PRIVACY POLICY OF TEK-TRANSPORT OOO (LIMITED LIABILITY COMPANY)

The Privacy Policy applies to all information that Tek-transport OOO (Limited Liability Company) (INN (Taxpayer Identification Number)1660287584, location address / mailing address: 41 Kosmonavtov st., 420061, Kazan, b. B, of. 707, telephone: 8 (8552) 99991 (hereinafter Tek-transport) may collect about the User while using the website www.tek-transport.ru (hereinafter referred to as the Site) and establishes Tek-transport's obligations on non-disclosure and ensuring protecting the privacy of personal data that the User provides when registering or when issuing an electronic ticket on the tek-transport.ru website.

Using of the tek-transport.ru website by the User (activation "v" opposite the link to the Privacy Policy and the User Agreement (offer) when issuing electronic tickets) shall mean acceptance of all the terms of this Privacy Policy (hereinafter referred to as the Policy) and the terms of personal data processing. In case the User is not satisfied with the terms of the Policy, he/she will have access to the limited functionality of the tek-transport.ru website.

COLLECTION AND USE OF PERSONAL INFORMATION

Under this Policy, the User's personal data shall be any personal information, which the user provides about himself, and by which the User can be identified. The User independently provides data about himself or about third parties, whom he/she legally represents, on their behalf when registering on the Site and/or in the process of booking, purchasing electronic tickets and/or other services on the Site, including but not limited to the following information:

surname, name, patronymic, date of birth, gender, citizenship, series and number of the passport (birth certificate), mobile phone, e-mail address, etc.

At the same time, Tek-transport has the right, but is not obliged to check the accuracy of personal information provided by the Users and does not exercise control over their legal capacity. The User is solely responsible for providing false information.

Payment details: We do not receive or store the payment details of the Users - it is within the purview of the respective platforms and payment acceptance operators (PayTure, PayPal, Internet acquiring, etc.). If the User pays for the issued electronic ticket, then the payment operator notifies Tek-transport of the transaction, and we make sure that the User receives an electronic ticket form and an electronic check by e-mail. Tek-transport shall not receive any payment details, but only stores information about the time of the transaction, the currency of payment, the amount and the paid service.

INFORMATION IS COLLECTED AUTOMATICALLY

In addition to personal information (personal data), Tek-transport collects data that does not relate directly to a specific person. Tek-transport may collect, use, transfer and disclose this information for any purpose.

Non-personal information is data that is automatically transmitted to the Site when using the software installed on the user's device, including the IP address, ID number, cookies, information about the user's browser (or other program with which access to the Site), access time and other information about the User and third parties, the collection and / or provision of which is defined in the documents regulating the procedure of service rendering using the Site.

Additional services that Tek-transport uses to process personal data are:

SERVICE DATA TYPE RULES OF USE

emarsys (email, name, orders information (date, route)) [https://www.emarsys.com](https://www.emarsys.com/)

esputnik (email, name, phone number) [https://esputnik.com](https://esputnik.com/)

analytics (IP addresses, email address required to log-in) [https://google.com](https://google.com/)

AppsFlyer (orders information, location) <https://appsflyer.com/>

When you download and use our mobile applications or services, Tek-transport automatically receives information about the type of device you are using, the version of the operating system, as well as information about the location of your mobile device.

PURPOSES OF PERSONAL DATA COLLECTING

By agreeing to this Policy, the User, as well as persons in whose interests the User agrees with this Policy, express their consent to the processing of Tek-transport and (or) service providers provided through the Site, personal data for the following purposes:

identification of the User when issuing an electronic ticket and its further customer and technical support in case of difficulties related to the rendering of services provided by Tek-transport;

communication with the User (including emergency) by sending notifications, requests and information regarding the use of the Site, the rendering of services provided by the Site, as well as processing requests and applications from Users, sending messages by e-mail, as well as via SMS messages for confirmation (cancellation) of booking, notification of changes in the departure schedule, the place of departure, cancellation of departure, changes in any other departure data, as well as any other events related to the rendering of services when using the Site;

sending the User an electronic ticket and an electronic check confirming the payment;

improving the quality of the Site, usability, service development;

receiving through communication channels (including in SMS messages) information about services, service delivery status, as well as about promotions, discounts, news from Tek-transport and its partners;

data transfer to counterparties (domestic and cross-border) that effect carriage of passengers with electronic tickets issued through Tek-transport, branches and subsidiaries of Tek-transport to third parties in order to send the User information about Tek-transport and its enterprises, as well as send advertising materials from its partners;

conducting statistical and other studies based on anonymized data.

CONSENT TO THE PROCESSING OF A CHILD’S PERSONAL DATA

Tek-transport understands the importance of taking extra precautions to ensure the privacy and safety of children when they use the services provided by Tek-transport.

