

Web Analytics and Cookies Policy

Please read this Web Analytics and Cookie Policy (hereinafter referred to as the Policy) carefully. This Policy governs the use of web analytics services on the website <https://vipservice.ru> and all its subdomains, as well as cookies and other similar tools.

You are a User of the website <https://vipservice.ru> and all its subdomains. By continuing to use this website, you agree to the processing of your data under the terms set forth in this Policy, as well as to the use of the services and tools specified in this Policy when visiting this website. If you do not agree, do not use this website.

The website <https://vipservice.ru> is available in several languages. Regardless of the selected language version of the website, data is processed by JSC Vipservice in accordance with the Policy.

This Policy is governed by Russian law. By continuing to use our website, you consent to the processing of cookies (cookies, user activity information, session date and time) and agree to the Personal Data Processing Policy.

You can read more about the Personal Data Processing Policy by following this link.

1. Terms and definitions

1.1. Company — the company administering the website, whose details are specified in paragraph 2.1 of the Policy.

1.2. Policy—Web Analytics and Cookies Policy.

1.3. Users – Internet users visiting the website.

1.4. Website — a website on the Internet accessible through the domain name vipservice.ru, as well as all subdomains and other Internet resources located in the vipservice.ru domain zone and administered by JSC Vipservice.

1.5. Web analytics services – tools for evaluating, analyzing, and monitoring visits, online ratings, and other similar tools.

1.6. Statistical information – data specified in clause 3.4 of the Policy.

2. General Provisions

2.1. The policy is accepted by Joint Stock Company Vipservice, OGRN 1027700215840, INN 7731205077, which is the site administrator (hereinafter referred to as the "Company").

2.2. The Policy is publicly available on the website and is always available for review.

3. Web analytics services

3.1. Web analytics services are used to evaluate website traffic, the popularity of the website as a whole and its individual sections among the target audience, to study the interest of the target audience in the Company's services and products, and to solve other similar marketing and analytical tasks.

3.2. The Company may use Yandex.Metrica (<https://metrika.yandex.ru>) and other similar services.

3.3. Website connection to Web Analytics Services is strictly carried out in accordance with the standard method stipulated by the rules of the relevant Web Analytics Service. In most cases, this is accomplished by adding a script provided by the Web Analytics Service to the website's software. This script enables the Web Analytics Service to directly collect the information required for its operation. The Company does not independently collect or transmit information for processing to Web Analytics Services by any other means or for any purposes other than those set forth in Section 3.1 of this Policy.

3.4. The Web Analytics Services operate by collecting information about website visits and User activity. Specifically, the Web Analytics Services may record and process information about previously visited websites, browser versions and types, operating systems, and Users' devices, language settings, time zones, displays, and other device settings, the supported version of the Flash plugin, the presence and support of JavaScript, cookies, the geographic regions from which Users access the website, the Users' perceived interests, page views, time spent on the website, file downloads, and other data (hereinafter referred to as "Statistical Information").

3.5. Statistical information must be collected only in anonymized form and processed in an aggregated (summarized) form; i.e., statistical information cannot be directly or indirectly attributed to a specific or identifiable individual. To prevent Users from being identified as specific individuals, the Company never discloses to the Web Analytics Services the personal data of Users that may be known to the Company in accordance with the Personal Data Processing Policy, nor does it combine or correlate statistical information with such personal data.

3.6. The Company may access Statistical Information through personal accounts provided by the Web Analytics Services. Statistical Information is provided to the Company in processed and aggregated (summarized) form in the form of reports. The Company may process such Statistical Information only for the purposes set forth in Section 3.1 of the Policy.

3.7. The Company has no ability to influence the processing of Statistical Information by the Web Analytics Services, including determining specific methods of such processing, or giving instructions for processing to the Web Analytics Services.

4. Means of obtaining statistical information

4.1. Web analytics services may use various technical means to obtain statistical information, including cookies, web beacons, IP addresses, Java scripts, and others. These means must not contain or receive personal data from Users.

4.2. Cookies are small text files that are saved on the device used by the User to work with the website (personal computer, smartphone, tablet, etc.). These files may contain information necessary for the operation of the Web Analytics Services or the website: information about browser settings, pages viewed, website interface settings, etc. Web Analytics Services use cookies for the following purposes: technical (ensuring the operation of the Web Analytics Service); analytical (studying the behavior and interests of the website audience, as well as other indicators characterizing the popularity of the website); commercial (marketing and advertising).

4.3. Web beacons are graphic files of minimal size (1 pixel). Such a file may be downloaded by the User's browser along with a website. Web beacons are used to obtain technical information about the User's device, such as the operating system, the time the website was opened and unloaded, IP

address, etc. Web beacons can also be used to deliver cookies to the User's device.

4.4. IP addresses are unique network addresses that facilitate the two-way exchange of information between a user's device and the servers hosting websites. Web analytics services may use IP addresses to track the number of visits to a website, the number of page views, and for other statistical purposes.

4.5. Java script is software code provided by Web Analytics Services and placed on websites. For example, Java script allows for the recording of events and actions that occur on a website without changing the website's URL (e.g., events that are not related to switching from one web page to another or from one website to another).

5. Cookies

5.1. The Company may use its own cookies to ensure the proper functioning of the website, in particular to perform technical tasks, such as: organizing website navigation, displaying cookie banners, and ensuring protection against information security threats. Saving cookies for these purposes is mandatory for Users operating the website, since in andIn this case, its normal functioning may be disrupted. Such disruptions, among other things, may lead to information security risks (for example, facilitating hacker attacks on the website).

6. Refusing cookies

6.1. The User has the right to refuse the acceptance of cookies on their device at their own discretion. To do so, the User may stop using the website or adjust the appropriate settings in their browser.

6.2. In the event of a refusal to accept cookies and use other technical means, the Company, for technical reasons, cannot guarantee Users that they will have the constant ability to use all the functions of the site.

6.3. Descriptions of settings for the most popular browsers are available at the following links:

[Google Chrome](#)

[Microsoft Edge](#)

[Yandex Browser](#)

[Safari](#)

6.4. Some Web Analytics Services provide Users with the ability to opt out of having their activity tracked by the Web Analytics Services (either always or in certain cases). This can be done via the following links:

[Yandex services](#)

7. Technical protection of statistical information

7.1. To ensure maximum security of any valuable information, the Company implements requirements for the protection of the Statistical information it holds, which comply with the requirements specified in the Personal Data Processing Policy.

8. Making changes

8.1 Users are responsible for checking the latest version themselves. ~~настоящей~~ Policies. The Company reserves the right to make changes, which will take effect from the date the new version of the Policy is published on the website.

9. Contact information

9.1. The Company strives to ensure the most prompt and effective interaction with Users in order to prevent violations of their rights and legitimate interests. You can always obtain more information about the operation of the Web Analytics Services and other issues described in ~~настоящей~~ Policy, and also send a complaint or request to the following contact information:

JSC "Vipservice"

Postal address: 123308, Moscow, inner territory of the Khoroshevo-Mnevniki
Municipal District, 2nd Silikatny Prospekt, 14

Email: dpo@vipservice.ru

Phone: +7 (495) 626-48-88

Working hours: Monday through Friday from 9:00 a.m. to 7:00 p.m., except
public holidays in Russia.

Appeals are accepted in free form, except in cases where the form and/or
content of the appeal is determined by applicable law.