

1. GENERAL PROVISIONS

1. This Privacy policy has been drawn up in accordance with the requirements of the Federal Law of 27.07.2006. No. 152-FZ "On Personal Data" (hereinafter referred to as the Personal Data Law) and determines the procedure for processing the personal data of clients who purchase a tourist product and/or insurance product created by Kola Travel Limited Liability Company.
2. The purpose of this Regulation is to ensure the protection of Clients' rights during the processing of their personal data by Kola Travel Limited Liability Company (hereinafter referred to as the Company).
3. Personal data may not be used by the Company or its employees for the purpose of causing property or moral damage to Clients, or hindering the exercise of their rights and freedoms.
4. The Company is obliged to process personal data only on a legal and fair basis.
5. The processing of Clients' personal data must be limited to achieving legal, specific and pre-determined goals in the agreement with Clients. Only those personal data of Clients are subject to processing, and only to the extent that they meet the purposes of their processing, as defined in the agreement with Clients or the legislation of the Russian Federation.
6. The processed personal data of Clients are subject to destruction or depersonalization upon achieving the processing purposes or in the event of loss of the need to achieve these purposes, unless otherwise provided by the legislation of the Russian Federation.
7. These Regulations and amendments to them are approved by the Director of the Company and introduced by order on the main activities of Kola Travel. All employees of the Company must be familiarized with these Regulations and amendments to them by signature. These Regulations are mandatory for execution by all employees of the Company who have access to the personal data of Clients.

2. BASIC CONCEPTS USED IN POLITICS

- 2.1. Automated processing of personal data – processing of personal data using computer technology.
- 2.2. Blocking of personal data – temporary cessation of processing of personal data (except for cases when processing is necessary to clarify personal data).
- 2.3. Website – a set of graphic and information materials, as well as computer programs and databases that ensure their availability on the Internet at the network address <https://kolatravel.com>.
- 2.4. Personal data information system – a set of personal data contained in databases, and information technologies and technical means that ensure their processing.
- 2.5. Depersonalization of personal data – actions as a result of which it is impossible to determine without the use of additional information the ownership of personal data by a specific User or another subject of personal data.
- 2.6. Personal data processing – any action (operation) or set of actions (operations) performed with or without the use of automation tools with personal data, including collection, recording, systematization, accumulation, storage, clarification (updating, modification), extraction, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, destruction of personal data.
- 2.7. Operator – a government agency, municipal agency, legal entity or individual that independently or jointly with other persons organizes and (or) carries out the processing of personal data, as well as determines the purposes of processing personal data, the composition of personal data subject to processing, actions (operations) performed with personal data.
- 2.8. Personal data – any information related directly or indirectly to a specific or determinable User of the website <https://kolatravel.com>.
- 2.9. Personal data permitted for distribution by the personal data subject - personal data, access to which by an unlimited number of persons is granted by the personal data subject by giving consent to the processing

of personal data permitted by the personal data subject for distribution in the manner prescribed by the Law on Personal Data (hereinafter referred to as personal data permitted for distribution).

2.10. User - any visitor to the website <https://kolatravel.com>.

2.11. Provision of personal data - actions aimed at disclosing personal data to a specific person or a specific group of persons.

2.12. Distribution of personal data - any actions aimed at disclosing personal data to an unlimited number of persons (transfer of personal data) or familiarizing an unlimited number of persons with personal data, including disclosure of personal data in the media, posting in information and telecommunication networks or providing access to personal data in any other way.

2.13. Cross-border transfer of personal data – transfer of personal data to the territory of a foreign state to a foreign government body, foreign individual or foreign legal entity.

2.14. Destruction of personal data – any actions as a result of which personal data are destroyed irrevocably with the impossibility of further restoration of the content of personal data in the personal data information system and (or) the destruction of tangible media of personal data.

3. CONCEPT AND COMPOSITION OF CLIENT'S PERSONAL DATA

1. For the purposes of this Regulation, the Clients of the Company are understood to be:

a) Individuals (subjects of personal data) who have entered into an agreement with the Company for the sale of a tourist product created by the Company. In these legal relationships with Clients, the Company, according to the terminology of Federal Law No. 152-FZ of July 27, 2006 "On Personal Data" (hereinafter referred to as the Law "On Personal Data"), acts as the operator of personal data.

b) Individuals (subjects of personal data) on whose behalf the customer* of a tourist product has entered into an agreement with the Company for the sale of a tourist product created by the Company. In these legal relationships with Clients, the Company, according to the terminology of the Law "On Personal Data", acts as the operator of personal data.

