

Dvina Hotel REGULATIONS for Personal Data Processing

I. General

1.1. These Regulations for Personal Data Processing (hereinafter referred to as “the Regulations”) are applicable at the Dvina Hotel (PKP Titan LLC, Tax Payer ID” 2901008961, Primary State Registration Number: 1022900515549, hereinafter referred to as “the Hotel”) and cover the purposes of, and the procedures for, personal data processing, protection, and identification and prevention of breach of the Russian legislation concerning personal data.

1.2. These Regulations have been established in accordance with, and based on, the following legal frameworks:

- The Constitution of the Russian Federation;
- RF Labor Code;
- RF Civil Code;
- RF Code of Administrative Offences, Federal Law No.195-Φ3 enacted on December 30, 2001;
- Federal Law No.149-Φ3 “Concerning Information, Information Technologies and Data Protection” enacted on July 27, 2006;
- Federal Law No.152-Φ3 “Concerning Personal Data” enacted on July 27, 2006;
- RF Government Decree No.687 “Concerning the Approval of the Regulation on Non-Automated Data Processing Procedure” dd. September 15, 2008;
- RF Government Decree No.1119 “Concerning the Approval of the Requirements to Personal Data Protection During Processing in Personal Data Information Systems” dated November 01, 2012;
- RF Government Decree No.1853 “Concerning the Approval of the Regulations for the Provision of Hotel Services in the Russian Federation” dated November 18, 2020;
- Federal Service for Technology and Export Control Order No.21 “Concerning the Approval of the Composition and Contents of the Organizational and Technical Measures to Ensure Personal Data Security During Processing in Personal Data Information Systems” dated February 18, 2013; and
- other regulatory acts of the Russian Federation concerning personal data.

1.3. These Regulations govern the policy of the Hotel as Operator with regard to processing and protection of Guests’ personal data including their right to privacy, and seek, inter alia, to ensure that Guests’ Personal Data is protected from any unauthorized access.

1.4. These Regulations fully apply to Hotel’s every Guest who have either booked a room in order to receive the hotel services or applied for any other services available at the Hotel, and specifically to their personal data and information that have become known to the Hotel for further processing with or without the use of automation tools, from:

- the Hotel’s official website www.hoteldvina.ru;

- PC or mobile applications;
- the Hotel's social media pages;
- electronic messages or during online or in-person communication with the Guest;
- any third party or sources such as publicly available databases; or
- as a result of the Guest's prior accommodation or visiting the Hotel or any other previous in-person interaction.

1.5. The Hotel must publish or otherwise provide unrestricted access to these Regulations for Personal Data Processing, as required by the provisions of Federal Law 152-ФЗ, Section 18.1, Part 2.

1.6. The following basic terms used herein have the following meanings:

“Personal Data” means any information relating to an identified or identifiable individual (‘Data Subject’).

“Operator” means a legal entity that organizes and (or) performs, independently or jointly with other individuals, the personal data processing, as well as sets the purposes of such processing, the scope of personal data to be processed, and actions (operations) to be performed on personal data.

“Personal Data Processing” means any action (operation) or set of actions (operations) performed, with or without the use of automation tools, on personal data, including collection, record, systematization, accumulation, storage, validation (updating, modification), retrieval, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, and erasure.

“Guest” means any visitor to www.hoteldvina.ru or Hotel Guest who has either booked a room in order to receive the hotel services or applied for any other services available at the Hotel.

“Automated Personal Data Processing” means the personal data processing using a computer technology.

“Personal Data Information System” means a collection of personal data stored in the databases used for the processing thereof.

“Personal Data Confidentiality” means the mandatory requirement for the operator or any individual who has gained access to personal data to prevent its dissemination, unless the data subject has provided relevant consent or there is a legitimate ground for such dissemination.

“Dissemination of Personal Data” means any action aimed at disclosing personal data to an indefinite group of persons.

“Provision of Personal Data” means any action aimed at disclosing personal data to a definite or indefinite group of persons.

“Cross–Border Transfer of Personal Data” means the transfer of personal data to the territory of a foreign state to an authority, individual or legal entity within such foreign state.

“Blocking of Personal Data” means the suspension of the personal data processing (except in cases where the personal data processing is required for verification purposes).

