Approved by Individual Entrepreneur

I. V. Ivanova

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**REGULATION ON PROCESSING AND PROTECTION OF PERSONAL DATA**

**1. General Provisions**

1.1. This Provision is regulated by the Constitution of the Russian Federation, the Federal Law "On Information, Information Technologies and the Protection of Information" No. 149-ФЗ of 27.07.2006, the Federal Law "On Personal Data" No. 152-ФЗ of 27.07.2006 and other regulatory legal acts.

1.2. Basic Concepts Used in the Regulation:

**SELLER** is Individual Entrepreneur Irina Viktorovna Ivanova (INN/OGRN: 784205719202 /316784700306772, location: Saint-Petersburg, Moskovskiy pr., 3A, Admiralteisky Trading Centre, 3rd floor: (hereinafter IE).

**ONLINE STORE** refers to a website owned by the Company and located at <https://foreverqueen.ru/>, which displays the Goods offered by the Sellers for purchase and provides the terms of payment and delivery of Goods to Buyers.

**CUSTOMER** is a Visitor to the Website, i. e., a person who visited <https://foreverqueen.ru/> without intending to place an Order; User refers to a natural person, a visitor to the Website, who accepts the terms and conditions of the Public Offer posted at <https://foreverqueen.ru/> and wishes to place Orders in the Online Store <https://foreverqueen.ru/>; The Buyer is a User who placed their Order in the Online Store <https://foreverqueen.ru/>, the subjects of personal data;

**PERSONAL DATA** refers to information stored in any format which relates to a particular individual or an individual who is determined on the basis of such information (subject of personal data), which makes it possible, independently or in combination with other information available to the online store, to identify the Customer;

**PERSONAL DATA PROCESSING** refers to operations with personal data, including collection, systematization, accumulation, storage, clarification (updating, changing), use, distribution (including transfer), depersonalization, blocking, destruction of personal data;

**DISTRIBUTION** **OF PERSONAL DATA** refers to actions aimed at the transfer of personal data to a specific group of persons (transfer of personal data) or at familiarization of an unlimited number of persons with the personal data, including the publication of personal data in the media, their placement in information and telecommunication networks or provision of access to personal data in any other way;

**USE OF PERSONAL DATA** refers to operations with personal data performed by the operator in order to make decisions or perform other actions that generate legal consequences in relation to the subject of personal data or other persons or otherwise affect the rights and freedoms of the subject of personal data or other persons;

**CONFIDENTIALITY OF PERSONAL DATA** refers to the mandatory requirement for the operator or other persons who have access to personal data to prevent the distribution of the data without the consent of the subject of personal data, unless there are other legal grounds to disclose the data.

1.3. This Regulation establishes the procedure for processing personal data of Customers in connection with the sale of Goods to the Customers.

1.4. The purpose of the Regulation is to ensure the protection of human and civil rights and freedoms in connection with personal data processing.

1.5. Personal data is processed for the purpose of the execution of the Seller's Public Offer posted in the Online Store, with the Customer being one of the parties to the Public Offer. The online store collects data only to the extent necessary to achieve this goal.

1.6. Personal data may not be used for the purpose of causing damage to property and moral harm to citizens, hindering the implementation of rights and freedoms of citizens of the Russian Federation.

1.7. This Regulation is approved by the General Director and is binding on all employees who have access to the personal data of the Customer.

**2. The Composition of the Customers' Personal Data and their Collecting**

2.1. Personal data collected and processed by the Online Store includes: personal data (surname, name); residential address; e-mail address; contact phone number;

2.2. The Seller's employees receive all personal data directly from the subject of personal data, i. e., from Customers.

**3. Processing and Storage of Customers' Personal Data**

3.1. The processing of personal data by the Online Store in the interests of Customers involves obtaining, systematization, accumulation, storage, clarification (updating, changing), use, distribution, depersonalization, blocking, destruction and protection of the Customers' personal data against unauthorized access.

3.2. The Customers' consent to the processing of personal data is not required because personal data processing is performed for the purposes of the execution of the Public Offer, with the Customer being one of the parties to the Public Offer and the subject of personal data.

3.3. Processing of Customers' personal data is carried out by the method of mixed processing.

3.4. Only employees of the Seller who are allowed to work with the personal data of the Customer and who have signed the agreement on non-disclosure of personal data of the Customer can have access to the Customers' personal data processing.

3.5. The list of employees who have access to the Customers' personal data is determined by the order of the General Director.