* - Further in the Regulation, the Client shall also be understood as the customer who purchased the tourist product also for persons whose interests he represents, provided that the customer has provided the operator with grounds for the legality of his actions in the interests of others (see paragraphs 1, 8, Article 9 of the Law "On Personal Data").

2. The personal data of the Client shall be understood as any information about the subject of personal data necessary for the Company in connection with the fulfillment of his contractual obligations to the Client or to the Travel Agent.

3. The composition of the personal data of the Client, the processing of which is carried out by the Company, includes mainly the following documents and information:

Surname, first name, patronymic

Gender

Year, month and date of birth

Place of birth

Citizenship at birth

Current citizenship

Passport details

Residence permit details

Birth certificate details

Registration address

E-mail address

Home and mobile phone numbers

Agreements on the sale of a tourist product with Clients and appendices to him.

Insurance Policies.

Other information about the Client that he provides about himself in connection with the specifics of his planned trip, or in connection with the requirements that are imposed on information about the Client by the consular service of the Russian Federation for considering the issue of issuing a visa, or by insurance companies in the interests of concluding an agreement, the beneficiary of which is the Client.

4. The Company receives the personal data of the Client only in the manner specified below:

1) From the subject of personal data - the Client, on the basis of concluding a written agreement with the Client on the sale of a tourist product or an insurance agreement.

2) From the subject of personal data - the Client, on the basis of concluding a written agreement with the Client on tourist services.

3) From the customer of the tourist product (subject of personal data), who also acts on a legal basis as a representative of other subjects of personal data specified in the agreement on the sale of a tourist product concluded with the customer.

4) From a Travel Agent who, on a contractual basis, entrusts the Company with the processing of personal data of Clients with whom the Travel Agent has entered into an agreement for the sale of a tourist product formed by the Company.

5) From a Tour Operator who, on a contractual basis, entrusts the Company with the processing of personal data of Clients with whom the Tour Operator has entered into an agreement for the sale of a tourist product formed by the Company.

6) The Operator does not process special categories of personal data related to race, nationality, political views, religious or philosophical beliefs, or intimate life.

7) The processing of personal data permitted for distribution, from among the special categories of personal data specified in Part 1 of Article 10 of the Law on Personal Data, is permitted if the prohibitions and conditions stipulated by Article 10.1 of the Law on Personal Data are observed.

8) The User's consent to the processing of personal data permitted for distribution is drawn up separately from other consents to the processing of his personal data. In this case, the conditions stipulated, in particular, by Article 10.1 of the Law on Personal Data. Requirements for the content of such consent are established by the authorized body for the protection of the rights of personal data subjects.

8.1 The User provides consent to the processing of personal data permitted for distribution directly to the Operator.

8.2 The Operator is obliged, no later than three working days from the date of receipt of the User's consent, to publish information on the terms of processing, on the existence of prohibitions and conditions for the processing of personal data permitted for distribution by an unlimited number of persons.

8.3 Transfer (dissemination, provision, access) of personal data permitted for dissemination by the personal data subject must be terminated at any time upon request of the personal data subject. This request must include the last name, first name, patronymic (if any), contact information (phone number, email address or postal address) of the personal data subject, as well as a list of personal data whose processing is subject to termination. The personal data specified in this request may only be processed by the Operator to whom it is sent.

8.4 Consent to the processing of personal data permitted for dissemination ceases to be valid from the moment the Operator receives the request specified in clause 8.3 of this Policy regarding the processing of personal data.

4. CONFIDENTIALITY OF PERSONAL DATA

1. The documents and information listed in Article 2. of the Regulations and containing information about the personal data of Clients are confidential. The Company ensures the confidentiality of personal data and is obliged to prevent their dissemination without the consent of Clients or the presence of other legal grounds.
2. All confidentiality measures during the collection, processing and storage of the Client's personal data apply to both paper and electronic (automated) information carriers.
3. If the Company, with the consent of the Client, entrusts the processing of the Client's personal data to a third party, the Company is obliged to contractually burden this third party with the obligation to maintain the confidentiality of the Client's personal data.

