

## Confidentiality Policy

This confidentiality provision informs you about what personal data TNA-TICKETS.RU collects within the services we offer and how this data is processed and used. We take care that your personal data is safe! Your data is protected from an unauthorized access and leakage by different means such as electronic, technical, physical, contractual, and administrative means. TNA-TICKETS.RU has taken essential technical and organizational measures which ensure data protection both by the company and by external service providers. TNA-TICKETS.RU collects the personal data:

- which you specify upon registration on webpages;
- which you specify addressing the support team;
- which you specify using paid services that are invoiced;
- which you specify to take part in promotional events and surveys and to receive newsletters at your pleasure.

TNA-TICKETS.RU also collects data related to the user if it is required to render a service or invoice it. Such data may include the information on the rendered services and invoices issued for them. As part of using their webpages TNA-TICKETS.RU collects the following non-personal data:

- IP addresses including time;
- temporary files, local flash-data;
- statistics information, e.g., the browser type, operating system, URL from which you were redirected to our webpage, date, time, visited pages, duration of visit, and visit frequency.

The collected data is processed anonymously and used for statistics only. We store the IP addresses and internet information related to them for maximum 6 months fulfilling the obligation for data storage established by law. Moreover, it may be required to store data due to the data safety reasons and for the purpose of ensuring the stability and functional reliability of our system. In some cases, TNA-TICKETS.RU can refer to your IP address and relative Internet data to detect and stop unauthorized criminal use of some accounts.

We use your personal data:

- to provide services and issue invoices;
- in a pseudonymous and/or anonymous form to satisfy consumer needs and optimize products;
- to distribute information and advertisement messages (sms, viber, e-mail);
- to fulfill legal obligations, mainly obligations for storage.

In addition, we use the data to communicate with you, for instance, mainly regarding provision of assistance and support and delivery of information related to your order. If you agree, we regularly inform you about the news, promos and events via e-mail, telephone or SMS. Your data is stored privately and confidentially and not transmitted to the third parties, unless you express consent to transmit your data to third parties.

However, in exceptional cases TNA-TICKETS.RU is obliged to transmit your data to investigating authorities in accordance with legal requirements. In such a case the data is transmitted exclusively within the limits of the law. This site uses analytical web service Google Analytics, offered by Google Inc. (Google). Google Analytics uses so-called “Cookies”, i.e. text files which are stored on your computer and allow analyzing your behavior on the website. The information about your behavior on the website received through Cookies files is commonly transmitted to a Google server in the USA and stored there. If the anonymization of IP addresses is enabled on this website, Google preliminarily deletes the ending of your IP address inside the territory of EU countries or other EEA countries. And only in exceptional cases the full IP address is transmitted to one of the Google services in the USA and shortened there. At the request of this website Google will use the information to analyze your behavior on the website, generate reports of the activity on the website and to render to the provider other services related to usage of the website and internet. The connection between the IP address transmitted through Google Analytics and other Google data is not tracked.

You can disable the Cookies storage using relevant settings in your browser. But please take into consideration that in this case you may not be able to fully use all the functions of the website. Besides, you can interfere with Google collecting through Cookies and processing data on your behavior on the website (including your IP address), if you download and install a plug-in for your browser via the below weblink: <http://tools.google.com/dlpage/gaoptout?hl=ru>.

The advertisement on the website is optimized individually for you by anonymous collection and processing of the data on your behavior on the website and forecasting interests. The tele-media provider ProSiebenSat.1 Digital GmbH shares the responsibility for it with the online promoter SevenOne Media GmbH, affiliate company ProSiebenSat.1-Group and companies associated with ProSiebenSat.1 Digital GmbH in the meaning of § 15 and following paragraphs of FRG Joint-Stock Companies Act (AktG). For these purposes, external services install Cookies on your computer as instructed

by us. Cookies collect user data. We are talking about the data which is registered when you are on the pages of this website and click on advertising materials. Thus, we can analyze your use of online advertisement and display for you the advertising materials which can be of interest to you and match your preferences (“targeted online advertisement”).

Besides, no personal data (for example, name, address, and e-mail) is saved. IP addresses are anonymized so that any person’s identification is excluded. If you do not want to receive targeted online advertisement, you can disable the installation and storage of Cookies making relative settings in your browser. In addition, we allow other external companies, for example, media agencies, for installing Cookies to analyze the use of online advertisement and display special advertisement on our website which is of interest to you and match your preferences.

Moreover, media agencies should be able to address the target audience of their advertisers as accurately and purposefully as possible. For this purpose, for example, anonymous statistics is created, and the data is used for marketing research. In this process the identification of individuals is excluded. The installation of Cookies by external companies can be also controlled by relative settings in the browser.

## **Facebook**

Our webpage contains plug-ins of the weblink to the external social network Facebook. This website is exclusively used by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA (Facebook). The weblinks are marked on our website by the Facebook logotype or the “Like” addition (the Facebook plug-ins are not used). If you click on those weblinks, the Facebook plug-ins are activated. And your browser establishes a direct connection with Facebook servers.