ОСН. 1957

ОТЕЛЬ ИНТУРИСТ ВОЛГОГРАД

PERSONAL DATA PROCESSING AND STORAGE POLICY AT THE INTOURIST HOTEL*

1. General Provisions

1.1. The policy of the operator Volgograd-Intourist LLC regarding the processing of personal data (hereinafter referred to as the Policy) has been developed in accordance with the Federal Law of 27.07.2006. No 152-FZ "On Personal Data" in order to ensure the protection of the rights and freedoms of the subject of personal data during the processing of his personal data, including the protection of the rights to privacy, personal and family secrets.
1.2. Volgograd-Intourist LLC, established under the laws of the Russian Federation (OGRN: 1223400002473, INN: 3444277458) and registered at the legal address: Russian Federation, 400066, Volgograd, Mira Street, 14, office. 2, is the operator of personal data (hereinafter referred to as the Operator).
1.3. This Policy defines the procedure for processing personal data and measures to ensure the security of the Operator's personal data as part of the functioning of the www.volgaintour.ru website , as well as in cases where personal data subjects contact the e-mail addresses or phone numbers specified on the website for the provision of room booking services or receiving other services specified on the website.
1.4. The main concepts used in the Policy:
1.4.1. Personal data - any information relating to a directly or indirectly identified or identifiable individual (personal data subject);
1.4.2. Personal data processing is any action (operation) or a set of actions (operations) with personal data, performed with or without the use of automation tools. The processing of personal data includes, among other things:
- gathering;
- record;
- Systematization;
- accumulation;
- storage;
- clarification (update, change);
- extract;
- use;
- transmission (distribution, provision, access);
- depersonalization;
- blocking;
- removal;
- destruction.

1.4.3. Automated processing of personal data - the processing of personal data using computing equipment;
1.4.4. Dissemination of personal data - actions aimed at disclosing personal data to an unlimited number of persons;
1.4.5. Provision of personal data - actions aimed at disclosing personal data to a certain person or a certain group of persons;
1.4.6. Blocking of personal data - temporary suspension of personal data processing (except for cases where processing is necessary to clarify personal data);
1.4.7. Destruction of personal data – actions as a result of which it becomes impossible to restore the content of personal data in the personal data information system and (or) as a result of which material carriers of personal data are destroyed;
1.4.8. Depersonalization of personal data - actions as a result of which it becomes impossible to determine the belonging of personal data to a specific subject of personal data without the use of additional information;
1.4.9. Updating of personal data – actions to clarify, update and change personal data aimed at ensuring the relevance of personal data in relation to the purposes of their processing;
1.4.10. Personal data operator (operator) is a state body, municipal body, legal entity or individual who, independently or jointly with other persons, organizes and (or) carries out the processing of personal data, as well as determines the purposes of personal data processing, the composition of personal data to be processed, actions (operations) performed with personal data.
1.5. The operator who has access to personal data is obliged to maintain the confidentiality of personal data - not to disclose to third parties and not to distribute personal data without the consent of the personal data subject, unless otherwise provided for by federal law.

1.6. The personal data subject has the right to receive information regarding the processing of his personal data, including containing:
- confirmation of the fact of processing of personal data by the operator;
- legal grounds and purposes of personal data processing;
- the purposes and methods of processing personal data used by the operator;
- name and location of the operator, information about persons (except for the operator's employees) who have access to personal data or to whom personal data may be disclosed on the basis of an agreement with the operator or on the basis of a federal law;
- processed personal data relating to the relevant personal data subject, the source of their receipt, unless another procedure for submitting such data is provided for by federal law;
- the terms of personal data processing, including the terms of their storage;
- the procedure for the exercise by the personal data subject of the rights provided for by the federal law;
- information about the data transfer that has taken place or is expected to take place;
- name or surname, first name, patronymic and address of the person processing personal data at the time of the operator, if the processing is or will be entrusted to such a person;
- information on the methods of performance by the operator of the obligations established by the Article 18.1 Federal Lawa;
- other information provided for by the Federal Law "On Personal Data" or other federal laws.
1.7. The personal data subject has the right to demand from the operator to clarify his personal data, block or destroy them if the personal data are incomplete, outdated, inaccurate, illegally obtained or are not necessary for the stated purpose of processing, as well as to take measures provided for by law to protect his rights.
1.8. The personal data subject has the right to protect his rights and legitimate interests, including compensation for losses and (or) compensation for moral damage in court.
1.9. The personal data controller has the right to:
- defend their interests in court;
- provide personal data of subjects to third parties, if it is provided for by the current legislation (tax, law enforcement agencies, etc.);
- refuse to provide personal data in cases provided for by law;
- use the personal data of the subject without his consent in cases provided for by law.

