

## PRIVACY POLICY

Zaporizhzhya city

«20» October 2019

This Privacy Policy (hereinafter referred as the Privacy Policy) applies to all information that Dentaservice Dental Clinic, acting on behalf of Private entrepreneur Shvets Elena Ivanovna, located on the domain name [www.dentaservice.com.ua](http://www.dentaservice.com.ua), can collect about the User while using the site.

### 1. DEFINITION OF TERMS

1.1. This Privacy policy using the following terms and definitions:

1.1.1. Site Administration (hereinafter referred to as Site Administration) – employees of Dental Clinic and/or third parties authorized to run the website who, acting on behalf of the Dentaservice Dental Clinic, organize and/or process personal data, and determine the purpose of processing personal data, the composition of personal data to be processed, actions (operations) carried out with personal data.

1.1.2. «Personal data» - any information, which contains personal data (first name, last name, middle name/patronymic, place of residence, contact cell number, other way to communicate) and relates directly or indirectly to the identified individual (subject of personal data).

1.1.3. «Processing of personal data» means any action (operation) or package of measures (operations) performed with or without the use of automation tools with personal data, including collection, recording, systematization, accumulation, storage, refinement (updating, change), extraction, use, transfer (distribution, sharing, access), personalization, blocking, deletion, destruction of personal data.

1.1.4. «Personal data privacy» - binding requirement for the Operator or other person who has access to the personal data not to allow their dissemination without the consent of the of personal data subject or the presence of legal grounds.

1.1.5. «Website user» (hereinafter means User) - person who has access to website through the internet and use the website.

1.1.6. «Cookies» - chunk of data sent by a web server and further stored on the user's computer, which is sent by the web client or web browser each time to the web server in an HTTP request when it need to get access the page of the site.

1.1.7. «IP-adress» - a unique network address of the computer on a computer network built on IP-protocol.

1.1.8. «Personal Data Operator» - a representative of the Dentaservice Dental Clinic and/or a

third party authorizing to run website or providing administration services to the clinic and performing certain activities aimed at interacting with personal data of users.

## 2. GENERAL PROVISIONS

2.1. Using of the website signifies your agreement with this Privacy Policy and conditions of the User personal data processing.

2.2. In the case of disagree with privacy policy User must stop to use the website.

2.3. This privacy policy applies only to the Dentaservice Dental Clinic website. Dentaservice Dental Clinic does not control and is not responsible for any third party sites that the User may access through the links available on the website.

2.4. The site administration does not verify the accuracy of personal data provided by the User of the website and is not responsible for their inaccuracy and the consequences thereof.

## 3. MATTER OF PRIVACY POLICY

3.1. This Privacy Policy sets out the obligation of the Site Administration for non-disclosure and for the protection of personal data privacy that the User provides to the Administration of the website on the site.

3.2. Personal data permitted to be processed under this Privacy Policy are provided by the User via completing the form on the Dentaservice Dental Clinic Site in the "Admission Record" and "Question and Answer" sections and include the following information:

3.2.1. full name;

3.2.2. the contact phone of the User;

3.2.3. e-mail address;

3.3. The site protects data that is automatically transmitted at the time of viewing ad units and visiting pages that have a system script ("pixel") installed:

- IP address;
- cookie information;
- information about the browser (or other program that accesses the advertisement);
- access time;
- the address of the page where the ad unit is located;
- Referee (previous page address).

3.3.1. Disabling of cookies may make it impossible to access parts of the site that require authorization.

3.3.2. The website collects statistics about the IP addresses of its visitors. This information is used to identify and resolve technical issues. By accepting the terms of this privacy policy, the user agrees to collection such statistics by site administration.

3.4. Any other personal information which is not mentioned above (used browsers and operating systems, etc.) is subject to reliable storage and non-disclosure, except as provided in point 5.2. of this Privacy Policy.

#### 4. PURPOSE OF COLLECTING USER PERSONAL INFORMATION

4.1. Site administration may use the personal data of the User for the purposes of:

4.1.1. User identification.

4.1.2. Coupling back with the User, including the forwarding of messages, requests bounded with the using of website, the provision of services, the processing of requests from the User.