“Personal Data Erasure” means any action resulting in Personal Data becoming impossible to restore and/or leading to physical destruction of Personal Data carriers.

II. The principles and purposes of Personal Data Processing.

2.1. In processing of any personal data, the Hotel shall be governed by the following principles:

- lawfulness and fairness;
- subordination of personal data processing to a set of concrete, predetermined legitimate purposes;
- inadmissibility of processing of personal data for any purpose other than personal data collection;
- inadmissibility of consolidating any databases containing pieces of personal data, the processing of which is carried out for any purpose other than intended ones;
- processing of only those personal data that are allowed for processing;
- consistency of the scope and content of personal data to be processed with the legitimate purpose of processing;
- inadmissibility of processing any personal data other than those allowed for processing according to intended purpose;
- accuracy, sufficiency and relevance of personal data in relation to the purposes of personal data processing;
- erasure of personal data upon fulfillment of the purposes of processing or in case such fulfillment becomes no longer necessary, or in case of breach by the Hotel that cannot be eliminated, unless otherwise provided by federal laws.

2.2. Personal data processing shall be performed by the Operator for the purposes of:

- providing hotel services at the Hotel, as may be specified in relevant Dvina Hotel Agreement (public offer) for the provision of hotel services, which is available on the official website www.hoteldvina.ru (hereinafter referred to as “the Website”), in accordance with the category assigned to the Hotel;
- room booking;
- entering into hotel service provision agreement with the data subject and actual provision of the hotel services;
- marketing and/or promotional campaigns or related activities;
- fulfillment of obligations under civil law contracts, including through third parties and/or the Website;
- provision of other services to personal data subjects;
- promotion of the Hotel on the market by contacting data subjects directly using diverse means of communication (telephone, e-mail, newsletter, social networks in the Internet, etc.);

- exclusive personal offers and accrual of bonus points;
- emailing of news, special offers and sales (subject to the Guest's consent). The Guest may provide their email marketing consent either on the Website or by ticking the relevant box in registration card;
- Hotel service quality surveys and questionnaires. The Hotel may send a letter or a questionnaire form to the Guest upon checkout asking to share their impressions and evaluate the service quality. Filling out such questionnaires is solely at the discretion of the Guest;
- other purposes consistent with federal laws and international treaties to which the Russian Federation is a party.

2.3. In order to properly perform its contractual obligations as personal data Operator, the Hotel may process the personal data of individuals it has entered into contractual or civil relations with, as well as of its service consumers and participants of loyalty programs or related promotional campaigns.

2.4. The Operator will process personal data when at least one of the following conditions is met:

- the data subject has provided the consent for their personal data to be processed. This consent can be provided either:

1. when booking and/or paying for the hotel services on the Website, in which case the Guest provides the Hotel with their personal data and gives full and unconditional consent to their processing;

or

2. when checking-in and signing the Hotel Services Agreement. This Agreement will be executed by the hotel administrator in the presence of the Guest and upon presentation of their passport. By signing the Hotel Services Agreement, the Guest confirms the authenticity of their personal data and consents for them to be processed;

- occurrence of a case provided for in law or international treaties to which the Russian Federation is a party to, and requiring the Operator to perform personal data processing in order to fulfill the obligations and commitments under the legislation of the Russian Federation;

- occurrence of a case involving administration of justice or enforcement of a judicial decree or an executive order as may be issued by any other official body as part of any enforcement proceedings under the legislation of the Russian Federation;

- personal data processing is required for the purposes of an agreement under which the data subject is either a beneficiary or guarantor, or for the purposes of an agreement which will be concluded on their initiative and where they will act as a beneficiary or guarantor;

- personal data processing is required for the purposes of exercising by the Operator or a third party of their rights or legitimate interests, or for the purposes of attaining socially significant goals, always provided that this does not violate any of the personal data subject's freedoms;

- the processing involves personal data, the access to which is available to an unlimited number of persons or has been granted at the data subject's request (hereinafter referred to as the "Publicly Available Personal Data");

- the processing involves personal data that are subject to publication or mandatory disclosure under federal laws.

