

Privacy Policy of the TravelLine Platform

When you book Accommodation and additional services (services are provided only in Accommodation Facilities) through the TravelLine: Booking Engine online booking module on the website of the Accommodation Facility/Property, you are using the software – TravelLine: Platform (hereinafter also referred to as the "TravelLine Platform").

Accommodation Facility shall mean premises used for providing accommodation services (Hotel, Sanatorium, Hotel, Mini-Hotel, Hotel Complex, and others).

Property shall mean premises provided to the Client for a fee for temporary possession and use for residence under a lease agreement.

Accommodation shall mean a room/apartment/house at the Property or a room (and/or services) at the Accommodation Facility.

All personal data that you enter during booking, during registration in the Guest Personal Account, or allow to be received from your accounts in third-party services (e.g., VK ID, T-ID (Tinkoff ID), Sber ID, Alfa ID), and which is collected automatically, is completely secure. If you are concerned about or dissatisfied with the very fact of providing your information, the possibility of displaying this information on the TravelLine Platform, or the use of such information in other ways in accordance with this Privacy Policy or the Online Booking Rules through the TravelLine: Booking Engine online booking module, you should not become a user of the TravelLine Platform.

In this document, you will learn what personal data the TravelLine Platform collects, how it uses and protects it.

Why the TravelLine Platform Collects Your Data

To successfully check you into the Accommodation Facility/Property, as well as to include you in the Accommodation Facility's/Property's loyalty program and/or the Partner Loyalty Program of several Accommodation Facilities/Properties (including to receive personalized offers and discounts, to receive "compliments" from the Accommodation Facility/Property, etc.), it is necessary to transfer your personal data to these Accommodation Facilities/Properties. The legal basis for data transfer is the contracts between the developer of TravelLine: Platform and the Accommodation Facilities/Properties.

You may choose not to enter personal data, but without it, you will not be checked into the Accommodation Facility/Property or included in the Accommodation Facility's/Property's loyalty program.

Here is why the TravelLine Platform collects your data:

To transfer booking data to the Accommodation Facility/Property, including data on online payment or prepayment for the booking.

To resolve issues related to online booking through the TravelLine: Booking Engine online booking module. To verify your data, you will need either the booking number and access code, or your last name, first name, patronymic (if applicable), phone number, email, check-in and check-out dates.

So that the Accommodation Facility/Property can contact you via email, phone, SMS, or through third-party services for the purpose of:

Clarifying your data or booking details;

Notifying you about an incomplete booking;
Reminding you about your trip a few days before check-in;
Sending you a discount from the Accommodation Facility/Property for re-booking after you check out;
Asking for your opinion about the Accommodation Facility/Property;
Clarifying how convenient the booking process was;
Offering you visa support, transfer, or flight booking services;
Inviting you to participate in hotel market research.

To analyze your actions on the TravelLine Platform for its improvement.

Through the TravelLine Platform, you can participate in the loyalty program of the selected Accommodation Facility/Property. The TravelLine Platform transfers your data to the extent necessary to the selected Accommodation Facility/Property, and also, if the selected Accommodation Facility/Property participates in the Partner Loyalty Program with other Accommodation Facilities/Properties, to those specified Accommodation Facilities/Properties so that you can receive personalized offers and discounts at those Accommodation Facilities/Properties, accumulate and increase your overall loyalty level in the Partner Loyalty Program.

The TravelLine Platform ensures the security of processing your data.

What Data the TravelLine Platform Collects

The TravelLine Platform collects all the information you enter when booking on the Accommodation Facility's/Property's website using the TravelLine: Booking Engine online booking module: your last name, first name, patronymic (if applicable), residential address (postal code; region, republic, territory; city/locality), contact information (phone number, email address), citizenship, gender, identification document data (series, number), payment data, data of guests for whom you are the legal representative and/or who will be staying with you in the room/apartment/house, and special requests.

If, during the online booking process, you allow data to be received from your accounts in third-party services, the following information will be collected: your account identification number in the third-party service; first name; last name; patronymic (if applicable); gender; date of birth; link to the avatar (photo) posted in the third-party service; email address; maiden name (if provided).

The TravelLine Platform collects all the information you enter when registering for the Guest Personal Account in the TravelLine: Booking Engine online booking module, or allow to be received from your accounts in third-party services when logging into the Guest Personal Account using authorization through a third-party service: your loyalty card number, your last name, first name, patronymic (if applicable), phone number, email address, date of birth. When you leave a review about the Accommodation Facility/Property in a questionnaire sent to your email after checkout, it is also stored on the TravelLine Platform.

The TravelLine Platform does not verify the accuracy of your personal information that you enter during online booking or registration in the Guest Personal Account, or that you allow to be received from accounts in third-party services.

Certain data is sent to the TravelLine Platform automatically, without your participation. This includes your IP address, time zone, online booking number, its status (completed, incomplete, modified, cancelled), currency, check-in and check-out dates, date and time of booking, pages within the TravelLine: Booking Engine online booking module that you visited, and link clicks.

The name and version of your internet browser, language settings; the name and version of the operating system if you book from a computer, or device characteristics and settings if you book from a smartphone or tablet, are also automatically collected.

Personal data of minors is collected and used only with the consent of their parents or guardians. If it becomes known that information about minors is being processed without parental or guardian consent, we have the right to delete such information.

How the TravelLine Platform Works with Cookies

Cookie files are small text files that a website stores on your computer. The TravelLine Platform collects cookie files to further improve the booking process, making it more convenient and faster.