5. ПРАВА И ОБЯЗАННОСТИ КЛИЕНТА

1. The Client shall provide the Company with sufficient, reliable, documented personal data, the full list of which is specified in the contracts for the sale of the tourist product, contracts for tourist services and insurance concluded between the Client and the Company or between the Client and the Travel Agent.
2. The Client shall, without undue delay, notify the Company of any change in his or her personal data.
3. The Client shall have the right to receive information about the Company, its location, the availability of personal data related to the Client in the Company, as well as to familiarize himself or herself with such personal data.
- 3.1. The Client shall have the right to receive information concerning the processing of his or her personal data, including the following: confirmation of the fact of processing of personal data by the Company; legal grounds and purposes of processing personal data; purposes and methods of processing personal data applied by the operator; terms of processing personal data, including the terms of their storage; information on the completed or proposed cross-border transfer of data; the name of a third party or the last name, first name, patronymic and address of the person processing personal data under an agreement with the Company; other information stipulated by federal laws.
- 3.2. The Client has the right to demand that the Company clarify his personal data, block or destroy it if the personal data is incomplete, outdated, inaccurate, illegally obtained or is not necessary for the stated purpose of processing, and also to take measures provided by law to protect his rights.
4. Information about the availability of personal data must be provided to the Client in an accessible form, and it must not contain personal data related to other subjects of personal data.
5. Access to his personal data is provided to the Client or his legal representative by the Company upon application or upon receipt of a request. The request must contain the number of the main document certifying the identity of the Client or his legal representative, information about the date of issue of the said document and the body that issued it, and the personal signature of the Client or his legal representative. The request may be sent in electronic form and signed with an electronic digital signature in accordance with the legislation of the Russian Federation.
6. Consent to the processing of personal data may be revoked by the Client.
7. If the Client believes that the Company processes his personal data in violation of the requirements of the Law "On Personal Data" or otherwise violates his rights and freedoms, the Client has the right to appeal the actions or inaction of the Company to the authorized body for the protection of the rights of personal data subjects or in court.
8. The Client has the right to protect his rights and legitimate interests, including compensation for losses and moral damages in court.

6. RESPONSIBILITIES OF THE COMPANY WHEN PROCESSING PERSONAL DATA

1. The processing of the Client's personal data is carried out by the Company solely for the purposes defined in written agreements between the Client - Travel Agent or the Client - the Company, in particular for the provision of services to the Client for the selection, formation and provision of a tourist product.
2. The processing of personal data by the Company in the interests of the Client consists of receiving, systematizing, accumulating, storing, clarifying (updating, changing), using, distributing, depersonalizing, blocking, destroying and protecting the personal data of Clients from unauthorized access.
3. The processing of personal data of Clients is carried out using a mixed (including automated) processing method.
4. Only employees of the Company authorized to work with the personal data of the Client may have access to the processing of personal data of the Client.
5. Consent to the processing of personal data may be revoked by the Client. In the event that the Client revokes his/her consent to the processing of personal data, the Company has the right to continue processing personal data without the Client's consent if the following grounds exist:
 - 1) the processing of personal data is necessary for the implementation and performance of the functions, powers and duties imposed on the Company by Federal Law No. 132-FZ of 24.11.1996 "On the Fundamentals of Tourist Activity in the Russian Federation";
 - 2) the processing of the Client's personal data is necessary for the performance of an agreement to which the Client is a party, beneficiary or guarantor, as well as for concluding an agreement at the initiative of the Client or an agreement under which the Client will be a beneficiary or guarantor;
 - 3) the processing of the Client's personal data is necessary for the exercise of the rights and legitimate interests of the Company or third parties, provided that the rights and freedoms of the Client are not violated.
- 5.1. In the event that the Client revokes their consent to the processing of their personal data, and if the storage of personal data is no longer required for the purposes of processing personal data, the Company is obliged to stop their processing and ensure that such processing is stopped by another person acting on behalf of the Company, and also to destroy the Client's personal data and ensure that it is destroyed by another person acting on behalf of the Company.
- 5.2. The Company shall destroy the Client's personal data and ensure that it is destroyed by other persons acting on behalf of the Company within the following timeframes:
 - stored on electronic media for thirty days from the date of expiration of the statutory period for filing a complaint by the Client regarding the quality of the tourist services provided to them;
 - stored on paper and not classified as primary accounting documents or other documents subject to storage under Russian law, for thirty days from the date of expiration of the limitation period under the Client - Travel Agent agreement;
 - stored on paper media and classified as primary accounting documents or documents subject to storage under Russian Federation legislation, for thirty days from the date of expiration of the storage period established by Russian Federation legislation.