III. Personal Data Categories.

3.1. The Hotel may process the following categories of personal data:

- 1) last name, first name, middle name (if any);
- 2) sex;
- 3) date of birth (date, month, year of birth);
- 4) place of birth;
- 5) citizenship;
- 6) identity document type, series, number, issuing authority and date of issue;
- 7) residential address (or registered temporary stay address);
- 8) details of visa, migration card and residence permit;
- 9) phone number or other means of contact;
- 10) check-in date;
- 11) vehicle license plate, if parked on hotel parking lot;
- 12) other information as may be required for the purposes of the Hotel's statutory activities or fulfillment of contractual obligations in the provision of the hotel services.

3.2. The Hotel may not process any of the special categories of personal data, the latter including race, nationality, political conviction, religious and philosophical beliefs, unless otherwise provided for in the legislation of the Russian Federation.

3.3. The Hotel may not perform Cross-Border Transfer of Personal Data.

3.4. The Hotel may process personal biometrics only with written consent from their holders (data subjects), except in cases provided for in the legislation of the Russian Federation.

3.5. In rare cases, the Hotel may collect images, as well as video and audio recordings from its security cameras installed in public spaces, for example, lobby.

3.6. For the purposes of improving its service quality, the Hotel may collect data on guests' personal preferences, interests and testimonials, as well as diet- or health-related limitations. Such data on personal preferences also includes landmark dates (such as birthdays or wedding anniversaries) and preferred activities.

3.7. Any distribution of personal data is subject to the Guest's special consent, which is given separately from all other personal data processing consents.

3.8. The Hotel employees may obtain personal data directly from their holders, i.e. Guests. The Guest is fully liable for the provision of false or other peoples' personal data. By providing to the Hotel or any of its service providers other peoples' data (for example, when booking for another person), the Guest confirms they have the right to do so and thus authorizes the use of the provided data in accordance with these Regulations.

When paying for the hotel services with a bank card, the Guest is required to enter details of their bank card for the payment to be effected. The Hotel does not have any technical access to these details. Nor is the Hotel able to store or otherwise use any data on its Guests' bank cards. The confidentiality of this personal data category is ensured by the bank through its payment system (platform).

3.9. The data subject may provide to the Hotel their consent to receive promotional and informational mailings on discounts, sales, new offers, etc., through various means of communication including post, e-mail, telephone, Internet, social networks, etc. The frequency of such mailings will be determined by the Hotel at its discretion.

3.10. The Guest may cancel subscription to the said promotional and informational mailings without giving reason. To unsubscribe, the Guest is requested to email the Hotel thereof.

3.11. All service messages informing the Guest about service booking status or request processing stage are purely informational, not advertising, and are sent automatically.

3.12. When the Guest visits www.hoteldvina.ru, the data processing involves the data that does not identify site visitor directly. This data includes fragments of information that are used by the server to exchange status data with the Internet user's browser, in particular, the information about the browser and device used by the site visitor, site visit history and pages viewed. Such information is collected by the Hotel using cookies, pixel tags (dot markers) and similar technologies. This information is used by the Hotel for the purposes of:

- safer and easier site navigation;
- statistical data collection and more effective provision of data;
- ensuring that the Website operates correctly, providing relevant search results based on the parameters selected;
- sending and tracking the response to the Hotel's online advertising and marketing messages.

3.13. The cookies on the Website may be processed by third parties subject to agreement with the Hotel.

IV. Personal Data Processing Procedure.

4.1. The procedure for personal data processing exists in the interests of the Hotel's Guests and involves the operations of obtaining, systematizing, accumulating, storing, verifying (updating, changing), using, distributing, blocking, erasing and protecting against unauthorized access.

4.2. The access to the Guests' Personal Data shall be given solely to the employees who have signed relevant non-disclosure agreements.

4.3. All personal data may be processing by the Hotel with or without the use of automation tools.

4.4. The use and storage of any personal biometrics outside of Personal Data Information Systems shall make use of such material media and storage technologies that ensure complete protection from unauthorized or accidental access, erasure, modification, blocking, copying, disclosure or distribution of such data.

4.5. Non-automated personal data processing shall be carried out in accordance with the Regulation on Non-Automated Data Processing Procedure, as stated in the RF Government Decree No.687 “Concerning the Approval of the Regulation on Non-Automated Data Processing Procedure” dd. September 15, 2008.

