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
TravelLine	TLV_undefined:	30 days	Are used by the TravelLine booking form as the

			source of traffic to the
TravelLine site page	TLBF_ru	0.6 seconds	Are used to preload the booking form
the site itself	cookie_panel	1 day	is used to manage and display the cookie consent panel cookie.
Yandex	yabs-sid	During the browser session	Session ID (Technical)
Yandex	yabs-dsp	During the browser session	Session ID (Technical)
The site	itself	BX_USER_ID 12 months	is used by 1c-bitrix to identify an unauthorized user on
the site the site itself	ap-module-is-included	1 day	Stores information about the inclusion of the version for the visually impaired.
The showBookingFormCookie website	itself	1 day	Stores information about the display of the booking form in the visually impaired version for 1 day
Productive cookies			
The performance_cookies website itself	performance_cookies	1 day	is used for 1 day to improve the site's performance and provide faster and more convenient access.
Yandex	bh	12 months	security and protection from automated action, a behavior analyst floors of isolates
Functional cookies			
the website itself	functional_cookies	1 day	Provide additional functions, such as remembering user preferences.
Browser	receive-cookie-deprecation	1 year	This cookie is used to signal the website owner about the depreciation of cookies received by the system, ensuring compliance and adaptability to changing web standards and privacy laws.
Targeting cookies			
the site itself	The targeting_cookies website itself	1 day	is used for 1 day by the Cookie Consent panel to save consent to the processing of targeted cookies.
Yandex	spravka	is used for 12 months	by Yandex. Metrica to collect information about user characteristics, user behavior on site pages, target actions, and so on.
Yandex	amcuid	12 months	A cookie from Yandex. Metricaand, allows you to distinguish users
Yandex	usst	1 year	Stores auxiliary information for syncing user IDs between different Yandex domains
Other Yandex cookies			
Yandex	yandex_expboxes	12 months	are used by Yandex. Metrica to collect information about user characteristics, behavior on site pages, target actions, etc
	.	maps_session_i	

		d 12 months	
	font_loaded	12 months	
	cycada	12 months	
	yp	12 months	
	ys	12 month_uass	
	_yasc	12 months	
	i	12 months	
	ymex	12 months	
	yandexuid	12 month_ym_uid	
	_ym_uid	12 months	
	is_gdpr_b	up to 2 years	
	yuidss	24 months	
	yashr	12 months	
	yabs-vdrf	12 month_ym_d	
	_ym_d	1 year	
	yandex_gid	12 months_ym_visorc	
	_ym_visorc	1 hour_ym_isad	
	_ym_isad	2 days	
	is_gdpr	up to 2 years	
	gdpr	up to 2 years	

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 https://beget.com/ru/cookie-policy
Bitrix	ООО «1С-Битрикс»	https://www.bitrix24.ru/about/privacy.php 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 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 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/ 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 the EU Regulation 2016/679 of April 27, 2016 is LLC Hotel Complex Volgograd.

Volgograd Hotel Complex LLC 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. reservation@hotelvolgograd.ru or at the address of the Volgograd Hotel Complex LLC, 12 Mira St., Volgograd, 400066, Russian Federation.