

Privacy Policy of Kyrgyz Tourism LLC

This Personal Data Privacy Policy (hereinafter referred to as the Privacy Policy) applies to all information that Kyrgyz Tourism LLC may obtain from the User when providing tourist services, as well as before and after the tour, while using the website <https://kyrgyzstan-tourism.com/> and social media pages on Facebook, Instagram, TripAdvisor, etc.

This privacy policy also regulates and applies to employees of Kyrgyz Tourism LLC, contractors and subcontractors, service providers in the field of service provision, guides, drivers, employees of Kyrgyz Tourism projects and initiatives.

The privacy of each guest is guaranteed by the company and its employees. The itinerary, pricing policy, personal information and other personal data are not disclosed by the company. Disclosure of information is only possible in emergency situations, under force majeure conditions.

1. General provisions.

1.1. The purpose of this Privacy Policy is to ensure the protection of the rights and freedoms of Users when processing their personal data, including the protection of the rights to privacy, personal and family secrets.

1.2. The Privacy Policy establishes the Administration's obligations to maintain confidentiality and ensure the protection of personal data that the User provides when using the website and social media pages.

1.3. The security of personal data means the protection of personal data from unauthorised or accidental access, destruction, alteration, blocking, copying, provision, distribution of personal data, as well as from other unlawful actions in relation to personal data.

1.4. The processing and security of personal data is carried out in accordance with the Constitution of the Kyrgyz Republic, the Law of the Kyrgyz Republic dated 14 April 2008 No. 58 'On Personal Data' and other regulatory legal acts of the Kyrgyz Republic regarding the processing of personal data.

1.5. Principles of personal data processing:

- legality, fairness and validity;
- limitation of personal data processing to the achievement of specific purposes for which the relevant data is provided;
- prevention of personal data processing for purposes not related to the collection of personal data;
- processing of personal data in accordance with specific purposes.

1.5. For the purposes of this Privacy Policy, the following basic concepts are used:

Administration of the office, website and social media pages (hereinafter referred to as the Administration) – authorised employees responsible for managing the page, acting on behalf of Kyrgyz Tourism LLC, who organise and/or carry out the processing of personal data, as well as determine the purposes of personal data processing, the composition of personal data to be processed, and the actions (operations) performed with personal data.

Personal data is any information relating directly or indirectly to a specific or identifiable natural person (subject of personal data).

Personal data processing is any action (operation) or set of actions (operations) performed with or without the use of automation tools on personal data, including collection, recording, systematisation, accumulation, storage, clarification (updating, modification), extraction, use, transfer (distribution, provision, access), depersonalisation, blocking, deletion, destruction of personal data;

Cross-border transfer of personal data - transfer of personal data to the territory of a foreign state to a foreign state authority, a foreign natural person or a foreign legal entity.

Personal data operator - a state body, municipal body, legal entity or individual who, independently or jointly with other persons, organises and (or) carries out the processing of personal data, as well as determines the purposes of personal data processing, the composition of personal data to be processed, and the actions (operations) performed with personal data.

A user of the website and social media page (hereinafter referred to as the User) is a person who has access to the page via the Internet and uses the website and page of Kyrgyz Tourism LLC.

Confidentiality of personal data – Operators and other persons who have access to the User's personal data are obliged not to disclose to third parties and not to distribute personal data without the consent of the subject of personal data, unless otherwise provided by federal law.

1.6. Use of the website and social media page means that the User has fully read and agrees to this Privacy Policy.

1.7. If you disagree with the terms of this Privacy Policy, you must stop using the website and social media page.

1.8. This Privacy Policy applies only to the website and social media page of Kyrgyz Tourism LLC.

Kyrgyz Tourism LLC does not control and is not responsible for the information, tours, or websites of third parties that the User may access via links available on the website and social media page.

1.9. The page administration does not verify the accuracy of the personal data provided by the User. The User is solely responsible for providing inaccurate, incomplete, or incorrect personal data.

