# Cookie Policy

By viewing or using our Website, you accept this Cookie cookie Policy (hereinafter referred to as the Policy). If you don't agree with the policy, please don't use it with-it. By using our Website, you accept the terms of use of cookies set out in this Policy.

## 1. What are cookies?

Cookies (cookie, cookies) are small text files that are stored on your device (computer, smartphone or tablet, or another device used to visit the Site) when you visit our website. The next time you visit our website, it will be able to recognize your browser thanks to cookies. Cookies help us find out which sections of the website are useful and which sections need to be improved. In addition, we allow third parties to use cookies on our website, which means, that our website allows third-party companies (third parties) to set their own cookies on your device, from which you visit our website.

We use cookies for the following purposes:

- to ensure the website's operability and functionality.
- to improve the website, based on determining your preferences for providing the necessary information to the am;
- for marketing purposes.

Cookies allow the website to remember your settings: language, font size, and other personal settings for the appearance of the website, so you don't have to configure the website every time you visit it. The website uses cookies to improve the quality of the website's operation and the user-friendliness of its use.

Cookies are set in the browser on your device. In most cases, this happens automatically. However, you can manage cookies yourself and / or delete them. The section below, titled " How do I manage and delete cookies?", describes the available methods for managing cookies. However, if you disable cookies and similar technologies in the future, this may negatively affect the operation of the website. In the event that you refuse to process cookies, our website will only use strictly necessary cookies. Please note that disabling or prohibiting cookies may prevent users from using our website as efficiently as possible.

## 2. What kind of cookies do we use?

We use several types of cookies — session cookies and persistent cookies.

* **Sessions cookies session cookies** are temporary files that are created by the website to store information about your current session and are stored only when your browser is open, and are automatically deleted when the browser is closed. Session cookies are usually cookie deleted after you close the website window. Session cookies allow you to remember information about your previous selection on the previous page to avoid having to re-enter information.

* **Persistent cookies persistent cookies** are files that are stored on your device for a certain amount of time, even after you close your browser. Persistent cookies are created when you visit our website and are stored on your device until you delete them or they expire. These cookies allow us to identify you as a unique user when you return to our website and help you remember information about you and your previous actions.

Our website uses cookies created by the website, as well as cookies of third-party companies — third parties, which allow you to analyze the activity of visitors to the website and improve its performance. This information can be used to improve the performance of the website and its sections.

We specify the expiration time of each of these cookies based on the information available to us. The expiration dates of any third-party cookies are detected by the companies that collect such cookies and can be changed by them at any time.

Below is a list of the different cookie groups that we use on our website.

**Strictly necessary cookies (strictly necessary cookies)**

These cookies are essential for the proper functioning of the website and cannot be disabled in our systems. The selection of required cookies is minimal. Their use is also necessary to ensure the smooth operation of the website. They are usually installed only in response to your actions that are equivalent to a request for services, such as setting privacy settings, logging in, or filling out forms. You can configure your browser to block or warn you about these cookies, but then some parts of the website will not work. These cookies do not store any personal information. With, the necessary cookies are not used for marketing purposes or tracking user behavior outside of the main functionality of the website. Their main purpose is to ensure that you can use-the websites you expect. Since strictly necessary cookies are critical to the operation of the website, they cannot be disabled unless bs decides to completely stop using the website.

**Performance cookies**

These cookies collect information about how you interact with the website, how our website works, help identify areas that need improvement, count visits and traffic sources, so that we can measure and improve the performance of our website. They help us find out which pages are most and least popular, and see how visitors navigate the website. Cookies Performance cookies collect anonymous data. If you do not allow the use of these cookies, we will not know when you visited our website and will not be able to track its operation. If you wish, you can disable the cookies response to the banner consent to the use of cookies (**cookie consent banner**).

**Functional cookies (functional cookies)**

These cookies allow the website to remember your choices and provide improved, more personalized features. They may be installed by us or by third parties whose services we have added to the website. If you do not allow the use of these cookies, some or all of these services may not work properly. If you wish, you can disable the functional cookies on the (**cookie consent banner**).

**Target and analytics cookies (testing and analytics cookies) cookies (targeting and analytics cookies)**

These cookies are used to track your activities on and off the website and, collect information about how you interact with the website. This data helps us understand how you use the website and identify areas that need improvement, in order to provide more relevant and personalized advertising to make advertising messages more relevant to you. These cookies help third parties understand your interests and serve ads that may be more interesting and useful. Targeted and analytical cookies can be set through our website by us or by third parties. They can be used to create a profile of your interests and display relevant ads on our website or on other sites. They are based on the unique identification of your browser and internet device. If you wish, you can disable the target and analytical cookies the cookie **consent banner**.

To collect analytics, we use the Yandex. Metrica platform. OOO «YandexLLC will process this information to evaluate your use of the site, compile reports on our site activities for us, and provide other services. Yandex processes this information in accordance with the procedure set out in the Yandex.Metrica terms of use.

You can opt out of the use of cookies by selecting the appropriate settings in your browser. You can also use the tool https://yandex.ru/support/metrika/general/opt-out.html://yandex.ru/support/metrika/general/opt-out.html. However, this may affect some of the site's functions. By using this site, you consent to the processing of data about you by Yandex in the manner and for the purposes specified above.

For cookies that our advertising partners place for marketing (advertising) purposes, we refer to the information processing policies on these parties ' websites.