4.6. All and any personal data the processing of which does not involve automation tools shall be kept separate from all other information by way of recording on separate physical carriers – in special sections or fields of forms. In this case, the record of personal data may not use any physical carrier inconsistent with the intended purpose of personal data processing.

4.7. When personal data processing uses Personal Data Information Systems, the access to such systems shall be granted to authorized personnel in accordance with provisions of relevant regulations (job descriptions).

4.8. The Hotel employees authorized to process personal data in Personal Data Information Systems will be provided with unique login and password to access such Personal Data Information Systems. The data can be entered automatically or manually, if received on paper or another carrier that does not allow for automatic entry.

V. Personal Data Confidentiality.

5.1. Personal data constitutes confidential information and is protected under law.

5.2. Neither the Operator, nor any other person who has been given access to personal data may disclose or distribute it to third parties without prior consent of the data subject, except in cases where this is necessary in order to prevent life- or health-threatening situations or in cases provided for in federal laws.

5.3. Provided there is a reasoned request, the Hotel shall provide or transfer the Guest's Personal Data to third parties in the following cases:

- if disclosure is required by law or judicial act;

- to facilitate an investigation by law enforcement or government agencies with a view to protect the legitimate rights of the client and the Hotel;
- to protect legitimate rights of the client and the Hotel;
- in other mandatory cases and to other third parties as may be provided for in regulatory acts.

5.4. The Hotel employees are not allowed to answer questions relating to personal data transfer by phone or fax.

5.5. The Hotel shall not distribute the Guest's Personal Data among third parties without prior written consent.

5.6. Any distribution of personal data is subject to the Guest's special consent, which is given separately from all other personal data processing consents.

5.7. All and any confidentiality measures with regard to the collection, processing and storage of the Guests' personal data apply to all carriers including paper and automated media.

5.8. Unless otherwise provided in federal laws, the Operator may delegate personal data processing to a third party, provided there is relevant agreement with such party and the data subject has given their consent thereto. Any third party entrusted with personal data processing on behalf of the Operator shall observe all principles and regulations with regard to personal data processing provided for in Federal Law 152-Φ3 and these Regulations.

VI. Personal Data Protection Provisions.

6.1. The security of the personal data that are processed by the Operator is ensured by the legal, organizational and technical measures designed to ensure compliance with the federal legislation concerning personal data protection.

6.2. To prevent any unauthorized access to personal data, the Hotel applies the following organizational and technical measures:

- appointment of officials responsible for the processing and protection of personal data;
- restricted number of persons authorized to process personal data;
- comprehensive briefings of the staff with access to personal data on preventing unauthorized data transfer, as well as on provisions of the Russian legislation concerning personal data protection and security;
- due record of the electronic (magnetic) media and implementation of measures designed to ensure safekeeping of the physical carriers mentioned above;
- identification of possible threats to personal data security while processing in Personal Data Information System; threat model development;
- application of data protection tools within Personal Data Information System;
- control and mediation of user access to information resources, software and hardware;

- record of user actions within Personal Data Information Systems;
- use of anti-virus tools, backup copying and data restoration tools;
- use, where necessary, of firewalls, intrusion detection, security analysis and cryptographic data protection;
- access control within the territory of the Hotel; guarding of premises installed with personal data processing technologies;
- storage of documents containing the Guests' personal data in specially designated areas of the Hotel with due protection against unauthorized access;
- other legal, organizational (corporate), technical and related measures that are consistent with the legislation of the Russian Federation.

6.3. The Hotel staff may access the personal data contained in the Hotel's information system, as well as physical carriers solely for the performance of their work-related duties. Workplaces and personal data storage facilities shall be organized in such a way as to exclude any unauthorized use of confidential information. Employees with no authorization to access the Guests' personal data shall not access such data.

VII. Personal Data Storage Term.

7.1. The Hotel will keep the Guests' personal data for as long as is required by this Policy, during other statutory periods and terms permitted by the current law.

The Hotel may store the Guests' personal data if it is reasonable necessary to comply with legal obligations, meet regulatory requirements, resolve disputes or litigation, or as otherwise needed to enforce these Regulations and prevent fraud and abuse.

