about transfers outside the EEA under (d) above (consent)**

As stated above, your personal information may be shared with the OA trustees, WSO, current registered delegates, your region, or committees. Due to the global scope of OA, this will include individuals who come from areas outside the EEA. In carrying out the business of OA, these individuals will need to communicate via email. We also use [Office 365, Dropbox, Google Docs]. If an OA member receives an email containing personal data outside the EEA or makes use of a shared folder to access personal data from outside the EEA, **they will be transferring that data outside the EEA.**

Depending on the country where the OA member is based, the EU may have made a finding that there are adequate data protection standards in place. However, it is possible that the OA member is based in a country where there is no such finding.

We only share information between OA members where this is genuinely and reasonably needed to conduct the business of OA. For example, the WSO member services manager will access the list of email addresses in order to send out minutes.

In order for us to carry out the business of OA lawfully, we need to address the possibility that your personal data is accessed by an OA member who is based outside the EEA in a country where the EU has not made a finding of adequacy. **We therefore need your consent** for your personal data to be accessed from outside the EEA. At the bottom of this form you will be asked to give your consent.

## 6) YOUR LEGAL RIGHTS

Under certain circumstances, you have these rights under data protection laws in relation to your personal data:

- a) The right to receive a copy of the personal data we hold about you;
- b) The right to request rectification or erasure of your personal data, or restriction of processing concerning you, or to object to processing;
- c) Where processing is based on consent, the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal; and
- d) The right to lodge a complaint with a Supervisory Authority for data protection in the UK. This is the Information Commissioners Office: [www.ico.org.uk](http://www.ico.org.uk).

If you would like to exercise any of these rights, then please contact us at [info@oa.org](mailto:info@oa.org).

***Please sign below to show that you have read and understood this privacy notice.  
Please contact us if you have any questions.***

- I have read and understood this privacy notice.*
  
- VERY IMPORTANT: I am an EEA resident and consent for my data to be transferred outside the EEA between OA Board of Trustees, WSO, current registered delegates, and region and committee members, as described in paragraph 5 above.***

Signed: ..... Date: .....

Name: .....



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**Delegate/Alternate Registration Form**

Bylaws stipulate that delegates and alternates shall be registered seventy days prior to Conference. Therefore, the registration deadline is **February 8, 2021**.

*NOTE: Service bodies may register delegates after the deadline date, but Conference information will not be available to the delegate until properly registered with the World Service Office (WSO.)*

<b>SERVICE BODY INFORMATION (PLEASE PRINT)</b>		
<i>Service Body Name</i>		<i>Service Body #</i>
<i>Region #</i>	<i>State/Province</i>	<i>For Office Use Only – Do Not Write Within the Shaded Area!</i>
<i>Country</i>	<i>Telephone</i>	<i># of Registered Groups</i>
<i>Email</i>		<i>Date</i>

<b>CERTIFICATION</b>
I certify that the delegates/alternates listed on this Delegate Registration form were duly elected by our service body to serve at the World Service Business Conference 2021. These elected delegates/alternates meet the qualifications stated in the OA, Inc. Bylaws, Subpart B, Article X, Section 3c) 1 listed on the Delegate Registration Instructions document.

<b>SERVICE BODY CHAIR/REGION CHAIR INFORMATION</b>	
<i>Name of Service Body Chair/Region Chair</i>	
<i>Service Body Chair's/Region Chair's Signature</i>	
<i>Email Address</i>	
<i>Telephone Number</i> ( <input type="checkbox"/> <i>primary</i> )	<i>Mobile Number</i> ( <input type="checkbox"/> <i>primary</i> )

<b>DELEGATE REGISTRATION (PLEASE PRINT)</b>	
<i>Delegate Name</i>	<i>Delegate Signature (required)*</i>
<i>Street/PO Box Address</i>	
<i>City</i>	<i>State/Province</i>
<i>Postal Code</i>	<i>Country</i>
<i>Telephone Number</i> ( <input type="checkbox"/> <i>primary</i> )	<i>Mobile Number</i> ( <input type="checkbox"/> <i>primary</i> )
<i>Email Address</i>	<i>Badge Name</i>
<p><b>Special Needs</b> Please list any special needs you may have (i.e. physical disabilities, language barriers, special seating, traveling with guide dog or healthcare professional). <b>NOTE:</b> Please do not list any special food needs as OA will make every effort to provide healthy meals during planned meal functions.</p>	
<p><b>*By signing in the Delegate Signature field above, you are affirming that you meet the qualifications as delegate/alternate per OA, Inc. Bylaws, Subpart B, Article X, Section 3c) 1.</b></p>	

<b>COMMITTEE PREFERENCE</b>	
<p>Committee assignments are made on a first come, first served basis. <b>Per WSBC Policy 1991a, “Service on a committee is expected and the commitment is maintained until the following WSBC.”</b></p> <p>Please rank the committees below 1-6 (1 indicates your first choice). A list of committees and their statements of purpose can be located on the OA website at <a href="https://oa.org/world-service-business-conference/conference-committees-statements-of-purpose/">https://oa.org/world-service-business-conference/conference-committees-statements-of-purpose/</a>.</p> <p>Note: The Conference-Approved Literature Committee is a closed committee. Selections will be made by the committee cochairs. If you are interested in serving on this committee, please make your selection below and your information will be forwarded to the cochairs for review and approval.</p>	
<p>___ Bylaws</p> <p>___ Conference-Approved Literature</p> <p>___ PI/PO</p>	<p>___ Twelfth Step Within</p> <p>___ Unity with Diversity</p> <p>___ Young Persons’</p>