3.6. Hard copies of the Customers' personal data are stored in the Seller's safe, and only employees who have signed the regulation on non-disclosure of information have access to the materials.

3.7. Customers' personal data in electronic form are stored in the local computer network of the Online Store, in electronic folders and files in the personal computers of the Seller and the computers of the Seller's employees allowed to process Customers' personal data.

**4. Use and Transfer of Customers' Personal Data**

4.1. The use of personal data of Customers is carried out exclusively to achieve the goals defined by the Public offer between the Customer and the online store.

4.2. When transferring Customers' personal data, the Online Store must comply with the following requirements:

4.2.1. To warn the persons receiving the personal data of the Customer that these data can be used only for the purposes for which they are provided, and demand that those persons provide confirmations that this rule is observed. Persons receiving personal data of Customers are obliged to observe the confidentiality restrictions. This provision does not apply in the case of depersonalization of personal data and in the case of public data.

4.2.2. To allow access to Customers' personal data only to specially authorized persons, and the specified persons shall have the right to receive only the personal data which are necessary for the performance of their specific functions.

4.2.3. In case of cross-border transfer of personal data, the Online Store shall make sure that the foreign state to which personal data is transferred provides adequate protection of the rights of personal data subjects.

4.2.4. Cross-border transfer of personal data in the territory of foreign countries that do not provide adequate protection of the rights of personal data subjects may be carried out in the following cases:

- the Customer's consent in writing was provided;

- in cases provided by international treaties concluded by the Russian Federation in respect of the issuance of visas, international treaties of the Russian Federation on legal assistance in civil, family and criminal cases, as well as by international treaties of the Russian Federation on readmission;

- in cases provided by federal laws, if it is necessary for protection of the foundations of the constitutional system of the Russian Federation, supporting the defense system of the country and the security of the state;

- performance of the contract to which the subject of personal data is a party;

- protection of life, health, and other vital interests of the subject of personal data or other persons if it is impossible to obtain consent in writing of the subject of personal data.

4.3. Answers to questions related to the transfer of information containing personal data may not be provided by phone or fax.

4.4. The Online Store has the right to provide or transfer personal data of Customers to third parties in the following cases:

- if the disclosure of this information is required in order to comply with the law or to execute a judicial act;

- to assist in investigations carried out by law enforcement or other public authorities;

- to protect the rights and legitimate interests of the Customer and the Online Store.

**5. Protection of the Customers' Personal Data from Unauthorized Access**

5.1. The Online Store shall take the necessary organizational and technical measures to protect personal data from unauthorized or accidental access to, destruction, modification, blocking, copying, distribution of personal data, as well as from other illegal actions.

5.2. For effective protection of personal data of Customers it is necessary to:

5.2.1. observe the procedure for obtaining, recording and storing personal data of Customers;

5.2.2. use technical means of protection and alarm systems;
5.2.3. conclude a non-disclosure Agreement with all employees involved in the collecting, processing and protection of personal data of the Customer;

5.2.4. bring to disciplinary responsibility the employees guilty of violation of the rules governing collecting, processing and protection of personal data of the Customer.

5.3. It is prohibited to provide access to the personal data of the Customers to the Seller's employees who do not have a properly registered right of access.

5.4. Documents containing personal data of Customers are stored in the premises of the Seller where protection is provided against unauthorized access.

5.5. Protection of access to electronic databases containing personal data of Customers is provided by the following measures:

- the use of licensed software products that prevent unauthorized access of third parties to the personal data of Customers;

- the password system.̆ Passwords are set by the system administrator and communicated individually to employees who have access to personal data of Customers.

5.6. Copying the Customer's personal data and making extracts thereof is allowed only for official purposes subject to the written permission of the Seller's management.

**6. Obligations of the Online Store**

6.1. The Online Store shall:

6.1.1. Process personal data of Customers solely for the purpose of performance of the Public Offer.

6.1.2. Receive personal data of the Customer directly from them. If the Customer's personal data can only be obtained from a third party, the Customer must be notified in advance and a written consent must be obtained from them. The Seller's employees must inform the Customers about the purposes, intended sources and methods of obtaining personal data, as well as the nature of the personal data to be obtained and the consequences of the Customer's refusal to provide a written consent for the collecting of the data.

6.1.3. Not receive or process personal data of the Customer relating to their race, nationality, political views, religious or philosophical beliefs, health status, intimate life, except as provided by law.