We only use cookies for marketing purposes if you have given your consent.

| Provider | Name | Expiration | Date Purpose |
|---|---|---|---|
| **Strictly necessary cookies** | | | |
| Web server | PHPSESSID | During the browser session | Internal php |

| | | | |
|---|---|---|---|
| Beget hosting | beget | During the browser session | Used by beget hosting to identify bots |
| TravelLine | TLBF_* | 30 days | Used to preterminate the reservation form |
| Bitrix | BX_USER_ID | 12 months | Used by a bitrix for user identification |
| The website itself | ap-area | 1 day | Stores information about enabling the version for the visually impaired. |
| | ap-classOther | | |
| | ap-classText | | |
| | ap-classView | | |
| | ap-color | | |
| | ap-font-size | | |
| | ap-image | | |
| | ap-is-accessibility-font | | |
| | ap-is-active | | |
| | ap-is-alt-image | | |
| | ap-is-big-cursor | | |
| | ap-is-flicker | | |
| | ap-is-open-form | | |
| | ap-is-select-link | | |
| | ap-is-select-title | | |
| | ap-letter-spacing | | |
| | beget | | |
| | ap-area | | |
| **Functional cookies** | | | |
| Yandex | receive-cookie-deprecation | 12 months | This cookie is used to signal the website owner about depreciation of cookies received by the system, ensuring compliance and adaptability to changing web standards and confidentiality legislation. |
| **Productive cookies** | | | |
| Yandex | bh | 12 months | Ensuring security and protection against automated actions, analyzing user behavior |
| **Other Yandex cookies** | | | |
| Yandex | _ym_d | 12 months | are used by Yandex. Metrica to collect information about user characteristics, behavior on site pages, target actions, etc |
| | _ym_isad | 2 days | |
| | _ym_uid | 12 months | |
| | _ym_visorc | 1 hour | |
| | i | 12 months | |
| | is_gdpr | Up to 2 years | |
| | is_gdpr_b | Up to 2 years | |
| | yandexuid | 12 months | |
| | yashr | 12 months | |
| | yuidss | 24 months | |
| | yabs-sid | During browser session | |
| | ymex | 12 months | |

To learn how cookie third parties, use cookies, please read their privacy and cookie policies (see the links below).

| Cookie | Third party | Legal documents regarding amoCRM data |
|---|---|---|
| amoCRM | JSCAmocrm JSC» | https://www.amocrm.ru/confidence / |
| Beget | LLC "Beget" | https://beget.com/ru/personal-data-apps<br>https://beget.com/ru/cookie-policy |
| Bitrix | ООО «1С-Битрикс» | https://www.bitrix24.ru/about/privacy.php<br>https://www.1://www.1c-bitrix.ru/about/privacy.php-bitrix.ru/about/privacy.php |
| CallTouch | LLC "Koltach Solutions" | https://www.calltouch.ru/privacy_policy.pdf<br>https://www.calltouch.ru/upload/documents/cookie-policy.pdf://www.calltouch.ru/upload/documents/cookie-policy.pdf |
| CoMagic | LLC"NOVOSISTEM" | https://main.comagic.ru/privacy_policy/ |
| Hotbot | ООО «HotLabsLLC | https://hotbot.ai/privacy_policy<br>https://hotbot.ai/cookies_policy_en |
| Mail | of VK LLC | https://help.mail.ru/legal/terms/common/privacy/ |
| Roistat | LLC "Business Analytics" | https://roistat.com/ru/privacy |
| TalkMe | Sofit LLC | https://talk-me.ru/policy2 |
| TL | TRAVEL LINE SYSTEMS LLC | https://www.travelline.ru/support/privacy/politika-konfidentsialnosti-dlya-onlayn-servisov-kompanii-travelline-/ |
| vk | LLC "V Kontakte" | https://vk.com/data_protection?section=rules |
| Yandex | LLC "YANDEX" | https://yandex.ru/legal/confidential/<br>https://yandex.ru/legal/cookies_policy/ |

Our website may use additional cookies that are necessary for its operation and functioning.

## 3. How do I manage and delete cookies?

Our website provides a tool for managing cookies. This is implemented through the cookie consent banner (cookie consent banner, which appears when you first visit the site. You can:

- Accept all cookies.
- Accept the required cookies.
- Configure the settings by selecting which categories of cookies you want to allow.

You can disable the storage and use of cookies on your device or delete already saved cookies in your browser settings. If you opt out of the processing of cookies, our website will only use strictly necessary cookies (strictly necessary cookies).

For more information about cookies, including instructions on how to manage and delete cookies on your device, please visit <url> AboutCookies.org. This resource provides detailed explanations about what cookies are, how they are used, and how you can customize your preferences in different browsers.

## 4. Updating Analytics

We may change this Policy at any time. All changes will be published on this page and will take effect from the moment they are posted. This is a brief description of the current use of cookies. If we change their usage, we will update the Policy without further notice. By continuing to use our website after the changes, you agree to the updated Policy.

## 5. Contact Information

The operator of personal data processing under the Federal Law "On Personal Data" dated 27.07.2006 N 152-FZ, as well as the processor of personal data processing under EU Regulation 2016/679 dated April 27, 2016 is the Limited Liability Company "Hotel Complex".

The Limited Liability Company "Hotel Complex" processes personal data in accordance with this Privacy Policy.

If you have any suggestions or questions about our Privacy Policy, please send us an email. info@hotelsyktyvkar.ru or at the address: 67 Kommunisticheskaya str., Syktyvkar, Komi Republic, 167023, Russian Federation