

PRIVACY POLICY

St. Petersburg

September 5, 2017

This document "Privacy Policy" (hereinafter - the "Policy") represents the rules for using the site - www.ladogahotel.ru [LLC Ladoga-Hotel]] (hereinafter - the Operator) of the User's personal information that the Operator, including all persons belonging to the same group as the Operator can receive about the User while using any of the Operator's sites, services, services, programs, products or services of the Operator (hereinafter referred to as the Site) and during the execution by the Operator of any agreements and contracts with the User. The User's consent to the Policy, expressed by him in the framework of relations with one of the listed persons, applies to all other listed persons.

Use of the Site means the unconditional consent of the User with this Policy and the conditions for processing his personal information specified in it; in case of disagreement with these conditions, the User should refrain from using the Site.

1. General Provisions

1.1. In the framework of this Policy, the personal information of the User is understood:

1.1.1. Personal information that the User provides about himself when registering (creating an account) or in the process of using the Services, including the personal data of the User. Information required for the provision of the Services is marked in a special way. Other information is provided by the User at his discretion.

1.1.2. Data that is automatically transferred to the Site services in the course of their use using the software installed on the User's device, including IP address, cookie data, information about the User's browser (or other program that accesses the services), technical characteristics of equipment and software used by the User, date and time of access to services, addresses of requested pages and other similar information.

1.1.3. Other information about the User, the processing of which is provided for by the Agreement on the use of the Site.

1.1.4. This Privacy Policy applies only to the Website www.ladogahotel.ru. The www.ladogahotel.ru website does not control and is not responsible for third-party websites to which the User can click on the links available on the www.ladogahotel.ru Website.

2. Purpose of processing user personal information

2.1. The site collects and stores only that personal information that is necessary for the provision of services or the execution of agreements and contracts with the User, unless the law provides for the mandatory storage of personal information for a period specified by law.

2.2. The website processes the personal information of the User for the following purposes:

2.2.1. Identification of the User registered on the Site for placing an order (booking a room).

- 2.2.2. Providing the User with access to personalized resources of the Site.
- 2.2.3. Establishing feedback with the User, including sending notifications, requests regarding the use of the Site, the provision of services, processing requests and applications from the User.
- 2.2.4. Determining the location of the User to ensure security, prevent fraud.
- 2.2.5. Confirmations of the accuracy and completeness of personal data provided by the User.
- 2.2.6. Creating an account for the User, if the User has agreed to create an account.
- 2.2.7. Notifications of the Site User about the products, promotions and special offers.
- 2.2.8. Providing the User with effective customer and technical support in case of problems associated with the use of the Site.
- 2.2.9. Implementation of promotional activities with the consent of the User.

3. Terms of processing user personal information

And its transfer to third parties

- 3.1. The site stores users personal information in accordance with the internal regulations of specific services.
- 3.2. With regard to the User's personal information, its confidentiality is maintained, except for cases when the User voluntarily provides information about himself for general access to an unlimited number of people. When using certain services, the User agrees that a certain part of his personal information becomes publicly available.
- 3.3. The website has the right to transfer the User's personal information to third parties in the following cases:
 - 3.3.1. User has agreed to such actions.
 - 3.3.2. Transfer is necessary for the use by the User of a certain service or for the execution of a specific agreement or contract with the User.
 - 3.3.4. The transfer is provided for by Russian or other applicable legislation within the framework of the procedure established by law.
 - 3.3.5. In the case of the sale of the Site, all obligations to comply with the terms of this Policy with respect to the personal information received by him are transferred to the acquirer.
- 3.4. The processing of the User's personal data is carried out without any time limit by any legal means, including in personal data information systems using automation tools or without using such tools. Processing of Users personal data is carried out in accordance with Federal Law of July 27, 2006 No. 152-FZ "On Personal Data".
- 3.5. In case of loss or disclosure of personal data, the Site Administration informs the User about the loss or disclosure of personal data.
- 3.6. The Site Administration takes the necessary organizational and technical measures to protect the User's personal information from unauthorized or accidental access, destruction, alteration, blocking, copying, distribution, as well as from other illegal actions of third parties.

3.7. The Site Administration together with the User takes all necessary measures to prevent losses or other negative consequences caused by the loss or disclosure of the User's personal data.

4. Obligations of the parties

4.1. User required:

4.1.1. Provide information about personal data necessary to use the Site.

4.1.2. Update, supplement the provided information on personal data in case of change of this information.

4.2. Site Administration is required:

4.2.1. Use the information received solely for the purposes specified in this Privacy Policy.

4.2.2. Ensure that confidential information is kept confidential, not disclosed without the prior written permission of the User, and also not to sell, exchange, publish or disclose in any other possible way the transmitted personal data of the User, except as provided for in this Privacy Policy.

4.2.3. Take precautions to protect the confidentiality of the User's personal data in accordance with the procedure usually used to protect this kind of information in existing business transactions.

4.2.4. To block personal data related to the relevant User from the moment of appeal or request of the User or his legal representative or authorized body for the protection of the rights of personal data subjects for the period of verification in case of revealing inaccurate personal data or illegal actions.

5. Responsibility of the Parties

5.1. The Site Administration, which has not fulfilled its obligations, is liable for losses incurred by the User in connection with the unlawful use of personal data, in accordance with the legislation of the Russian Federation.

5.2. In case of loss or disclosure of confidential information, the Site Administration is not responsible if this confidential information:

5.2.1. Has become public domain before its loss or disclosure.

5.2.2. Was received from a third party until it was received by the Site Administration.

5.2.3. It was disclosed with the consent of the User.

6. Dispute Resolution

6.1. Before applying to the court with a claim for disputes arising from the relationship between the Site User and the Site Administration, it is mandatory to submit a claim (a written proposal for the voluntary settlement of the dispute).

6.2. The receiver of the claim within 10 (Ten) calendar days from the date of receipt of the claim shall notify the claimant in writing of the results of the consideration of the claim.

6.3. If an agreement is not reached, the dispute will be referred to the court in accordance with the current legislation of the Russian Federation.

6.4. The current legislation of the Russian Federation applies to this Privacy Policy and the relationship between the User and the Site Administration.

7. ADDITIONAL TERMS

7.1. The Site Administration has the right to make changes to this Privacy Policy without the consent of the User.

7.2. The new Privacy Policy comes into force from the moment it is posted on the Site, unless otherwise provided by the new version of the Privacy Policy.

7.3. All suggestions or questions about this Privacy Policy should be reported to www.ladogahotel.ru.

7.4. The current Privacy Policy is available on the page at: www.ladogahotel.ru.

7.5. This Privacy Policy is an integral part of the Agreement on the use of the Site, located on the page at: www.ladogahotel.ru.