6.1.4. Provide the Customer or their legal representative with access to their personal data upon an application or the collecting of a request containing the number of the main document identifying the Customer or their legal representative, information about the date of issue of the document and the issuing authority and the handwritten signature of the Customer or their legal representative. The request may be sent in electronic form and signed with an electronic digital signature in accordance with the legislation of the Russian Federation. Information on the availability of personal data shall be provided to the Customer in an accessible form and should not contain personal data relating to other subjects of personal data.

6.1.5. Restrict the Customer's right to access their personal data if:

1) processing of personal data, including personal data obtained as a result of investigative work, counterintelligence and intelligence activities, is carried out for the purposes of national defense, state security and law enforcement;

2) processing of personal data by the authorities which arrested the subject of personal data on suspicion of committing a crime or which accused the subject of personal data in connection to a criminal case or applied pre-trial restrictions to the subject of personal data before the lodging of charges, except in the cases provided for in the criminal procedure legislation of the Russian Federation if the suspect or the accused is allowed to acquaint themselves with such personal data;

3) the provision of personal data violates the constitutional rights and freedoms of other persons.

6.1.6. Ensure the storage and protection of the Customer's personal data from inappropriate use or loss.

6.1.7. Should any inaccuracy of personal data or wrongful actions of the operator with the data be discovered upon application or at the request of a personal data subject or their legal representative or the authorized body for the protection of the rights of subjects of personal data the operator shall block the personal data related to that data subject from the moment of such appeal or the collecting of such request for the period of inspection.

6.1.8. Should it be confirmed that the personal data are inconsistent with the facts, the operator shall, on the basis of the documents submitted by the subject of personal data or their legal representative or an authorized body for protection of the rights of subjects of personal data, or other necessary documents, amend the personal data and unblock it.

6.1.9. Should any illegal operations with personal data be detected, the operator shall eliminate the violations within three working days from the date of such detection. If it is impossible to eliminate the violations, the operator shall, within three working days from the date of the detection of inappropriate actions with the personal data, destroy the personal data. The operator shall notify the personal data subject or their legal representative about the elimination of the violations or about the destruction of the personal data, and if the appeal or request was sent by the authorized body for the protection of the rights of personal data subjects, the operator shall also notify such body.

**7. The Rights of the Customer**

7.1. The Customer has the right to:

- access information about themselves, including information confirming the fact of personal data processing, as well as the purpose of such processing; information on methods of processing of personal data used by Online Store; information on persons who have access to personal data or who may be granted such access; a list of processed personal data and its source, the timing of the processing of personal data, including the terms of its storage; information on the legal implications for the Customer that the processing of their personal data may entail;

- definition of the forms and methods of his/her personal data processing; imposing restrictions in respect of the methods and forms of personal data processing; prohibition on personal data distribution without their consent; modification, amendment, or destruction of the information concerning them.

**8. Confidentiality of the Customers' Personal Data**

8.1. The information about Customers' personal data is confidential.

8.2. The Online Store ensures the confidentiality of personal data and is obliged to prevent its dissemination to third parties without the consent of the Customers, unless there are legal grounds for the disclosure of the data.

8.3. Persons who have access to personal data of Customers are obliged to observe the confidentiality regulations, they must be warned about the need to observe the secrecy rules. In connection with the confidentiality of personal information, appropriate security measures should be provided to protect the data from accidental or unauthorized destruction, accidental loss, unauthorized access, modification or dissemination.

8.4. All confidentiality measures related to the collection, processing and storage of personal data of Customers apply to all media, both hard copies and electronic ones.

8.5. The confidentiality restrictions in respect of personal data are removed in cases of depersonalization of data or their inclusion in public sources of personal data, unless otherwise stipulated for by the law.

**9. Responsibility for Violation of the Rules Governing the Processing of Personal Data of Customers**

9.1. The Seller is responsible for the personal information which it holds and ensures the personal responsibility of employees for the compliance with the established confidentiality restrictions.

9.2. Each employee of the Seller who receives, in connection with their work, a document containing personal data of the Customer, shall bear sole responsibility for the safety of the carrier and confidentiality of the information.

9.3. Anyone may complain to the Seller's employee in connection with a violation of this Provision. Complaints and applications regarding compliance with the data processing requirements shall be considered within three days from the date of their collecting.

9.4. The Seller's employees are obliged to ensure the proper level of consideration of requests, applications and complaints of Customers, as well as to facilitate the implementation of the requirements of the competent authorities.

9.5. Any persons guilty of violating the rules governing the collecting, processing and protection of personal data of Customers shall bear disciplinary, administrative, civil or criminal liability in accordance with the legislation of the Russian Federation.