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Общество с ограниченной ответственностью
ООО «Универсал Плюс»

PRIVACY POLICY

All bookings made on the website of a company providing accommodation (hereafter “Trip Provider”) is done through the TravelLine online booking engine.

The term Accommodation means as a room/apartment/house in the Property or room (and/or services) in the Accommodation facility.

The term Accommodation facility means the premises used to provide accommodation services (Hotel, Sanatorium, Hotel, Mini-Hotel, Hotel Complex and others).

The term Property means the premises provided to the User for rent for a fee for temporary possession and use for living in it under a Residential Lease Agreement.

All personal data you provide when booking or if you grant us permission to collect your data from your personal account from the social network is fully secured.

In this document, you will learn what personal data we collect as well as, how we use and protect it.

What Do We Use Your Data For?

This is how we process your data:

1. Should you need to contact a customer care representative at Prince Park Hotel concerning your booking, we will ask you to provide your personal information for identification purposes. This will include your booking number and access code or your name, phone number, email, check-in and check-out dates.
2. We can contact you by email, phone or SMS in order to:
 - confirm your data or booking details
 - notify you about an unfinished booking and help you to complete your booking
 - send you notifications of an upcoming booking a few days prior to check-in
 - send you discounts and promotions for future bookings
 - ask for your feedback
 - ask for your feedback on the online booking process
 - offer visa support, transfer or airplane ticket services
 - invite you to participate in hotel market research
3. We provide you data with safety.
4. We analyze how you interact with the online booking engine to make helpful user interface improvements.
5. We use your data in order to provide you with high-quality targeted service at a chosen accommodation facility
6. We use your name and booking details when preparing reports and accounting documents.

What Data Is Collected by Prince Park Hotel?

We collect all information that you provide when booking on a Trip Provider's website:

- your name
- address
- email and phone number
- citizenship
- sex
- payment details
- names of guests staying with you
- any special requests made regarding your stay

We save all data associated with answers left voluntarily in the questionnaire sent to your email after check-out.

We do not ask for validation of your personal data that you provide when booking or from your personal account in the social network under your permission.

The following data is sent to us automatically:

1. your IP address
2. time zone
3. booking number, booking status (completed, not completed, modified, cancelled) and currency
4. check-in and check-out dates
5. date and time of your booking
6. pages and links you have visited in the online booking engine
7. booking engine language settings
8. the name and version of your web browser and operating system

We collect and use personal details of children under 16 only with the consent of their parents or guardians. If it we process information about children without the consent of their parents or guardians, we are legally obligated to delete this information immediately.

How Does Prince Park Hotel Use Cookies?

Cookies are small text files generated by a website and accepted and processed by the browser you are using. We collect cookies in order to make improvements to the booking process in the future.

We use two types of cookies:

- Cookies that are necessary to successfully process a booking
- Google Analytics integrated with our online booking engine provides several types of cookies. The Google Analytics' settings that we use do not collect your personal data, but you may opt out of cookies by following these guidelines: <https://tools.google.com/dlpage/gaoptout>.

You may select which cookies can be accepted and which should be declined in your browser settings.

How Do We Share the Personal Data We Collect?

We send your personal data only to the Trip Provider you wish to book and to our tech co-processors, and only when necessary for the co-processor to provide their services.

We share as little data as is required for our co-processors to provide their services. They are prohibited from using your data for marketing purposes without your consent.

We work with the following types of co-processors:

1. Property management systems and CRM Programs. You may request the name and version of the management system from your Trip Provider.
2. Payment providers providing online payment services and issuing receipts for credit card payments
3. Companies that partner with a Trip Provider and whose services are integrated with our online booking engine
4. Travelline's partners that provide additional services such as shuttle services or visa support
5. Law enforcement agencies

How Does Prince Park Hotel Store and Protect Your Data?

We use modern data security software and restrict unauthorized access to our resources in order to protect your personal data.

We are certified by ISO-27001, we use database encryption and we apply Secure Sockets Layer (SSL) encryption when transferring personal data.

We monitor and quickly resolve security issues that may arise due to external factors. When necessary, we will inform you about potential security breaches and will let you know how to avoid them.

Prince Park Hotel and some of our partners are located in countries suspected of having a low level of data protection pursuant to the GDPR. More info on data transfer to countries outside the EU available by following these links:

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2010:039:0005:0018:PL:PDF>

and https://ec.europa.eu/info/law/law-topic/data-protection_en

We ensure that we do our best to protect your personal data.

How Can You Manage Your Data?

We understand that you might want to edit or delete your personal data.

In order to manage your personal data, you may:

1. Click on the "Manage Reservation" link in your booking confirmation email to:
 - o edit your data fully or partially before check-in
 - o delete data after check-out
2. Drop us an email at privacy@travelline.pro to:
 - o request your personal data that we have stored
 - o request your data in order to transfer it to another service provider
 - o ask any other questions connected with your personal data
3. Unsubscribe from marketing messages by clicking on the "Unsubscribe" link in the message.

How Prince Park Hotel Changes the Privacy Policy

We reserve the right to make changes to the Privacy Policy. We always provide the date of the latest version of our Privacy Policy. A new version of this document immediately takes effect upon its publication, unless stated otherwise.

Contact Details

Universal Plus LLC is the personal data processing operator as defined by the Federal Law On Personal Data No. 152-FZ dated the 27th of July, 2006 and the personal data processor as defined by the GDPR dated the 25th of May, 2018.

Universal Plus LLC processes personal data in accordance with this Privacy Policy.

If you have any suggestions or questions regarding our Universal Plus LLC, please email us at res@princeparkhotel.ru or at the following address: Universal Plus LLC, building 1, 1B, Novoyasenevsky Prospect, Moscow, Russia, 117574.