

## INSTRUCTIONS FOR REGISTRATION AND PRIVACY POLICY

While taking care about Your privacy and while evaluating Your trust „Novaturas“, JSC (hereinafter referred to as - NOVATURAS) undertakes to keep Your privacy and to use the given information exclusively for the purposes indicated in this instructions for registration and private policy, without Your consent not to disclose this information to any third persons, unless the laws would require it.

While registering on this website [www.novaturas.lt](http://www.novaturas.lt) you become the registered user of this website. The consent and the infrastructure of website or the services of order of separate services provided by NOVATURAS on Internet through this website belong, are performed and provided by NOVATURAS. They are only for your personal, non-commercial use. Further set “Instructions for Registration and Privacy Policy” (hereinafter referred to as the Instructions) are valid to them.

NOVATURAS is registered in the Register of Managers for the Protection of Personal Data: Identification code - P705, date of registration – 18/05/2001.

When you become the registered user of website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt), you can voluntarily present the personal information about yourself, i.e. E-mail address, name, surname, telephone number and other communication or personal information about both yourself and the persons travelling together with you. On this website NOVATURAS makes conditions for the registered users to order the travels or other services provided by NOVATURAS, to manage own information, to keep the personal options, to review the previous orders or to manage the future ones, etc. more quickly and more comfortably. NOVATURAS needs your given information in order to keep relations with you, to inform You about the news, the made actions, the discounts and the privileges applied to You, to satisfy Your needs better and more effectively while using the website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt).

### REGISTRATION

1. The registration is free of charge in the website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt).
2. The children until 18 years old (according to the law on the protection of child rights basics of the Republic of Lithuania “*The child is a person, who is not 18 years old, except the cases when the laws envisage otherwise*”). We have a right to delete the information received from the child younger than 18 years old.

3. At the same time while registering in the website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt) the user confirms that he/she familiarized with these instructions and expresses his/her agreement with them and undertakes to keep them.
4. It is possible to become the registered user of website [www.novaturas.lt](http://www.novaturas.lt) in two ways:
  - 4.1. To use Facebook account. In such case, it is not necessary to create the new account and to remember the new password – the information of Your Facebook account is used.
  - 4.2. To create the new account. It is necessary to indicate own E-mail address and to create the password. Only one account can be created to one E-mail address.
5. The mentioned login information will be used every time while joining [www.novaturas.lt](http://www.novaturas.lt). While being as the registered user you respond for these data security known to You and undertake not to disclose them to anyone.
6. In the case if the password of registered user becomes known to the third persons, such user must immediately change the password, i.e. join the website [www.novaturas.lt](http://www.novaturas.lt) and in the column „My information“ -> „Change of password“ to change the password.
7. The registered user accepts the whole responsibility for the actions of the third persons, which are performed while using his/her login information and password. In order to ensure the maximal security of any registered user of website [www.novaturas.lt](http://www.novaturas.lt) NOVATURAS recommends to keep the basic safety instructions indicated below:
  - 7.1. It always necessary to make sure that after the activity the user disconnects the account of website [www.novaturas.lt](http://www.novaturas.lt) and closes the Internet browser. It is recommended even when the computer is left only for a moment while in such case there is a possibility to make sure that the third persons will not use the login and password of user;
  - 7.2. Do not disclose the login and password to anyone, even the family members or friends, as well the employees of NOVATURAS, do not send these data to anyone by E-mail or other information transfer ways;
  - 7.3. It is recommended simply to remember the password of user and do not write it anywhere. The good password is an illogical combination of numbers, letters and punctuation marks;
  - 7.4. To use the proper Internet browser. In order to ensure the connection security it is necessary to use the newest and official versions of browsers;
  - 7.5. It is recommended to use the screen lock with the password that the third persons could not use your computer freely;

- 7.6. To renew constantly the operational system and the browser that the user would have opportunity to receive constantly the corrections of detected security errors;
- 7.7. To use the antivirus programs and other protective means hardly overcome by the third persons.

## **SECURITY**

8. Following the law on the legal security of personal data of the Republic of Lithuania, the legal acts regulating the data security of the European Union, etc. we apply the means, which prevent the illegal access or the illegal use of your information. NOVATURAS ensures that your given information would be protected from any illegal actions: the illegal change, disclosure or destruction of personal information, theft, and fraud of personal identity and the protective level of personal information would meet the requirements of legal acts of the Republic of Lithuania. The database keeping the information of the registered users of website [www.novaturas.lt](http://www.novaturas.lt) is protected from the impermissible access through the computer networks.
9. NOVATURAS uses the appropriate business systems and the procedures, which permit to protect and to defend your personal information entrusted to us. NOVATURAS uses the security systems, the technical and physical means, which limit the access to your personal information and their use in the servers of NOVATURAS. Only the employees of NOVATURAS having the special permits have a right to see your personal information, which was presented while registering on [www.novaturas.lt](http://www.novaturas.lt), for the labour purposes.