7. PROTECTION OF CLIENTS' PERSONAL DATA

1. The following objects are subject to protection - personal data of Clients, unless the confidentiality regime has been legally lifted from them:
 - documents containing personal data of the Client;
 - paper media containing personal data of Clients;

- information containing personal data of Clients, posted on electronic media.

2. The Company, in the interests of ensuring the fulfillment of the duties imposed on it by Federal Law of July 27, 2006 N 152-FZ "On Personal Data" and other regulatory acts governing the activities of legal entities in the processing of personal data, takes the measures provided for in this Regulation, the Regulation on the processing and protection of personal data of Employees and the Regulation on measures to organize the protection of information systems of personal data of the Company.

3. The general organization of the protection of personal data of Clients is carried out by the Director of the Company.

4. The person responsible for organizing the processing of personal data of the Company ensures:

- Familiarization of employees with this Regulation against signature.
- Requiring employees to sign a written commitment to maintain the confidentiality of the Client's personal data and to comply with the rules for processing it.
- Familiarizing employees with orders and internal local regulations governing the processing and protection of personal data in the Company against signature.

6. Protection of the Company's information systems in which the personal data of Clients is processed from unauthorized, including accidental, access to personal data, which may result in the destruction, modification, blocking, copying, provision, distribution of personal data, as well as other illegal actions during their processing, is carried out in accordance with the Regulation on measures to organize the protection of information systems of personal data of the Company.

7. Access to the personal data of the Client is granted to employees of the Company who need personal data in connection with the performance of their job duties in accordance with the list of positions approved by the order of the Director. In order to perform the assigned task and on the basis of a memo with a positive resolution from the Director, access to the Client's personal data may be granted to another employee whose position is not included in the List of positions of employees who have access to the Client's personal data and who need them in connection with the performance of their work duties.

8. The procedure for formalizing access to the Client's personal data includes:

- Familiarization of the employee with this Regulation by signature. If there are other regulatory acts (orders, orders, instructions, etc.) governing the processing and protection of the Client's personal data, these acts are also familiarized with by signature.

9. An employee of the

Company who has access to the personal data of Clients in connection with the performance of work duties:

- Ensures the storage of information containing the personal data of the Client, excluding access to them by third parties.
- In the absence of an employee, there should be no documents containing the personal data of Clients at his workplace. - When going on vacation, during a business trip or other cases of prolonged absence of an employee from his workplace, he is obliged to transfer documents and other media containing personal data of Clients to the person who is assigned to perform his job duties by a local act of the Company (order, instruction). If such a person is not appointed, then documents and other media containing personal data of Clients are transferred to another employee who has access to personal data of Clients as directed by the director.

9.1. When an employee who has access to personal data of Clients is dismissed, documents and other media containing personal data of Clients are transferred to another employee who has access to personal data of Clients as directed by the head of the department or the General Director.

10. Access to personal data of the Client by other employees of the Company who do not have properly formalized access is prohibited. 11. Documents containing personal data of Clients are stored in lockable cabinets (safes) that provide protection from unauthorized access. At the end of the working day, all documents containing personal data of Clients are placed in cabinets (safes) that provide protection from unauthorized access.

12. Protection of access to electronic media containing personal data of Clients is ensured, among other things:

- Organization of access control to the premises of the information system for unauthorized persons.
- Use of licensed anti-virus and anti-hacker programs that do not allow unauthorized access to personal data.
- Division of access rights using an account.
- Establishment of rules for access to personal data processed in the personal data information system, as well as ensuring the registration and accounting of all actions performed with personal data in the personal data information system.
- Accounting for machine-readable media of personal data.
- Detection of facts of unauthorized access to personal data and taking appropriate measures.
- Control of the effectiveness of measures taken to ensure the security of personal data.

13. Responses to written requests from other organizations and institutions regarding the personal data of Clients are given only with the written consent of the Client, unless otherwise established by law. Responses are made in writing, on the letterhead of the Company, and in the volume that allows not to disclose an excessive volume of personal data of the Client.

