

## **PRIVACY POLICY AND PROCESSING OF PERSONAL DATA OF THE USER**

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### **Introduction**

Dear User, thank you for choosing Farvater.travel!

This Privacy Policy describes how we collect, use, process and share your personal information in connection with your use of the farvater.travel website. This Privacy Policy describes how we approach privacy on the farvater.travel website and related services.

### **Definitions and terms**

The terms "we", "us" or "our" refer to Farvater.travel, which is responsible for your data in accordance with this Privacy Policy ("farvater.travel").

### **General Provisions**

Farvater.travel draws attention to the right of each User to privacy. We ensure the security of the data that you voluntarily provide when registering and ordering a tour/service. By ordering a tour/service on the website [www.farvater.travel](http://www.farvater.travel), you provide us with information about yourself, consent to the collection and processing of personal data and accept the terms of the privacy policy.

By filling out the Questionnaires on the site and putting a mark on familiarization with this Privacy Policy and the processing of the User's personal data (hereinafter - the Privacy Policy), you consent to the processing of your personal data in order to ensure the implementation of civil law relations when purchasing tours/services on the website [www.farvater.travel](http://www.farvater.travel), receiving advertising and special offers, information about promotions, sweepstakes.

You also agree that farvater.travel has the right to provide access and transfer your personal data to third parties without any additional messages, only if this does not change the purpose of their processing and only in cases provided for by this Privacy Policy and/or legislation of Ukraine.

### **What personal data we collect**

We collect information from the following main categories.

#### **4.1. Information required to use the [www.farvater.travel](http://www.farvater.travel) website.**

We request and collect the following personal data when you use the [www.farvater.travel](http://www.farvater.travel) website. We need this information to properly fulfill our contractual obligations to you and to comply with legal requirements. Without this information, the provision of some services may not be possible.

**Registration information.** When registering an Account on the [www.farvater.travel](http://www.farvater.travel) website, we ask for certain information, including your first name, last name, patronymic, email address, phone number, date of birth.

**Identity verification information.** To ensure safety and mutual trust, we may collect information to verify the identity of you and your children (including an image of a government issued ID, passport, national ID or driver's license, if permitted by applicable law) or other identification information.

**Payment information.** When you use some of the features of the [www.farvater.travel](http://www.farvater.travel) website, we may require you to provide certain billing information (such as bank account or card information) in order to process payments.

#### **4.2. Information you provide to us on your own initiative.**

You may choose to provide us with other personal information in order to improve your experience with the [www.farvater.travel](http://www.farvater.travel) website. The processing of such data is based on our legitimate interest or, where applicable, with your consent.

**Additional profile information.** You can voluntarily provide us with other information for posting in your profile on the site, including gender, city of residence, marital status, presence of children.

**Other information.** You can voluntarily provide us with other information when filling out forms and surveys, updating or adding information to your Account on the [www.farvater.travel](http://www.farvater.travel) website, participating in promotions, when interacting with the technical support team, as well as when using other functions of the web - site [www.farvater.travel](http://www.farvater.travel)

#### **4.3. Information that we automatically collect when you use the website [www.farvater.travel](http://www.farvater.travel)**

When you use the [www.farvater.travel](http://www.farvater.travel) website, we automatically collect personal information about the services you use and how you use them. We need this information to properly fulfill our contractual obligations to you, to comply with legal requirements, and in connection with our legitimate desire to provide and improve the functions of the [www.farvater.travel](http://www.farvater.travel) website.

Location information. When you use certain features of the [www.farvater.travel](http://www.farvater.travel) website, we may collect information about your exact or approximate location, including by IP address or GPS sensor data on your mobile device, in order to improve the quality of the service. Most mobile devices allow you to control or disable location features for apps in the settings menu. If the transmission of location information from your device is enabled, then [farvater.travel](http://www.farvater.travel) may also collect such information.

Usage statistics. We collect information about your interactions with the [www.farvater.travel](http://www.farvater.travel) website, in particular information about the pages you viewed or content, requests made when searching for tours, bookings made and other activities on the [www.farvater.travel](http://www.farvater.travel) website.

We use cookies and similar technologies when you use our website [www.farvater.travel](http://www.farvater.travel) and interact with our online and email advertising.

[www.farvater.travel](http://www.farvater.travel) stores the data necessary only for the current processing and does not collect additional data.

