

Privacy Policy

Hotel Gagarin pays great attention to protecting the personal data of its customers and users of the Hotel website.

The Privacy Policy of the Gagarin Hotel website, hereinafter referred to as the "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 for hotel services using the Gagarin Hotel website means the site user's agreement with this privacy policy, and is also confirmation 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 website.

This privacy policy applies only to the Gagarin Hotel website and the hotel does not control and is not responsible for third-party websites to which the user may access via links available on the Hotel website.

Collection (reception) of personal data

When booking hotel services or paying for hotel services using the Gagarin Hotel website, the Hotel requests personal data from the site user, which includes: last name, first name, patronymic, date of birth, gender, citizenship, mobile phone number, email address, data on documents required for identification (for example, passport number and series, its validity period), credit card details, dates of arrival and departure, as well as the user's preferences when checking into the hotel, any other information that the user voluntarily leaves on the site.

Personal data is collected based on information provided directly by the site user. If the site user makes a reservation for services and/or makes a payment on behalf of or in the interests of third parties, the information provided by the site user regarding the personal data of these third parties is collected and processed by the Hotel under the same conditions as the processing of the site user's personal data 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 gives unconditional and full consent to the collection, storage, processing and disclosure of their personal data in accordance with this privacy policy.

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

If, when booking hotel services, the site user chooses the method of payment by bank card or guaranteeing the reservation by bank card, the Hotel requests the user's bank card details for the purpose of making a prepayment, payment or for the purpose of guaranteeing the guest's arrival. The site user is invited to enter the bank card details (card type, bank card number, CVC2 / CVV2 code, card expiration date, card holder's name).

Purpose of processing and use of personal data

All personal data necessary for forming and registering a reservation for rooms and additional services at the accommodation facility selected by the user, as well as for making a prepayment or full payment for the reserved rooms and additional services (if you choose a bank card payment method or guarantee the reservation with a bank card).

provided by the user is used solely for the purpose of providing an effective, comfortable and convenient online room (service) booking service at the accommodation facility selected by the user.

Storage and protection of personal data

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

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

Personal data should not be stored for longer than is necessary for the purpose for which such data is stored.

Access to the 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 booking 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 a violation for the Hotel to provide personal data of the site user (client) to third parties acting on the basis of a contract with the Hotel to fulfill obligations to the client.

Access to the personal data of the site user (client) is not provided to a third party if the specified person refuses to assume obligations to ensure compliance with the requirements of the Law of Ukraine "On Personal Data Protection" or cannot provide them.

The 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.

Use of Cookies

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

The hotel guarantees that no advertising service has access to cookies used to organize the booking process.

The hotel records information about the user's IP address and browser type, which can be used to detect system errors, fraud, and illegal actions. This information is not used to identify the site user (client).

Link

The websites or pages to which links are provided are for informational purposes only and are not reviewed by the Hotel. The Hotel is not responsible for the information posted on these pages or websites belonging to third parties, nor is it responsible for any damage incurred by the user as a result of visiting these websites via the specified links.

Other

The Hotel does not bear any responsibility for the functioning of the website and does not guarantee that the website will operate without interruptions or failures. The Hotel does not guarantee the compatibility of the user's computer equipment with the website, and is also not responsible for the condition of the equipment that provides the user with access to the website. The Hotel receives and stores any information entered by the user on the website only to the extent necessary to provide services. In the future, personal data may be collected and processed automatically when users use this website (for example, through cookies). The 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, these Regulations may also be amended or supplemented.