Please note: if a ticket is issued for a child under 18 years of age, his legal representative (parent/guardian) gives a consent to processing of personal data - if you are under 18 years old do not enter your personal data on our website without the approval of the parents/guardians, and do not use the services of our website.

Tek-transport deliberately chooses not to collect personal data about children under 18 years. If you (the User) believe that we have inadvertently collected such information, please contact us at info@tek-transport.ru so that we receive the consent of a legal representative or delete this data.

METHODS AND TERMS OF PERSONAL DATA PROCESSING

The processing of the User's personal data includes any action (operation) or a set of actions (operations) performed using automation tools or without using such tools with personal data, including collection, recording, systematization, accumulation, storage, clarification (update, change), extraction, use, transfer (distribution, provision, access), including cross-border transfer, depersonalization, blocking, deletion, destruction of personal data.

Consent to the processing of personal data is valid indefinitely, from the moment of obtaining consent (acceptance) from the User with the terms of this Policy until the moment of withdrawal of consent to personal data processing by the User or as long as they are required to fulfill the relevant processing purposes (for example, provision of service, obligations to fulfill the contract of carriage).

THE USER RIGHTS

The User has the right at any time to ask Tek-transport not to process his/her personal data for various purposes, for example, advertising. For this purpose, the User may send a written application (signed by the User) to the legal address of Tek-transport by mail (registered mail return receipt requested) or its scanned copy (clear image and readable text) to the email address Tek-transport info@tek-transport.ru

The right to data processing cancellation. If the User has decided to revoke his consent to personal data processing, he/she needs to send a written application to Tek-transport as provided above.

In case of revoking the consent to personal data processing, all information received from the User, including the login and password, shall be deleted within thirty days from the date of receipt of the specified revocation, after which the User will not have access to the Site using this data.

The right to unsubscribe. Tek-transport website, when issuing an electronic ticket (or in the personal account), provides the User with the opportunity to agree or refuse to receive information about Tek-transport news and promotions (advertising mailing). If the User does not provide his/her consent, Tek-transport will not send the User information about its offers/news and promotions.

However, even if the User's consent is revoked or the User does not agree with it, Tek-transport reserves the right to inform the User about important administrative changes - about changes in the privacy policy or user agreement (offer), etc.

The right to view and change data. The User has the right to view his/her data in the personal account on the tek-transport.ru website, and change them at his/her discretion. For your safety, some personal data shall only be changed by contacting support.  Tek-transport shall promptly respond to your request within a reasonable period.  Tek-transport has the right to demand confirmation of the correctness of the updated data provided.

The right to data erasure (oblivion). We shall delete the User’s data at the User's written request sent to Tek-transport in the manner as described above. Where it is not possible to satisfy the User's request for legal requirements, it shall be reported additionally.

The right to data transfer. The User has the right to demand (a request in writing) to transfer to him/her (the User) or to a third party his/her personal data, and we shall provide them to the User in a structured/typewritten version (only if technically feasible and in case of automated information processing).

The right to restrict processing. At the written request of the User (sent to Tek-transport in the manner as described above), we may restrict the processing of his/her data in cases where it is necessary to establish their accuracy, any illegal use (but the User does not agree with data deletion), the need for data processing has disappeared, the data is processed without the consent of the User and the right of Tek-transport to process them is to be established.

The right to access. Based on a written request from the User, Tek-transport shall provide a copy of all available personal data of the User and confirm the legality of their processing.

COOKIES

In order to speed up the execution of services, as well as for other purposes provided for in this Policy, accounting strings (cookies) shall be used to identify each User as quickly as possible to increase the speed of work and provide the User with services, evaluate and improve the effectiveness of advertising, as well as to analyze statistical data, security and anti-spam purposes contained in the cookies. Information collected using cookies and other similar technologies shall not be considered as private.

The User can accept or refuse to use cookies by changing the settings of the browser. However, if the User refuses to use cookies, he/she shall not be able to use all Tek-transport website features.

LINKS TO OTHER SITES

Tek-transport has right to add links to other sites. These sites may operate under the direction of third parties and use their own Privacy Policy. Therefore, Tek-transport is not responsible or liable for the content, activities and privacy policies of each site you visit. Before using such sites, Tek-transport recommends that you familiarize yourself with the privacy policy of such site.

This Privacy Policy applies only to information collected by our website tek-transport.ru.