8. PURPOSES OF PROCESSING CLIENTS' PERSONAL DATA

1. The processing of the Client's personal data is carried out by the Company solely to achieve the goals defined in written agreements between the Client - Travel Agent or the Client - the Company, in particular to provide services to the Client for the selection, formation and provision of a tourist product or insurance.
2. The processing of personal data by the Company in the interests of the Client consists of receiving, systematizing, accumulating, storing, clarifying (updating, changing), using, distributing, depersonalizing, blocking, destroying and protecting the personal data of Clients from unauthorized access.
3. The processing of personal data of Clients is carried out by a mixed (including automated) processing method.
4. Only employees of the Company authorized to work with the personal data of the Client may have access to the processing of personal data of the Client.
5. Consent to the processing of personal data may be revoked by the Client. In the event that the Client revokes his/her consent to the processing of personal data, the Company has the right to continue processing personal data without the Client's consent if the following grounds exist:
 - 1) the processing of personal data is necessary for the implementation and performance of the functions, powers and duties imposed on the Company by Federal Law No. 132-FZ of 24.11.1996 "On the Fundamentals of Tourist Activity in the Russian Federation";
 - 2) the processing of the Client's personal data is necessary for the performance of an agreement to which the Client is a party, beneficiary or guarantor, as well as for concluding an agreement at the initiative of the Client or an agreement under which the Client will be a beneficiary or guarantor;

3) the processing of the Client's personal data is necessary for the exercise of the rights and legitimate interests of the Company or third parties, provided that the rights and freedoms of the Client are not violated.

5.1. In the event that the Client revokes their consent to the processing of their personal data, and if the storage of personal data is no longer required for the purposes of processing personal data, the Company is obliged to stop their processing and ensure that another person acting on behalf of the Company stops such processing, and also destroy the Client's personal data and ensure that another person acting on behalf of the Company destroys them.

5.2. The Company destroys the Client's personal data and ensures that other persons acting on behalf of the Company destroy them within the following timeframes:

- stored on electronic media for thirty days from the date of expiration of the statutory period for filing a complaint by the Client regarding the quality of the tourist services provided to them;
- stored on paper and not classified as primary accounting documents or other documents subject to storage under Russian Federation law, for thirty days from the date of expiration of the limitation period under the Client-Travel Agent agreement; - stored on paper media and classified as primary accounting documents or documents subject to storage under Russian Federation legislation, for thirty days from the date of expiration of their storage period established by Russian Federation legislation.

9. TRANSFER OF PERSONAL DATA

1. The transfer of the Client's personal data is carried out by the Company solely for the achievement of the purposes defined by written agreements between the Client - Travel Agent or the Client - the Company, in particular for the formation of the tourist product ordered by the Client.

2. The transfer of the Client's personal data to third parties is carried out by the Company only on the basis of a relevant agreement with the third party, an essential condition of which is the obligation of the third party to ensure the confidentiality of the Client's personal data and the security of personal data during their processing.

3. The Company does not carry out cross-border transfer of personal data on the territory of foreign states.

10. STORAGE AND DESTRUCTION OF CLIENTS' PERSONAL DATA

1. Personal data of Clients may be stored both on paper and in electronic form.

2. Personal data of Clients shall be stored:

- in the accounting department of the Company;
- in the customer service department.

3. Personal data of Clients shall be contained in the following groups of documents:

- written or electronic applications of Travel Agents for booking a tourist product for Clients;
- written or electronic agreements with Clients for the sale of a tourist product or insurance;
- appendices to written or electronic agreements for the sale of a tourist product with Travel Agents;
- written or electronic agreements with Clients for the provision of a tourist product or insurance;
- accounting documents that formalize transactions between the Client-Company or the Travel Agent and the Company;
- written or electronic claims of Clients or Travel Agents regarding the quality of tourist services or insurance provided to Clients;

3.1. Personal data of Clients on paper, unless the confidentiality regime has been lifted from them on legal grounds, are stored in specially designated cabinets.

4. Personal data of Clients are also stored in electronic form: in the local computer network of the Company, in electronic folders and files in the PCs of employees of the departments listed in paragraph 2. of this article and authorized to work with personal data of Clients.

5. After achieving the purpose of processing personal data, the Company is obliged to stop processing the personal data of Clients and destroy their personal data.

5.1. Personal data of Clients contained on paper media are destroyed by an act within the following timeframes:

- stored on paper media and not classified as primary accounting documents or other documents subject to storage under the legislation of the Russian Federation, within thirty days from the date of expiration of the limitation period under the Client-Company or Client-Travel Agent agreement;
- stored on paper and classified as primary accounting documents or documents subject to storage under the legislation of the Russian Federation, for thirty days from the date of expiration of the storage period established by the norms of the legislation of the Russian Federation.