## **PRIVACY AND PERSONAL INFORMATION**

10. The information, which is collected by NOVATURAS, can be your name, surname, E-mail address, telephone number, home address, passport number, date of birth, gender and other. In the website the certain information about Your visitation, for example: Internet Protocol (IP) address, while using which You reach the Internet; date and time of Your visitation in the website [www.novaturas.lt](http://www.novaturas.lt); other Internet websites, which You visit while being in the website [www.novaturas.lt](http://www.novaturas.lt); the used browser; the information about Your computer operational system; the versions of mobile programs; the settings of language and others can be collected. If you use the mobile device, as well the data, which permit to determine the type of mobile device, the settings of device, as well the geographical coordinates (longitude and latitude) can be collected. This

information is used to improve the website [www.novaturas.lt](http://www.novaturas.lt), to analyze the tendencies, to improve the products and the services and to administer the website [www.novaturas.lt](http://www.novaturas.lt).

11. Your entered personal information is kept in order it would not be necessary to enter the same information again and that the website [www.novaturas.lt](http://www.novaturas.lt) would be applied to your individual needs and interests.
12. All information indicated during the registration of users in the website [www.novaturas.lt](http://www.novaturas.lt), as well the information, which is received while the user visits the website [www.novaturas.lt](http://www.novaturas.lt), is accumulated, kept and managed according to the requirements envisaged in the law on the protection of personal data of the Republic of Lithuania and other legal acts regulating the protection of personal data in the Republic of Lithuania. NOVATURAS ensures the security of personal data and undertakes to use this information only with the consent of user and only in the cases envisaged by the law.
13. While collecting and keeping the data about You, NOVATURAS follows these principles:
  - 13.1. The information given by the registered users is collected, managed and kept while strictly following the law on the protection of personal data of the Republic of Lithuania, the Civil Code of the Republic of Lithuania and other requirements of legal acts regulating this field of law.
  - 13.2. Accumulates only those data, which are necessary while providing the qualitative services to the registered user, including the consultation about the products and services of NOVATURAS.
  - 13.3. Only the employees of NOVATURAS having the appropriate competence and/or the third persons, which NOVATURAS invoked to provide the service for the registered user and only in those cases when it is necessary to provide the service, can find out the data of registered users.
  - 13.4. NOVATURAS does not disclose the data of registered users to the third persons, except the cases envisaged in the laws or if the registered user undertook NOVATURAS to perform it oneself.
  - 13.5. NOVATURAS tries that the data of clients would be comprehensive, new and ordered, therefore, we ask to specify them constantly.
  - 13.6. NOVATURAS respects your privacy and undertakes to follow constantly these security principles of your data.

14. When you register in the website [www.novaturas.lt](http://www.novaturas.lt) and become the registered user, You agree that the data about You given to NOVATURAS in the website [www.novaturas.lt](http://www.novaturas.lt) will be used for the purposes of direct marketing and in such way it will help to ensure the constant improvement and development of website [www.novaturas.lt](http://www.novaturas.lt) and the services of NOVATURAS and will provide an opportunity to give the better offers of services.

14.1. We can use your information for the marketing activities permissible by the laws. For example: following Your given information and when You visit the website of NOVATURAS, while using the mobile programs or visiting the websites of the third persons and the social networks we can show the offers applied specially for You.

15. You can review and edit the personal information and the contact data of communication with you given in the website [www.novaturas.lt](http://www.novaturas.lt) while visiting the appropriate chapters of website [www.novaturas.lt](http://www.novaturas.lt).

16. If your information is inaccurate, incorrect or incomprehensive, due to these reasons NOVATURAS cannot properly provide the services provided in the website [www.novaturas.lt](http://www.novaturas.lt), and perform the orders of the registered user. In such case, the registered user should have to specify the information immediately.

## **COOKIES AND THEIR USE**

17. A part of information is accumulated automatically when you visit the website [www.novaturas.lt](http://www.novaturas.lt) because the server of NOVATURAS has to recognize Your Internet protocol address. In the website [www.novaturas.lt](http://www.novaturas.lt) the management tools of data analysis – cookies are also used.

18. While registering in the website [www.novaturas.lt](http://www.novaturas.lt) you agree that the cookies mentioned in these Instructions would be written in your computer (device).