DISCLOSURE TO THIRD PARTIES

The Site maintains confidentiality with regards to User’s personal data. Tek-transport has the right to transfer the User's personal data to third parties in the following cases:

the User has expressed his/her consent to such actions;

the transfer is necessary as part of the use of the Site by the User or for the provision of the services (including payment and transfer of data to the carrier for the execution of the contract of carriage);

in accordance with the legislation of the Russian Federation, within the legal procedure (requirements of the Federal Law dated February 9, 2007 N16-FZ Concerning Transport Security (as subsequently amended), Federal Law dated July 27, 2006 No. 152-FZ Concerning Personal Data; <http://www.consultant.ru/document/Cons_doc_LAW_61801/>

in accordance with the requirements of legal proceedings, court proceedings or at the request of state authorities of the Russian Federation or other countries, for national security, law enforcement and other socially important purposes;

in cases of reorganization, amalgamation or sale of Tek-transport;

in order to ensure the rights and legitimate interests of the User;

in order to ensure the possibility of protecting the rights and legitimate interests of the Company or third parties when the User violates the terms of the present Policy.

In the cases provided for by the Federal Law, dated July 27, 2006 No. 152-ФЗ Concerning Personal Data, the processing of special categories of the User's personal data shall be carried out only in accordance with the provisions of the Law.

The user is aware that Tek-transport has the right to transfer his/her data to any country of the world, including the USA and other countries, in compliance with the principles and requirements for the protection of confidential information in relation to any further transfer of personal data (both domestic and cross-border), including further transfer of obligations.

PERSONAL INFORMATION PROTECTION

Tek-transport is responsible for processing of the received personal data in accordance with the provisions of the legislation in the field of personal data processing and demands from its counterparties and partners to comply with the legal requirements in the process of providing services and data processing.

To protect the Users’ personal data from unauthorized or accidental access, destruction, modification, blocking, copying, dissemination, as well as other illegal actions of third parties, Tek-transport applies the necessary and sufficient organizational and technical measures that correspond to the market standards.

Tek-transport uses SSL (Secure Socket Layer) data encryption technology to protect the information of the User. This technology protects your data and ensures that its protection from interception during transmission. When you are on a secure page, "lock" icon shall appear in the browser window, confirming the secure, encrypted connection to the Tek-transport site.

Tek-transport also uses other security features, such as authorization systems (for example, an SMS code verification through the User's mobile phone in order to enter the Personal Account). The User should hold in confidence the information contained in the Personal Account and not provide anyone with the received access codes.

We also do our best to protect the User data offline. All information on the Users is confidential at our offices. The access to such information is granted only to those employees who need to see the User data during the work execution. The servers used to store the Users' personal data are located at secured facilities, protected with up-to-date security updates are equipped with devices/systems for cryptographic data protection.

In cases when the User's personal data is lost or disclosed, Tek-transport informs the User about it. Tek-transport undertakes to take the necessary organizational and technical measures to protect the User's personal data from unauthorized or accidental access, destruction, modification, blocking, copying, dissemination, as well as other illegal actions.

Tek-transport and the User together take all necessary measures to prevent losses or other negative effects caused by the loss or disclosure of the User's personal data.

USER INQUIRIES AND COMPLAINTS

If you (the User) have comments or questions about the present Privacy Policy, or doubts about confidentiality or use of personal data, please contact Tek-transport at info@tek-transport.ru or at 41 Kosmonavtov st., building B, office 707, 420061 city of Kazan. In your appeal, you should provide detailed description of the situation (your worries, doubts) and we shall do our best to consider your appeal and help you as soon as possible.

Tek-transport has an authorized person responsible for protection of personal data. If you have any questions / doubts about the Personal Data Policy, the actions of Tek-transport to process your personal data, as well as other questions/problems regarding personal information, you can contact our personal data protection officer:

To: Responsible for personal data protection of Tek-transport OOO

E-mail: info@tek-transport.ru

41 Kosmonavtov st., building B, office 707, 420061 city of Kazan.

If you (the User) think that we failed to deal with your question, you may contact the local authority for supervising compliance with legislation on the personal data protection - The Federal Service for Supervision of Communications, Information Technology and Mass Media, (in accordance with the provisions Regulation No. 2016/679 of the European Parliament and the Council of the European Union On the protection of individuals in the processing of personal data and on the free circulation of such data).

\*Call cost depends on operator charges

For any questions regarding request/complaint submission or clarification of the period of consideration please contact us at the email address info@tek-transport.ru or at 41 Kosmonavtov st., building B, office 707, 420061 city of Kazan.

PRIVACY POLICY CHANGES

The present Policy may be changed without prior notice or consent of the User.

In the cases of significant changes to the Privacy Policy, a corresponding notification shall be posted on our website, or notifications shall be sent to the email addresses of Users, and the updated Policy shall be published. The new version of the Policy shall come into force after it is posted, unless otherwise provided by the amended version of the Policy. You should check the text of the Privacy Policy from time to time to ensure that the changes are acceptable to you.

This Policy and the relationship between the Users and Tek-transport arising from its use shall be regulated under the law of the Russian Federation.

 Reply

 Send

 Offer a call

 Create an event