<b>MENTOR PROGRAM</b>
<p>Please make your selection below. Program information is included in the Delegate Registration Instructions document.</p> <p>Have you been a delegate to the World Service Business Conference at any time in the past ten years?  <input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><input type="checkbox"/> I am a returning delegate and would like to offer service as a mentor in the Mentor Program.</p>



<b>DELEGATE REGISTRATION (PLEASE PRINT)</b>	
<i>Delegate Name</i>	<i>Delegate Signature (required)*</i>
<i>Street/PO Box Address</i>	
<i>City</i>	<i>State/Province</i>
<i>Postal Code</i>	<i>Country</i>
<i>Telephone Number</i> ( <input type="checkbox"/> <i>primary</i> )	<i>Mobile Number</i> ( <input type="checkbox"/> <i>primary</i> )
<i>Email Address</i>	<i>Badge Name</i>
<p><i><b>Special Needs</b></i> Please list any special needs you may have (i.e. physical disabilities, language barriers, special seating, traveling with guide dog or healthcare professional). <b>NOTE:</b> Please do not list any special food needs as OA will make every effort to provide healthy meals during planned meal functions.</p>	
<p><i><b>*By signing in the Delegate Signature field above, you are affirming that you meet the qualifications as delegate/alternate per OA, Inc. Bylaws, Subpart B, Article X, Section 3c) 1.</b></i></p>	

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<p>Committee assignments are made on a first come, first served basis. <b>Per WSBC Policy 1991a, “Service on a committee is expected and the commitment is maintained until the following WSBC.”</b></p>	
<p>Please rank the committees below 1-6 (1 indicates your first choice). A list of committees and their statements of purpose can be located on the OA website at <a href="https://oa.org/world-service-business-conference/conference-committees-statements-of-purpose/">https://oa.org/world-service-business-conference/conference-committees-statements-of-purpose/</a>.</p>	
<p>Note: The Conference-Approved Literature Committee is a closed committee. Selections will be made by the committee cochairs. If you are interested in serving on this committee, please make your selection below and your information will be forwarded to the cochairs for review and approval.</p>	
<p>___ Bylaws</p> <p>___ Conference-Approved Literature</p> <p>___ PI/PO</p>	<p>___ Twelfth Step Within</p> <p>___ Unity with Diversity</p> <p>___ Young Persons’</p>

<b>MENTOR PROGRAM</b>
<p>Please make your selection below. Program information is included in the Delegate Registration Instructions document.</p> <p>Have you been a delegate to the World Service Business Conference at any time in the past ten years?</p> <p><input type="checkbox"/> Yes    <input type="checkbox"/> No</p> <p><input type="checkbox"/> I am a returning delegate and would like to offer service as a mentor in the Mentor Program.</p>

<b>ALTERNATE REGISTRATION (PLEASE PRINT)</b>	
<i>Alternate Name</i>	<i>Alternate Signature (required)*</i>
<i>Street/PO Box Address</i>	
<i>City</i>	<i>State/Province</i>
<i>Postal Code</i>	<i>Country</i>
<i>Telephone Number</i> ( <input type="checkbox"/> <i>primary</i> )	<i>Mobile Number</i> ( <input type="checkbox"/> <i>primary</i> )
<i>Email Address</i>	<i>Badge Name</i>
* <i>By signing in the Alternate Signature field above, you are affirming that you meet the qualifications as delegate/alternate per OA, Inc. Bylaws, Subpart B, Article X, Section 3c) 1.</i>	

<b>PAYMENT INFORMATION</b>	
Payment is required in US funds. The fee is US\$149 for each registered delegate and includes the Saturday banquet. A US\$20 non-refundable fee will apply for all cancellations. <b>No refunds on or after April 1, 2021.</b> Please make checks payable to "Overeaters Anonymous."	
<i># of Delegates @ US\$149 each</i> _____ <i>Total Enclosed \$</i> _____	<i>For Office Use Only Do not write within the shaded area.</i>
<i>Type of Payment</i> <input type="checkbox"/> <i>Discover</i> <input type="checkbox"/> <i>MasterCard</i> <input type="checkbox"/> <i>Visa</i> <input type="checkbox"/> <i>Check/Money Order #</i> _____	<i>Total Amount</i>
<i>Name on Card</i>	<i>Check/Money Order #</i>
<i>Card Number</i>	<i>CC Authorization #</i>
<i>Expiration Date</i> <i>Security Code (3-digit code on back of card)</i>	
<i>Billing Address</i>	
<i>Signature</i>	

Return this form with the following:

- ✓ US\$149 registration fee for each delegate (US\$20 non-refundable fee on all cancellations)
- ✓ Signature of service body chair or region chair for region delegates
- ✓ Signature of delegate(s)/alternate(s) affirming qualifications
- ✓ **Checked box(es) and signature of delegate(s)/alternate(s) of WSBC Privacy Policy**

**World Service Office – Sandy Zimmerman**  
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 Email: szimmerman@oa.org