### **Purposes of processing the User's data**

We may use, store and process personal information in order to:  
get the necessary information for the purchase and implementation of tours/services  
ensure the operation of the website [www.farvater.travel](http://www.farvater.travel), maintain, analyze, improve and develop it  
ensure security and mutual trust (by complying with legal requirements and ensuring compliance with [farvater.travel](http://www.farvater.travel) policies  
to operate, personalize, measure performance and improve our advertising and marketing.

The purpose of collecting personal data is limited to the originally mentioned purpose at the time of acceptance by Users of this privacy policy and cannot be changed without their consent. The user has the right to demand from [farvater.travel](http://www.farvater.travel) to correct errors in the processing of personal data without any delay.

### **Use of User data**

Thanks to the data obtained, we can:

- to inform you about the progress of the order, promotions, offers, discounts;
- provide quick registration of the tour / services if you have already ordered it earlier;
- provide full customer support.

[farvater.travel](http://www.farvater.travel) stores the User's personal data in accordance with internal regulations. By registering, the user grants the unconditional and unconditional right of [farvater.travel](http://www.farvater.travel) to the subsequent transfer of personal data to third parties, including the court, law

enforcement, tax and other state bodies, partners or authorized third parties to the extent provided and permitted by law, or if the transfer of this information is justified necessary for the following purposes: to comply with legal requirements; in accordance with an official legal request or to respond to claims brought against farvater.travel; to respond to a formal legal request in connection with a criminal investigation or suspicion of illegal or other activity that may lead to legal liability for us, you or our other users; to protect the rights, property or personal safety of farvater.travel ;, its employees and Users or the public.

Disclosure of information in these cases may be necessary to fulfill our legal obligations, protect your vital interests or the vital interests of another person, or in the legitimate interests of a third party to ensure the security of the [www.farvater.travel](http://www.farvater.travel) website, prevent harm or crime, implement or protection of legal rights.

If there are errors in personal data or when the data is inaccurate, farvater.travel will take immediate action to correct the incorrect data or to retrieve the incorrect data.

### **Right of cancellation**

You have the rights:

At any time – object to the storage and use of your personal data without giving any reason.

You also have the right to object to the delivery of advertisements.

Demand from us to correct incorrect or incomplete personal data if you cannot independently change them in your Account

If we process your personal information on the basis of your consent, you can revoke your consent to the processing of personal data at any time by contacting us through the Communication Channels indicated on the website [www.farvater.travel](http://www.farvater.travel). The fact of withdrawal of consent does not affect the legality of the permitted data processing actions carried out prior to the withdrawal.

If you have any objections, please contact us through the provided Communication Channels with appropriate written notice. You can also opt out of being tracked by Google Analytics. If you do not want to be tracked by Google Analytics, you can leave our site.

### **Filling out the Questionnaire**

By filling out the Questionnaire, the User confirms the voluntary provision of the personal data specified in the Questionnaire to the Operator for registration in the information

system as a User, as well as filling out the questionnaire in order to support long-term cooperation with the Data Operator. farvater.travel has the right to send letters, messages and materials to the postal address, e-mail of the User, as well as send sms messages, make calls to the mobile phone number indicated in the Questionnaire.

## **Security**

We constantly take and improve administrative, technical and physical security measures to protect your personal information from unauthorized access, destruction or substitution. To do this, we use, among other things, firewalls, data encryption and access control systems. If you have reason to believe that your Account credentials have been lost, stolen, misappropriated, or otherwise become known to third parties, as well as in the event of unauthorized use of the Account, please contact us through the provided Communication Channels with appropriate notification.

## **Changes to this privacy policy**

farvater.travel reserves the right to amend this Privacy Policy at any time in accordance with this provision. In case of changes to this Privacy Policy, the updated Privacy Policy is published on the website [www.farvater.travel](http://www.farvater.travel), indicating the date of the last update at the top of the first page of the Privacy Policy and the processing of the User's personal data. We will also notify you of the changes by email at least thirty (30) days before the changes take effect. If you disagree with the updated Privacy Policy, you can delete your Account. By not deleting your Account before the effective date of the changes and continuing to use the [www.farvater.travel](http://www.farvater.travel) website, you thereby confirm the acceptance of the updated Privacy Policy and the processing of the User's personal data.

## **Contact details**

If you have a question or complaint in connection with this Privacy Policy and the processing of the User's personal data, write to us by e-mail: [info@farvater.travel](mailto:info@farvater.travel)