5.2. The processing of personal data contained on electronic media is terminated, and the personal data themselves are destroyed within thirty days from the date of expiration of the statutory period for the Client to file a complaint regarding the quality of the tourist services provided to him.

5.3. The Company is obliged to ensure compliance with the requirements of paragraphs 5., 5.1., 5.2. of this Regulation by all third parties to whom the Company transferred the personal data of Clients.

11. ACCESS TO CLIENT'S PERSONAL DATA

1. The following persons have the right of access to the Client's personal data:

- The Director of the Company;
- The Company's employees authorized to process the Client's personal data in accordance with the List of employees on the Company's staff who have access to the Client's personal data.
- The Client, as the subject of personal data.

2. The list of the Company's employees who have access to the Client's personal data is determined by the order of the Director of the Company.

3. The Client's access to his personal data is provided upon application or upon receipt of the Client's request. The Company is obliged to inform the Client about the availability of personal data about him within thirty days from the date of receipt of the request, and, if necessary, provide the opportunity to familiarize himself with it, or, within the same period, give a reasoned refusal to provide the information.

4. When transferring the Client's personal data, the Company must comply with the following requirements:

- not disclose the Client's personal data to a third party without the written consent of the Client, except for cases established by federal law;
- to warn persons receiving the Client's personal data that this data may only be used for the purposes for which it was communicated, and to require these persons to confirm that this rule has been observed;
- to allow access to the Client's personal data only to specially authorized persons, while the said persons must have the right to receive only those personal data of Clients that are necessary for the performance of specific functions.

5. The Client's consent to the transfer of his personal data to third parties is not required in cases where this is necessary for the purpose of preventing a threat to the life and health of the Client, and when third parties provide services to the Company on the basis of concluded agreements, as well as in cases established by federal law and this Regulation.

12. LIABILITY FOR DISCLOSURE OF INFORMATION CONTAINING THE CLIENT'S PERSONAL DATA

1. The Company is responsible for the development, implementation and effectiveness of the standards that comply with the requirements of the law, regulating the receipt, processing and protection of the Client's personal data. The Company assigns personal responsibility to employees for compliance with the confidentiality regime established in the organization.
2. The head of the department is personally responsible for the compliance of the employees of his department with the standards regulating the receipt, processing and protection of the Client's personal data. The manager who authorizes an employee's access to documents containing the Client's personal data is personally responsible for this permission.
3. Each employee of the Company who receives a document containing the Client's personal data for work is solely responsible for the safety of the medium and the confidentiality of the information.
4. Persons guilty of violating the standards regulating the receipt, processing and protection of the Client's personal data bear disciplinary, administrative, civil or criminal liability in accordance with federal laws.
5. For failure to perform or improper performance by an employee, due to his fault, of the duties assigned to him to comply with the established procedure for processing personal data of Clients, the Company has the right to apply disciplinary sanctions provided for by the Labor Code.
6. Unlawful refusal to provide documents collected in the established manner containing personal data of Clients, or untimely provision of such documents or other information in cases stipulated by law, or provision of incomplete or knowingly false information may result in the imposition of an administrative fine on officials in the amount determined by the Code of Administrative Offenses.

13. LEGAL BASIS FOR PERSONAL DATA PROCESSING

1. The legal grounds for processing personal data by the Operator are:
 - the Operator's statutory documents;
 - agreements concluded between the Operator and the personal data subject;
 - federal laws and other regulatory legal acts in the field of personal data protection;
 - consents of Users to the processing of their personal data, to the processing of personal data permitted for distribution.
2. The Operator processes the User's personal data only if they are filled in and/or sent by the User independently through special forms located on the website <https://kolatravel.com> or sent to the Operator by e-mail. By filling in the relevant forms and/or sending their personal data to the Operator, the User expresses their consent to this Policy.
3. The personal data subject independently decides on the provision of their personal data and gives consent freely, of their own free will and in their own interests.

14. FINAL PROVISIONS

1. The User may obtain any clarifications on issues of interest regarding the processing of his/her personal data by contacting the Operator via e-mail info@kolatravel.com
- 14.2. This document will reflect any changes to the Operator's Privacy policy. The policy is valid indefinitely until it is replaced by a new version.