19. The cookies are small amounts of data, which the website puts in your computer. The websites do not have any memory. When you visit the different websites, you will not be recognized as the same user. The cookies permit the website to recognize your browser. The basic purpose of cookies – to remember your options, for example, the required language of website. The cookies also help to recognize you when you return to the same website. They help to adjust the website to the personal needs. The cookies cannot be used to perform the programs or to transfer the viruses into the computer. The cookies are used only for you and only the website server of domain, which sent you the cookies, can read them. One of the most important goals of cookies is to provide a comfortable function in order to save your time. For example, if you apply the website for the personal needs or

visit the website, while visiting later the cookies will help the website to remember the specific information. Therefore, it is more simply to present the topical content, more easily to visit the website, etc. When you return to the website you can find your earlier given information, therefore, You can more easily use the already adjusted functions of website.

20. There are the cookies of different types and the ways of their use are different. The cookies can be grouped into the categories according to their purpose, durability and their place in the website. Thanks to the cookies, the data management does not provide possibility to determine the identity of user directly or indirectly.

21. In the website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt) the cookies of these types are used:

21.1. Technical cookies: NOVATURAS tries to present the advanced and easy to use website, which automatically adjusts to their wishes and needs for the registered users of website [www.novaturas.lt](http://www.novaturas.lt). In order to achieve it NOVATURAS uses the technical cookies, which permit to see the website and enable its proper action, and you can join the available account and to manage your data and other information. The website [www.novaturas.lt](http://www.novaturas.lt) properly acts only thanks to the technical cookies.

21.2. Functional cookies: NOVATURAS also uses the functional cookies, which permit to remember your options and together to use the website effectively. For example, thanks to cookies the website remembers your chosen language, the made searches or the reviewed ones, the travels and services offered by NOVATURAS. The cookies of this type are not necessary for the action of website but add more possibilities and make your visitation more pleasant.

21.3. Analytical cookies: NOVATURAS uses the cookies of this type while trying to understand how the visitors of NOVATURAS use the website [www.novaturas.lt](http://www.novaturas.lt), to find out the weak and strong parts of website, to optimize and to improve the work of website and further to install the advanced decisions. The accumulated data include Your reviewed websites, the type of Your used platform, the information of date and time, the number of presses, the movement of mouse and the activity of visitation, the keywords and other text, which conclude during the visitation of website. As well, NOVATURAS uses the analytical cookies for the Internet promotion companies in order to analyze the behavior of users when the Internet promotion of NOVATURAS is shown. NOVATURAS does not know who you are; it collects only the anonymous information.

- 21.4. Commercial cookies: NOVATURAS uses these cookies while putting the promotions of NOVATURAS in other websites. The so called „directing promotions“ are shown following the information about the travelling directions searched by the visitor.
22. The goal of these management tools is to ensure the visiting quality of website, to help NOVATURAS to find out the attendance of website [www.novaturas.lt](http://www.novaturas.lt) and its separate parts, to understand the flows of registered users of website, to improve this website, the services provided on Internet and to satisfy the needs of visitors better.
23. Every time while visiting the website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt) you can accept or refuse using the cookies, however, in such case NOVATURAS cannot guarantee the visiting quality of website. Most Internet browsers automatically accept the cookies but if you want, You can easily modify the browser in order to refuse them. Therefore, you have a possibility to delete a part or all cookies from your computer at any time or to block them, while using the Internet browser being in your computer. While blocking the cookies due to the technical reasons some parts of website [www.novaturas.lt](http://www.novaturas.lt) cannot operate for you or operate improperly.

#### **USE OF WEBSITE INDICATORS**

24. NOVATURAS sometimes uses not only the cookies but also the website indicators. It is a small graphic picture of one pixel, which gets into your computer as a part of website or as HTML electronic notice. NOVATURAS uses these pictures directly or through other suppliers of services as the Internet promotion or in the websites of the third persons in order to find out whether the user, to whom the promotion is used, performs the order, while analyzing the movement of users and in order to optimize the offered services.
25. NOVATURAS can include the website indicators into the promotional electronic letters or the informational notices in order it would be possible to determine whether the letters were opened. The suppliers of services of the third persons can add some website indicators in order to determine the efficiency of promotional campaigns of NOVATURAS or communication by E-mail. The website indicators can be used in order to put the constant cookie in your computer. Then it will be able to recognize your computer every time while visiting the certain websites or while sending the E-mails and to accumulate the anonymous information about the attendance of such websites. NOVATURAS prohibits using the website indicators to collect the personal information or the access to it.