When you book Accommodation and services on the Accommodation Facility's/Property's website, the TravelLine Platform collects your booking data and notes the sources from which you arrived at the online booking module.

Some cookies are collected by the Yandex.Metrica service, which is integrated with the TravelLine Platform. The Yandex.Metrica settings do not collect personal information about you; however, you can always refuse the collection of cookies by blocking Yandex.Metrica according to the instructions: <https://yandex.com/support/metrica/general/opt-out.html>

You can choose which cookies to accept and which to reject in the "Help" section of your browser.

With Whom the TravelLine Platform Shares Your Data

The TravelLine Platform transfers your personal data to the Accommodation Facility/Property you selected for booking, to Accommodation Facilities/Properties within the framework of the Partner Loyalty Program, as well as to the service providers listed below, and only when it is necessary for you.

To provide you with personalized offers and discounts within the Partner Loyalty Program of several Accommodation Facilities/Properties, and so that you can accumulate and increase your overall loyalty level in the Partner Loyalty Program, each Accommodation Facility/Property participating in the Partner Loyalty Program has access to your data published in the Guest Personal Account.

If you log into the Guest Personal Account in the TravelLine: Booking Engine online booking module using third-party services (e.g., VK ID, T-ID (Tinkoff ID), Sber ID), the specified service receives information about this.

Reliable and secure data storage is an important condition of our cooperation. We only share with the service providers listed below the personal data necessary to provide services to you. They are prohibited from using your data for marketing purposes without your consent.

The TravelLine Platform has the ability to integrate with the following service providers:

Automated management systems for the Accommodation Facility/Property and CRM programs used by the Accommodation Facility/Property. You can inquire about the name and version of the management system used from the Accommodation Facility/Property.

Payment systems and organizations that provide online payment services and issue receipts for bank card payments.

Partner companies of the Accommodation Facility/Property whose services are integrated with our TravelLine: Booking Engine online booking module.

Partner companies of the Accommodation Facility/Property that provide you with additional services, such as transfer or visa support.

In addition to service providers, we may provide your data to law enforcement authorities in cases provided for by applicable law.

How the TravelLine Platform Stores and Protects Your Data

To protect your personal data, the TravelLine Platform uses modern computer security tools and restricts access of unauthorized persons to the TravelLine Platform's resources.

The TravelLine Platform's databases are encrypted, and when transferring personal data, communication channel protection using the Transport Layer Security (TLS) protocol is applied.

The TravelLine Platform development team monitors and quickly fixes security issues that may arise due to external factors. If necessary, you will be informed of possible problems and how to avoid them.

How You Can Manage Your Data

You may make a mistake when entering data or later want to delete data from the TravelLine Platform.

To manage your personal data, you can:

Go to the booking modification page via the link in the booking confirmation to:

Change data partially or completely.

Write to the email address info@usadba-lazareva.ru to:

Request a list of your data processed by the TravelLine Platform;

Delete data from the TravelLine Platform.

Unsubscribe from marketing communications from the Accommodation Facility/Property via the link in the marketing email itself.

Currently, to delete your Guest Personal Account on the TravelLine Platform and the data entered, you need to submit a request to the selected Accommodation Facility/Property.

Terms of Processing and Storage, Procedure for Destruction of Personal Data on the TravelLine Platform

The TravelLine Platform stores your personal data as long as necessary to achieve the processing purposes specified in the "Why the TravelLine Platform Collects Your Data" section and for the period established by the Accommodation Facility/Property on the TravelLine Platform, unless other periods are established by law.

The destruction of personal data processed to achieve each of the personal data processing purposes is carried out in the following cases, unless otherwise provided by law:

Upon achieving the purpose of processing personal data or in the event of the loss of necessity to achieve the purpose of processing personal data;

Upon detection of unlawful processing of personal data;

Upon withdrawal of consent to the processing of personal data by the personal data subject;

Upon submission of a request by the personal data subject to cease processing of their personal data.

The methods for destroying personal data are determined by the local regulations of the Accommodation Facility/Property, depending on the processing method, the capabilities of the personal data information system, and the type of physical medium storing the personal data.

If you want your personal data to be deleted from the TravelLine Platform database, please notify us at the email address special_despatch@mail.ru.

How Changes are Made to the Privacy Policy

The text of the Privacy Policy may be changed. When changes are made, the current version will indicate the date of the last update. The new version of the document will take effect from the moment it is posted in the TravelLine: Booking Engine online booking module, unless otherwise provided in the text of the Privacy Policy.

The entity processing personal data on behalf of the Operator in accordance with paragraph 3 of Article 6 of the Federal Law of the Russian Federation "On Personal Data" dated July 27, 2006, No. 152-FZ (hereinafter also referred to as the "TravelLine Company"), the developer of the TravelLine Platform:

TravelLine Systems LLC, INN/KPP: 1215180595/121501001, 424031, Republic of Mari El, Yoshkar-Ola city, Komsomolskaya street, building 112, phone: 8 800-555-20-30, email: privacy@travelline.ru.

In the event of your refusal to provide your data, the TravelLine Platform does not guarantee the technical ability to independently book Accommodation at Accommodation Facilities/Properties through the TravelLine: Booking Engine online booking module and/or receive personalized offers and discounts under the loyalty program of the Accommodation Facility/Property, or the possibility of accumulating and increasing the overall loyalty level in the Partner Loyalty Program of several Accommodation Facilities/Properties.