2. Purposes of collecting personal data

2.1. The processing of personal data is limited to the achievement of specific, predetermined and legitimate purposes. It is not allowed to process personal data that is incompatible with the purposes of collecting personal data.

3. Legal basis for processing personal data

3.1. The legal basis for the processing of personal data is:
- a set of legal acts in pursuance of which and in accordance with which the operator processes personal data:Constitution of the Russian Federation; Articles 86-90 of the Labor Code of the Russian Federation, federal laws and regulatory legal acts adopted on their basis that regulate relations related to the activities of the operator;
- statutory documents of the operator;
- contracts concluded between the operator and the personal data subject;
- consent to the processing of personal data (in cases not expressly provided for by the legislation of the Russian Federation, but corresponding to the powers of the operator).

4. Scope and categories of personal data processed, categories of personal data subjects

4.1. The content and volume of the processed personal data correspond to the stated purposes of processing. The personal data processed must not be redundant in relation to the stated purposes of their processing.
4.2. Processing of personal data is allowed in the following cases:
- the processing of personal data is carried out with the consent of the personal data subject to the processing of his personal data;
- The processing of personal data is necessary for the performance of the contract for the provision of hotel services, including accommodation or temporary accommodation, one of the parties to which is the subject of personal data.
4.3. The categories of personal data subjects include:
4.3.1. Customers and counterparties of the operator (individuals);
In this category of subjects, the operator processes personal data received by the operator in connection with the conclusion of a contract to which the personal data subject is a party, and used by the operator exclusively for the performance of this contract and the conclusion of contracts with the personal data subject:
- surname, name, patronymic;

- floor;
- citizenship;
- date (day, month, year) and place of birth (country, republic, territory, region, district, city, settlement, village, other settlement);
- address of the place of residence (postal code, country, republic, territory, region, district, city, settlement, village, other settlement, street, house, building, apartment);
- information on registration at the place of residence or stay (postal code, country, republic, territory, region, district, city, settlement, village, other settlement, street, house, building, apartment);
- phone numbers (home, mobile, work), e-mail address;
- passport or other identity document details;
- birth certificate data (for citizens of the Russian Federation under 14 years of age);
- bank details (when booking a hotel room);
- web analytics data.

4.3.2. Representatives/employees of the operator's customers and counterparties (legal entities).

In this category of subjects, the operator processes personal data received by the operator in connection with the conclusion of an agreement to which the client/counterparty (legal entity) is a party, and used by the operator exclusively for the performance of this contract:

- surname, name, patronymic;
- floor;
- citizenship;
- date (day, month, year) and place of birth (country, republic, territory, region, district, city, settlement, village, other settlement);
- address of the place of residence (postal code, country, republic, territory, region, district, city, settlement, village, other settlement, street, house, building, apartment);
- information on registration at the place of residence or stay (postal code, country, republic, territory, region, district, city, settlement, village, other settlement, street, house, building, apartment);
- phone numbers (home, mobile, work), e-mail address;
- passport or other identity document details;
- birth certificate data (for citizens of the Russian Federation under 14 years of age);
- bank details (when booking a hotel room);
- web analytics data.

5. Procedure and conditions for processing personal data

5.1. The Operator processes personal data - operations performed with or without the use of automatic means with personal data, including collection, recording, systematization, accumulation, storage, clarification (updating, modification), extraction, use, transfer (provision, access), depersonalization, blocking, deletion, destruction of personal data.

5.2. The processing of personal data is carried out in compliance with the principles and rules provided for by the Federal Law "On Personal Data".

5.3. The processing of personal data by the operator is limited to the achievement of specific, predetermined and legitimate purposes. Only personal data that meet the purposes of their processing are subject to processing. The content and scope of the processed personal data must correspond to the stated purposes of processing.

5.4. Personal data is stored in a form that allows you to identify the subject of personal data, no longer than required by the purposes of personal data processing. Processed personal data are subject to destruction or depersonalization upon achievement of the purposes of processing or in the event of the loss of the need to achieve these goals, unless otherwise provided by federal law. Terms of personal data processing within 24 hours. The period of storage of personal data is for 5 years.