## **CORRESPONDENCE AND COMMUNICATION**

26. When you register in the website [www.novaturas.lt](http://www.novaturas.lt) and become the registered user, you agree to receive the letters about the news of NOVATURAS, the information notices and others. NOVATURAS also can send you the information and the offers related to the direction of your travel and stay, discounts, actions, etc.
27. NOVATURAS also provides you a possibility to refuse the information sent by NOVATURAS. If you do not want to receive the non-required information about the services, changes provided by NOVATURAS, anytime you can perform while joining your account in the website [www.novaturas.lt](http://www.novaturas.lt) and taking off the tick in the account „My information“ -> „Settings of information“.

## **CHECK OUT**

28. During the registration you create your account, form your profile. The user can correct, amend or inform NOVATURAS about the request to delete your account. In the case if you do not want to be the registered user of website [www.novaturas.lt](http://www.novaturas.lt), you have to express your request to NOVATURAS by E-mail: [info@novaturas.lt](mailto:info@novaturas.lt). You have to send your request regarding the deletion of account only from that E-mail address, which has been used to create the account of registered user in the website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt). While deleting your account NOVATURAS deletes all your information being in it. However, we have to keep the certain information for the purposes of administration, especially when it is necessary to ensure the national security and defense, public order, prevention, investigation, determination of crimes or the criminal prosecution, to defend the important state economical or financial interests, the protection of other personal rights and freedoms.

## **INTELLECTUAL PROPERTY RIGHTS**

29. If it is not indicated otherwise the software necessary for the services of NOVATURAS is available or used in the website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt) and the intellectual property rights (including the author's rights) to the content and information of website belongs to NOVATURAS.
30. It is forbidden without the advance written consent of NOVATURAS to restore, to translate, and to adapt or in any other way to use any part of website [www.novaturas.lt](http://www.novaturas.lt) (any content, logo, software, products, services or others) in the commercial economical activity of the third persons. It is forbidden to perform any other actions, which can affect the property rights of NOVATURAS to this

website, and as well objecting the honest competition, promotion, breaking the authors' rights, other legal acts and the valid practice.

31. Any illegal use of rights or any of the mentioned action will make the essential legal breach of intellectual property of NOVATURAS (including the author's ones and others).

## **RESPONSIBILITY**

32. NOVATURAS is not responsible for the communication troubles, due to which the registered users and other persons of website [www.novaturas.lt](http://www.novaturas.lt) cannot reach the website or use the services.
33. The registration can be deleted without the separate warning and/or the rights can be limited to the registered user, who does not follow these Instructions, in the website [www.novaturas.lt](http://www.novaturas.lt).
34. NOVATURAS does not have any possibility to guarantee fully that the functionality of website [www.novaturas.lt](http://www.novaturas.lt) will be continuous and without any troubles and errors in order this website would be fully protected from the viruses or other harmful components. You are informed that any material, which you read, send or receive otherwise while using the website [www.novaturas.lt](http://www.novaturas.lt), is exceptionally the discretion and risk of the registered user and only you are responsible for the damage made to you and the computer system.
35. The registered user accepts all risk and responsibility for the actions of the third persons in the website [www.novaturas.lt](http://www.novaturas.lt), made while using his/her connection data, and undertakes to perform all obligations accepted while using the connection data of user, including but not limiting to account for the ordered services.

## **CONCLUDING PROVISIONS**

36. When you visit the website of NOVATURAS [www.novaturas.lt](http://www.novaturas.lt) and present the information about yourself, it is considered that You familiarized and agree with the provisions of these Instructions.
37. The law of the Republic of Lithuania is applied to these Instructions.
38. The law of the Republic of Lithuania is applied to the relations arising based on these Instructions.
39. All disagreements arising due to the fulfillment of these Instructions are solved in the way of negotiation. In failure to agree, the disputes are solved in the order determined by the legal acts of the Republic of Lithuania.
40. NOVATURAS leaves a right anytime at its discretion to change these Instructions. The changes of Instructions become effective on the day of publication of Instructions in the website [www.novaturas.lt](http://www.novaturas.lt).

- If the changes of these Instructions are made, NOVATURAS informs the registered user of website [www.novaturas.lt](http://www.novaturas.lt) about it personally. If the registered user of website [www.novaturas.lt](http://www.novaturas.lt) does not agree with the changes of Instructions after the receipt of mentioned notice about the change of Instructions, which worsens its position, the user has a right to terminate the use by this website and to apply to NOVATURAS regarding the request to delete your account. If the user does not do it, it is being considered that he/she agrees with all changes of Instructions.
  
- The registered user of website [www.novaturas.lt](http://www.novaturas.lt) understands and agrees with it that in the case if he/she uses the services of website [www.novaturas.lt](http://www.novaturas.lt) after the change date of Instructions, NOVATURAS evaluates the fact of use of user by this website and/or the order of services through it as the acceptance of conditions of new edit of Instructions.