

Privacy Policy

Hotel "Gagarin" pays a lot of attention to the protection of personal data of its customers and users of the Hotel's website.

The privacy policy of the Gagarin Hotel website, hereinafter referred to as "Hotel", establishes the procedure for collecting (receiving), storing, processing, using, protecting and disclosing personal data of users of the hotel website.

Confidentiality of personal data is a mandatory condition for the Gagarin Hotel to obtain access to the personal data of the site user, with the requirement not to allow their distribution without the user's consent or other legal basis.

Booking and/or paying the hotel services using the website of the Gagarin Hotel means that the user of the site agrees to its privacy policy, and also confirms that the user gives his consent to the collection, storage, processing and disclosure of his personal data.

If the site user disagrees with the terms of this policy, the user must stop using the Gagarin Hotel site.

This privacy policy applies only to the website of the Gagarin Hotel, and the hotel doesn't control and not responsible for third-party websites that the user can go to via links available on the Hotel website.

Collection (reception) of personal data

When you book hotel services or paying for hotel services using the website of the Gagarin Hotel, "Hotel" asks the user of the website for personal data, which include: surname, first name, patronymic, date of birth, gender, citizenship, mobile phone number, e-mail address, data on documents required for identification (for example, passport number and series, its validity period), credit card data, check-in and check-out dates, as well as the user's preferences while

staying at the hotel, and any other information that the user voluntarily leaves on site.

Personal data is collected based on information provided directly by the site user. If the website user makes a reservation for services and/or makes payment on behalf of or in the interests of third parties, the information provided by the website user regarding the personal data of these third parties is collected and processed by "Hotel" under the same conditions on which the personal data of the website user is processed directly provided by the user.

By providing personal data of third parties, the site user confirms that the third party is familiar with these conditions and understands their consequences, and also provides unconditional and full consent to the collection, storage, processing and disclosure of his personal data in accordance with this privacy policy.

The site user can always choose which personal data he wants to provide. However, if the user of the site chooses not to provide certain data, we will not be able to process the reservation made by the user.

If during the reservation of hotel services, the website user chooses the method of payment or guaranteeing the reservation by card, "Hotel" requests the user's bank card data for the purpose of prepayment, payment or for the purpose of guaranteeing the guest's arrival. The site user is asked to enter credit card data (card type, card number, CVC2 / CVV2 code, card expiration date, cardholder's name).

Purpose of processing and use of personal data

All personal data is necessary for forming and registering the reservation of rooms and additional services of the accommodation object chosen by the user, as well as for making a prepayment or full payment of the reserved rooms and additional services (in case of choosing the payment method by card or guaranteeing the reservation by card).

The personal data specified by the user is used exclusively for the purpose of providing an effective, comfortable and convenient service for online booking of rooms (services) in the accommodation facility chosen by the user.

Storage and protection of personal data

Gagarin Hotel guarantees the confidentiality of all information provided by customers and site users in the process of booking rooms (hotel services).

Information about room reservations (hotel services) is stored on the Hotel's secure server.

Personal data shall not be stored longer than it's necessary for the purpose for which such data is stored.

Access to personal data of the user who made the reservation is protected by a password.

The hotel does not disclose or transfer personal data to third parties. The hotel has the right to transfer the user's personal data only for the purpose of ensuring the reservation and further processing of the reservation, including for accounting and reporting documentation in accordance with the Tax Code of Ukraine, the Law of Ukraine "On Accounting and Financial Reporting in Ukraine".

It is not considered as a violation for "Hotel" to provide the personal data of the site's user (client) to third parties acting on the basis of a contract with the "Hotel", in order to fulfill obligations to the client.

Access to the personal data of the site's user (client) is not granted to a third party, if the specified person refuses to undertake obligations to ensure compliance with the requirements of the Law of Ukraine "On the Protection of Personal Data" or is unable to ensure them.

"Hotel" may disclose the client's personal data in accordance with the requirements of the current legislation of Ukraine, at the request of a court or state authority, in order to protect its rights or reduce possible losses.

Cookie Policy

In order to provide high-quality online booking services, "Hotel" stores cookies on the user's computer and later uses them.

"Hotel" guarantees that any advertising service has no access to cookies, that used to organize the booking process.

"Hotel" records information about the user's IP address and browser type, which can be used to detect errors in the system, cases of fraud, and illegal actions. This information is not used to establish the identity of the site user (client).

Link

The linked websites or pages are for informational purposes only and are not reviewed by "Hotel". "Hotel" does not take any responsibility for the information posted on these pages or websites belonging to third parties, as well as does not take any responsibility for any damage incurred by the user as a result of visiting these websites through the specified links.

Other

"Hotel" is not responsible for the operation of the website and does not guarantee that the website will work uninterruptedly or error-free. "Hotel" does not guarantee the compatibility of the user's computer equipment with the website, nor is it responsible for the condition of the equipment that provides an access to the website for the user. "Hotel" receives and stores any information entered by the user on the website only to the extent necessary for the provision of services. In the future, personal data may be collected and processed automatically when users use this website (for example, through cookies). "Hotel" reserves the right at any time, if necessary, to change the method of collection, transmission and processing of personal data and other similar information. In this regard, this Regulation may also be amended or supplemented.