

Company "TROIKA"

Privacy Policy

Your privacy is very important to us. We are committed to protecting the personal information provided to us. In this document, which is updated regularly, you have described how we use and process personal data. We also provide contact information so that you can contact us if you have questions regarding your personal information.

The Troika company offers car rental services and related services on its website.

Confidentiality

What personal information does Troika use?

When you reserve a car or make an Application, we ask you to provide us with the information we need to offer you suitable options. This information includes the main driver's name, age, contact information (email address, telephone number), date and place of birth, passport details, driver's license details, payment details.

When you visit our website, we may collect certain information even if you do not make a reservation. This information may include IP address, type of browser used, information about the computer's operating system, application version, language settings and pages displayed. If you use a mobile device, you may also receive data identifying your mobile device, device settings and characteristics, and latitude/longitude data. We may also calculate and process information about the types of applications installed on the mobile device (for example, application name, description and category). This information does not, by itself, allow us to identify you, but it is nonetheless considered "personal" information.

We may also receive certain information when you use social services.

For what purposes does Troika collect, use and transfer personal data to third parties?

- *Reservations:* First and foremost, we use your personal data to process and administer your online booking. We may also use them to fill and administer orders for any related services (for example, insurance) and forward the necessary data to the appropriate provider.
- *Customer Service:* We provide 24/7 customer support. With this information, our customer service team can assist you whenever you need it, such as finding the right car rental and answering queries related to your booking.
- *Customer Feedback:* We may use your contact information to invite you to respond to a short survey regarding your car rental. The survey results help us better understand and improve the service our car rental partners provide to our customers.
- *Marketing Promotion:* We also use your data for marketing promotions as permitted by law. For example:
 - o We may use your contact information to contact you by mail, telephone, email or SMS with information about our latest news, special offers and updates, including information about products and services (both our own and those of our suppliers/partners).), discounts or promotions, new products or services, and upcoming events or competitions. You give your consent when you click "Submit" on the booking form
 - o We may use your contact information to contact you by phone, email and/or SMS about insurance coverages that you did not specify in your vehicle reservation. Again, you give your consent when you click "Book" on the booking form by ticking the appropriate box.
 - o Based on the information provided, we may show you personalized offers on our websites, mobile applications and third party sites, including social platforms.
- *Other types of communication:* We may also contact you by mail, email, call or SMS, depending on the contact information you provide. There may be several reasons for this:
 - o We need to respond to or process special requests you make.
 - o If you have not completed your online booking, you may receive an email reminding you of your pending booking. We believe this service is useful to you because it allows you to

continue with your booking rather than starting your car rental search all over again or filling out all your booking details from scratch.

- If you have used our services, we may send you a survey or ask you to provide feedback about your impressions of the service we provided.
- We may also send you other information about your bookings, such as contact details where you can contact Troika if you need assistance or a summary of previous bookings
- *Market analysis:* Sometimes we ask our clients to participate in market research. Any additional information you provide as part of this study will be used solely with your consent.
- *Fraud detection and prevention:* We may also use your personal information to detect and prevent fraud and other illegal activities.

Improving the quality of services: Finally, we use personal information for analytical purposes, to improve the quality of services provided and the most convenient use of online car booking tool

How can avtomaxi.ru transfer your data to third parties?

Under certain conditions, we may share your data with third parties.

- *The rental company you booked the car with:* To complete your reservation, we transfer your personal data to the rental company from which you will receive the car. This information may include your name, contact information (email, telephone number), date and place of birth, passport details, driver's license details, payment details and any special requests you specified when booking.
- *To other companies belonging to the same Troika group of companies:* In order to support you during the booking process and throughout your rental, we may share your data with companies that are part of the same Troika group.
- *Third Party Service Providers:* We may use third parties to process your data for the above purposes. For example, we may use them to contact you or to send you booking information from our car supply partner or to manage aspects of our website, call centers or marketing activities. We may also work with third party service providers to process payment or provide payment guarantee if required by the terms of the booking. We also work with third-party advertising networks to promote our product and services on other platforms and use third-party agencies to conduct analytical research. All of these third parties have confidentiality agreements prohibiting them from using your personal information for any purpose other than as stated above.
- *To our business partners:* For a successful car rental process provided on our website and mobile applications, we work with partner sites around the world. If you book a car through one of these sites, some of the personal information you provide to them may be transferred to us. Accordingly, we may also share information with our business partners to enable them to process your booking, to resolve booking related issues and for marketing purposes. In this case, your personal data is protected in accordance with the personal data policy adopted by that business partner.
- *To the competent authorities:* We may report or disclose your personal information to a government or investigative agency if required to do so by law (or other enforceable law). These claims include court orders, subpoenas, and orders obtained as a result of a lawsuit or criminal investigation. We may also disclose your personal data where necessary to prevent, detect or prosecute criminal acts.

Safety

What security measures does Troika use to protect their personal information?

We follow reasonable procedures to prevent unauthorized access and misuse of personal information. We use appropriate business systems and procedures to protect the personal information provided to us. For security purposes, we also use technical and physical restrictions on access and use of personal information on our servers. Only authorized personnel are allowed access to personal information in the course of their work.

Promotional letters

How can you control advertising letters?

After completing an Application or booking a car, we provide you with the opportunity to receive marketing and sales emails. You can unsubscribe at any time by using the "Unsubscribe" link available in every email.

Contacts

How can you control the personal data transmitted by Troika?

You may Request a copy of your information by contacting us in writing at atinfo@vtomaxi.ru (indicating "Personal Data" in the subject title) or send us a letter by mail to the address: Moscow, Sormovsky Proezd, 5, building 4. We will require additional information to verify the identification of the Requesting Party in order to ensure the security of the transfer of personal data. If we hold your information, you can contact us to correct any errors by contacting us at the email address above or the postal address below.

If you have any questions, concerns or comments about our practices or our Privacy Policy, please email us at info@avtomaxi. Troika has its offices at: Moscow, Aviatsionnaya str., 24, building 1; Moscow, st. Poklonnaya, 19; Moscow, Sormovsky proezd, no. 5, building 4; Moscow, st. Bolshaya Pionerskaya, 4.; Moscow, st. Gorbunova, 14