4.1.3. Locating the User for security, fraud prevention.

4.1.4. Validation of completeness and accuracy of personal data provided by the User.

4.1.5. User Notification of Application Status.

4.1.6. Providing effective customer and technical support to User in case of problems related to the use of the Site.

4.1.7. Provide the User with his consent, special offers, prices, newsletters and other information on behalf of the Dentaservice Dental Clinic.

4.1.8. Carrying out advertising activity with the consent of the User.

#### 5. METHODS AND TERMS OF PROCESSING PERSONAL INFORMATION

5.1. The processing of the User's personal data providing without limitation in any legal manner, including the using of personal information systems using or without using of automation tools.

5.2. The personal data of the User may be transmitted to the authorized state bodies of Ukraine only on the grounds and in accordance with the procedure settled by the legislation of Ukraine.

5.3. The site administration takes the necessary organizational and technical actions to protect the personal data of the User from unauthorized or accidental access, destruction, distortion, blocking, copying, distribution, as well as from other unauthorized actions of third parties and other persons.

#### 6. OBLIGATIONS OF THE PARTIES

6.1. The user obliged to:

6.1.1. Provide information about personal data necessary in order to use the Site.

6.1.2. Update, complete the information about personal data in case of changing.

6.2. The site administration obliged to:

6.2.1. Use the information obtained from users only for the purposes set out in clause 4 of this Privacy Policy.

6.2.2. Ensure that personal data is kept confidential, not disclosed without the prior written consent of the User, and not to sell, exchange, publish, or disclose in other possible ways the transferred personal data of the User, except for the item. 5.2. of this Privacy Policy.

6.2.3. Take precautions to protect the privacy of the User's personal information in accordance with the procedure commonly used to protect this type of information in the existing business traditions.

6.2.4. Block personal data relating to the respective User from the moment of the request or request of the User, or his legal representative or authorized body for protection of the rights of the personal data subjects for the period of verification, in case of detection of false personal data or illegal actions in relation to such personal data.

## 7. RESPONSIBILITY OF THE PARTIES

7.1. The Administration of the site, which has not fulfilled its obligations, shall be liable for the damages caused to the User in connection with the misuse of personal data in accordance with the legislation of Ukraine, except the cases stipulated by points 5.2. and 7.2. of this Privacy Policy.

7.2. In the event of loss or disclosure of personal data, the Site Administration is not responsible if the confidential information is:

7.2.1. Became known to a wide range of individuals through no fault of the Site Administration prior to its loss or disclosure.

7.2.2. Received from a third party, received by a third party prior to its receipt by the Site Administration.

7.2.3. Personal data was announced with the consent of the User.

7.2.4. There are lack of guilty activity on the part of the Site Administration, or the fault of the Site Administration in disclosing / distributing personal data of the User is not proved.

## 8. DISPUTE RESOLUTION

8.1. In case of raising of disagreements and disputes related to the use of personal data of the Users, the parties resolve such disagreements and disputes through friendly negotiations.

8.2. In case of negotiations will fail, the User has the right to file a claim in disputes arising from relationships between User and Site administration. Before that, User is obliged to

submit a pre-trial claim (a written proposal for the voluntary settlement of the dispute).

8.3. In case of trial, the dispute will be referred to the judicial authority in accordance with the current legislation of Ukraine.

8.4. This privacy policy and the relationship between the User and the Site Administration is governed by the applicable law of Ukraine.

## 9. ADDITIONAL CONDITIONS

9.1. The Site Administration has the right to change this Privacy Policy without the consent of the User. By using the site, the user agrees with Privacy Policy.

9.2. The new Privacy Policy shall enter into force upon its posting on the Site, unless otherwise provided by the new version of the Privacy Policy.

9.3. Any suggestions or questions about this Privacy Policy should be reported in the question-and-answer section of the site.

9.4. The current Privacy Policy is available at [www.dentaservice.com.ua/privacypolicy-en.pdf](http://www.dentaservice.com.ua/privacypolicy-en.pdf)

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