7.2. When determining the appropriate storage period for the Guests' personal data, the Hotel will factor in the volume, nature and degree of their confidentiality; potential risks arising from any unauthorized use or disclosure; purposes of personal data processing and alternative ways to achieve them; and provisions of the current legislation.

7.3. The storage period of the personal data processed in Personal Data Information Systems will equal that existing for the storage on paper carriers.

7.4. Personal data will be erased in the following cases:

- 1) upon fulfillment of the personal data processing purpose or if such fulfillment becomes no longer necessary, unless otherwise provided for in the regulatory acts of the Russian Federation;
- 2) modification or invalidation of any of the regulatory acts establishing the legal framework for personal data processing;
- 3) detection of unlawful personal data processing;

4) the data subject has revoked their personal data processing consent, unless otherwise provided for in the regulatory acts of the Russian Federation.

VIII. Processing of information requests from Data Subjects or their representatives

8.1. Data subjects may request the Hotel to provide the following information regarding processing of their personal data:

- 1) confirmation of personal data having been processed;
- 2) legal grounds and purpose of personal data processing;
- 3) methods used by the Hotel for personal data processing;
- 4) name and location of the Hotel, details of its staff with access to personal data or of individuals who may be given such access based on relevant agreement with the Hotel or under the legislation of the Russian Federation;
- 5) contents and source of personal data, unless another procedure is established in the Russian legislation for the provision of such information;
- 6) personal data processing time and storage term;
- 7) procedures existing for the exercise by data subjects of the rights provided for in the Russian legislation with regard to personal data;
- 8) name of organization or full name and address of the person in charge of personal data processing on behalf of the Hotel, if such organization or person has been or will be appointed;
- 9) other information as may be provided for in the Russian legislation with regard to personal data.

8.2. Information requests from data subjects or their representatives will be responded by the Hotel's official responsible for personal data handling within ten working days following the date of the information request or the date of its receipt by the Hotel. Any information request should contain:

- 1) the number, date of issue and issuing authority of data subject's or their representative's primary ID document;
- 2) the confirmation of the data subject's having been in contractual relations with the Hotel (Hotel Services Agreement) or the information otherwise confirming the personal data having been processed by the Hotel;
- 3) the signature of data subject or their representative. The request can be signed electronically in accordance with the legislation of the Russian Federation.

8.3. Upon provision of the information specified in Clause 8.1 of these Regulations to the data subject for review, a repeated request can be filed with the Hotel not earlier than thirty days following the date of the initial request or sending thereof, unless a shorter timeline is provided for in the Russian legislation, regulatory acts or agreement to which the data subject is a beneficiary or guarantor.

8.4. In the event the initial request has not been responded and requested information not provided, the data subject may file a repeated request with the Hotel for information specified in Clause 8.1 of these Regulations before the expiry of the term specified in Clause 8.3. The repeated request should indicate, along with details specified in Clause 8.2 of these Regulations, the ground for repeated request.

8.5. The Hotel may decline the data subject's repeated request if it does not meet the conditions specified in Clauses 8.3 and 8.4 of these Regulations, in which case the Hotel must give reasons for its refusal to provide the information requested in the repeated request.

8.6. The data subject's right of access to their personal data may be limited in cases provided for in the Russian legislation of the Federation, including the case when access to personal data violates third parties' rights and legitimate interests.

IX. Final provisions.

9.1. These Regulations are binding on all employees with access to the Guests' Personal Data.

9.2. The Operator reserves the right to update these Regulations whenever necessary without giving prior notice, including in case of changes in the legislation concerning personal data. The current version of the Regulations shall be available of the Website.

9.3. All other rights and obligations of the Hotel as Personal Data Operator or in connection with personal data processing are established in the legislation of the Russian Federation concerning personal data.

9.4. The Hotel is responsible for safeguarding of all personal data provided to it, and its staff are personally liable for any breach of the established provisions.

9.5. Every employee whose duties involve receipt of documents containing the Guest's personal data bears personal responsibility for the safety of the carrier and the confidentiality of data being received.

9.6. Any Hotel employee found in breach of personal data processing and protection provisions will be held materially, disciplinarily, administratively and civilly liable in accordance with the procedures established by federal laws.