5.5. When storing personal data, the personal data operator uses databases located on the territory of the Russian Federation, in accordance with Part 5 of Article 18 of the Federal Law "On Personal Data".

5.6. The Operator has the right to entrust the processing of personal data to another person on the basis of an agreement concluded with this person, including a state or municipal contract.

5.7. In order to comply with the legislation of the Russian Federation, to achieve the purposes of processing, as well as in the interests and with the consent of personal data subjects, the Operator in the course of its activities provides personal data to the following organizations:

- Main Directorate of the Ministry of Internal Affairs for the Volgograd Region.

5.8. The Operator does not entrust the processing of personal data to other persons on the basis of a contract.

5.9. The Operator shall take measures necessary and sufficient to ensure the fulfillment of the obligations provided for by the Federal Law "On Personal Data" and the regulatory legal acts adopted in accordance with it. The Operator shall determine the composition and list of measures independently.

5.10. When processing personal data, the operator takes the necessary legal, organizational and technical measures or ensures that they are taken to protect personal data from unauthorized or accidental access

destruction, modification, blocking, copying, provision, distribution of personal data, as well as from other illegal actions in relation to personal data.

6. Updating, correcting, deleting and destroying personal data, responding to requests from subjects for access to personal data

6.1. The operator is obliged to inform the personal data subject or his representative in the manner prescribed by Article 14 of the Federal Law "On Personal Data" of information about the availability of personal data relating to the relevant personal data subject, as well as to provide an opportunity to familiarize himself with these personal data when the personal data subject or his representative applies or within thirteen days from the date of receipt of the subject's request personal data or his representative.
6.2. The Operator is obliged to provide the personal data subject or his/her representative with the opportunity to familiarize themselves with the personal data related to this personal data subject free of charge.
6.3. In case of confirmation of the fact of inaccuracy of personal data, the operator, on the basis of the information provided by the personal data subject or his representative or the authorized body for the protection of the rights of personal data subjects, or other necessary documents, is obliged to clarify the personal data or ensure their clarification (if the processing of personal data is carried out by another person acting on behalf of the operator) within seven working days from the date of submission of such information and remove the blocking of personal data.
6.4. The operator is obliged to stop processing personal data or ensure the termination of the processing of personal data by a person acting on behalf of the operator:
- in case of detection of unlawful processing of personal data carried out by the operator within a period not exceeding three business days from the date of such detection;
- if the personal data subject withdraws consent to the processing of his personal data;
- if the purpose of personal data processing is achieved, and destroy personal data.

7. Features of the processing of personal data of guests when booking rooms

7.1. The Operator processes the personal data of guests using the booking system, which is a personal data information system, as well as using other personal data information systems. The operation of the booking system is provided by the Limited Liability Company "TRAVEL LINE SYSTEMS" (address: 424031, Republic of Mari El, Yoshkar-Ola, Komsomolskaya Street, 112), which processes personal data on behalf of the Operator. By making a reservation, the Guest agrees that the Operator entrusts the processing of his/her personal data provided when making a reservation to the above-mentioned person.
7.2. Through the booking system, the Guest fills out a booking application in the form and in the manner determined by the Operator in accordance with the Rules for the provision of hotel services in the Russian Federation (Decree of November 18, 2020 No1853 "On approval of the Rules for the provision of hotel services in the Russian Federation" as amended by the Resolutions of the Government of the Russian Federation of 01.04.2021 No 519, of 20.03.2024 No 341, of 27.12.2024 No 1951). If the Hotel confirms the Guest's request by sending him a corresponding notification, an agreement on the provision of hotel services will be concluded between the hotel and the Guest. The Guest undertakes to fill in the guest's registration card upon check-in at the Hotel. The terms and conditions of the hotel services contract are set out in the confirmed booking application and in the guest's registration card.
7.3. If the Guest wishes to indicate in the booking application the personal data of other Guests in whose favor he makes a reservation, then the Guest is obliged to do the following before filling out the application: notify other Guests about the transfer of their personal data to the Hotel and about the processing of their personal data by the Hotel on the terms set forth in this Policy; and obtain the consent of other Guests to the processing of their personal data by the Hotel. The Hotel considers such Guests specified in the application as beneficiaries under the hotel services contract. By sending a request through the reservation system, the Guest thereby assures and guarantees to the Hotel that he has performed the actions listed in this paragraph.

* If you do not agree with the operator's policy, do not use the website www.volgaintour.ru