2. Subject of the privacy policy.

2.1. The User's personal data is understood to be information necessary for the Administration of the website in connection with civil and other legal relations and relating to a specific subject of personal data.

2.2. The User's personal data that is permitted to be processed within the framework of this Privacy Policy:

- the User's surname, first name and patronymic in Russian;
- surname and first name in a foreign language, in accordance with the data specified in the foreign passport;
- series and number of the foreign passport;
- expiry date of the foreign passport;
- date of birth;
- information requested by the consular services of the embassy of the country of planned visit for consideration of the issue of a visa;
- the User's contact telephone number;
- email address;
- the User's registered address and place of residence;
- other mandatory information relating directly or indirectly to a specific or identifiable subject of personal data.

2.3. The information listed in clause 2.2. The Privacy Policy contains information about the User's personal data and is confidential. The website administration ensures the confidentiality of personal data and is obliged not to allow its distribution without the User's consent or other legal grounds. The User's consent is expressed through the use of the website and social media page.

2.4. The page administration has the right to transfer the personal data of the User and other persons specified in the application formed on the website and social page to a third party to the extent necessary to fulfil obligations within the framework of civil legal relations, including cross-border transfer of personal data.

3. Methods and terms of processing personal information

3.1. The terms for processing the User's personal data are determined in accordance with the term of the contractual legal relationship with the User and the statute of limitations.

3.2. The User's personal data may be transferred to the authorised state authorities of the Kyrgyz Republic only on the grounds and in the manner established by the legislation of the Kyrgyz Republic.

3.3. The page administration takes the necessary organisational and technical measures to protect the User's personal information from unauthorised or accidental access, destruction, alteration, blocking, copying, distribution, as well as from other unlawful actions of third parties.

4. Obligations of the parties.

4.1. The User is obliged to:

4.1.1. Provide complete and accurate information about their personal data, as well as information about the personal data of other persons specified in the application, necessary for using the website and social page.

4.1.2. When providing personal data of third parties, the User is obliged to obtain their written consent to the processing of their personal data.

4.1.3. Update and supplement the provided information about personal data in case of its change.

4.2. The Administration is obliged to:

4.2.1. Use the received information about the personal data of the User and other persons specified in the application exclusively for the purposes specified in clause 2 of this Privacy Policy.

4.2.2. Ensure the storage of confidential information in secret, not to sell, exchange, publish, or disclose in any other possible way the personal data of the User.

4.2.3. Take precautions to protect the confidentiality of the User's personal data in accordance with the procedure normally used to protect such information in existing business transactions.

4.2.4. Block personal data relating to the relevant User from the moment of contact or request by the User, or their legal representative or authorised body for the protection of the rights of personal data subjects for the period of verification, in the event of the discovery of inaccurate personal data or unlawful actions.

5. Responsibility of the parties

5.1. The page administration is liable under the laws of the Kyrgyz Republic.

5.2. In the event of loss or disclosure of confidential information, the page administration is not liable if such confidential information:

5.2.1. Became public knowledge prior to its loss or disclosure.

5.2.2. Was obtained by third parties prior to its receipt by the page administration.

5.2.3. Was disclosed with the consent of the user.

6. Dispute resolution

6.1. This Privacy Policy provides for a mandatory written pre-trial dispute resolution procedure.

6.2. Claims shall be considered within thirty calendar days from the date of receipt of the relevant request.

6.3. If the dispute is not settled out of court, the parties have the right to apply to a judicial authority in accordance with the legislation of the Kyrgyz Republic.

6.4. The legislation of the Kyrgyz Republic applies to this Privacy Policy and the legal relations arising between the User and the Administration of the page.

7. Additional terms

7.1. The new Privacy Policy shall come into force from the moment it is posted on the website and social media page, unless otherwise provided by the new version of the Privacy Policy.

7.2. The current Privacy Policy is posted on the website.