

Terms and conditions

The website, its content, structure and design are fully copyrighted by "One Caucasus" Non-Entrepreneurial (Non-commercial) Legal Entity".

Any information/content displayed on the website, including but not limited to logos, pictograms, graphics, images, images, patents, service/trademarks, designs, visual media created by us and other intellectual property (registered or unregistered) is not allowed. Unauthorized use, modification, processing and publication (including on social media).

The reference to intellectual property on the website does not mean the user is authorized to use it. Downloading any information from the website by the user, or making a copy for commercial purposes, will be considered a violation of Georgian legislation and appropriate measures will be taken.

If the website allows users to chat, interact or dialogue/discuss, you are obliged to post in these channels only the information on which you own the intellectual property or have the consent of the relevant person. In addition, you authorize us to process (including publish) the information you provide for lawful, communication/informational purposes.

The company name, trademark and logo on the website belong to One Caucasus.

Modification and/or use of the information posted on the website for any other purpose, without our consent, leads to a violation of our copyrights and the imposition of appropriate responsibility on the person involved.

Protection of privacy

We ensure the maximum protection of confidential information provided to us in accordance with the law. We ask for the user's personal information based on the need, in the amount required to provide effective services in accordance with the rules established by the legislation of Georgia. The user can at any time request information about the processing of his personal information.

We disclaim any responsibility for unauthorized access to your data by a third party and/or illegal acquisition of any personal information.

When providing confidential information, the user is obliged not to use such automated means that may endanger the safety and security of the website. You represent and warrant that the information submitted in the registration form is true, accurate, current and complete and you will take care to update this information from time to time to ensure its accuracy, accuracy, freshness and completeness.

By agreeing to the rules, the user gives us the right to send him a message (including in electronic form: short text message, e-mail) about the information posted on the website.

If you register an account, you are responsible for maintaining the confidentiality of your account password, account identifiers, and all account activity.

By using the website, you also agree to the company's policy on the protection of personal information and its privacy policy, which is additionally provided on the same website - "Privacy Policy".

Links specified on the website

One Caucasus reserves the right to provide hyperlinks to third-party websites for your information. Links owned by third parties and the information indicated on them are not subject to our control, and the accuracy of the information and content posted on them is not the subject of our responsibility. Accordingly, you are responsible for familiarizing yourself with the terms and conditions of third-party resources/websites.

settlement rule

The customer can pay with a bank card.

When paying by bank card, the service fee is added to the cost of the products.

After fully and accurately reflecting the amount paid by the customer to the One Caucasus account, a confirmation email on payment success and product code will be sent to the buyer. This code will be presented for pick up during the festival in Tserakvi.

Payment method: cashless.

other conditions

You represent and warrant that your use of the website will not violate applicable laws and international law. In case of non-fulfillment of the mentioned condition, the owner will be held responsible.

We reserve the right to terminate your account on the Website (if any) or otherwise restrict your access to the Website, in whole or in part, if you do not fully and promptly comply with the terms and conditions set forth in the Rules and the requirements of applicable law, or if you will take any action that we, in our absolute discretion, consider being in violation of any rule, applicable law, or regulation, and/or in violation of our, other users, or any other third party's interests.

We shall not be liable for any damages caused to you or any third party as a result of our exercise of the above right, and you shall have no claim in this regard.

We reserve the right to investigate the fact and circumstances surrounding your use of the Website if, in our absolute discretion, we believe that you have violated any of the Terms and/or applicable laws.

We have no obligation to store or transmit to you the information that you upload, store or send within the framework of using the website, or during its direct use, and you will not have any claim in this regard.

Warranty conditions

By using the website, you also agree to One Caucasus's warranty policy, which is also available on the same website - "Return Policy".

change

"One Caucasus" is entitled to make changes to the terms and conditions at any time without prior notice to the user. The user is obliged to regularly familiarize himself with the terms and conditions. Your visit to the website and/or use of the information posted on the website automatically signifies your unconditional agreement to the terms and conditions of the Terms and Conditions.

Governing Law and Jurisdiction

The legislation of Georgia regulates issues not foreseen by the terms and conditions.

In the event of a dispute, the case will be considered by the system of general courts of Georgia, according to the law.

The invalidity of a particular entry in the Terms and Conditions shall not invalidate any other provisions of the Terms and Conditions.

contact information

If you have any questions regarding the terms and conditions and/or the information posted on the website, please write to us at the following address: 60th apt, 12th bldg. 1st quarter, Digomi massive, 0159, Tbilisi

or write to us via e-mail: onecaucasusfestival@gmail.com

Privacy Policy

How your personal information is processed and used by "One Caucasus" Non-Entrepreneurial (Non-commercial) Legal Entity”

How we use your personal information

This notice refers to the existing protection mechanisms of "One Caucasus" Non-Entrepreneurial (Non-commercial) Legal Entity” (hereinafter referred to as the "Company") in relation to unauthorized access to personal data, through which the company ensures the protection of your personal data. The latter includes information that the company obtains during the period of providing services to you, which, in accordance with the legislation of Georgia, is subsequently also used for direct marketing purposes. The purpose of the notice is to provide you with information regarding our operating principles and your legal protection mechanisms when processing personal information.

Pledge to protect personal data privacy

The company promises that:

We will take care of the security and protection of your personal data;

We will not use your data improperly;

We will provide you with complete and comprehensive information regarding the processing of your personal data at any time.

How does the law protect you?

Similar to the promise of personal data privacy protection, the said data is protected by the Law of Georgia on Personal Data Protection.

According to the law, you have the right to request information about the processing of your data. You have the right to receive the following information:

- which data is processed about you;
- purpose of data processing;
- Legal basis for data processing;
- How your data was collected;
- To whom your data was transferred;
- Basis and purpose of providing data.

You can request a copy of the information we process.

In accordance with the law, you have the right to request the correction, update, addition, blocking, deletion or destruction of your personal data if it is incomplete, inaccurate, not up-to-date or if it was collected and processed against the law. We operate in accordance with the laws of Georgia, which may prevent us from immediately deleting your personal data. Such obligations may arise from tax laws, consumer protection laws and other relevant laws.

The company is obligated to provide you with the mentioned information upon your request. We have the right to use personal data only if we have a specific contractual and/or legal basis for this.

The Company has a lawful basis for using your information, which includes a business-related and/or commercial purpose. It is important that even in this case, the processing of information by the company is not aimed at harming your interests.

Type of information collected and its use

We collect two types of information about our users: personally identifiable information ("Personal Information") and non-personally identifiable information.

Personal Identification Information.

Personally identifiable information is information through which a specific user can be identified. When you engage in an activity through our website, we may ask you to provide certain information about yourself. Such activities include:

- Account opening
- Ordering services from us
- Submit information and/or post any information to the discussion page
- Posting a comment, sharing your opinion with us
- Request information on our services
- Sending an application for employment with us
- Signing up for special offers presented by third parties through our website (collectively referred to as "identification activities").

It is not mandatory for you to engage in identification activity. However, if you choose to engage in identification activity, we may ask you to provide certain personal information about yourself, such as your first and last name, email address, gender and date of birth, as well as other additional information about you that is voluntary. When you order products or services, we may also ask you to provide your credit card number, expiration date, authentication code, or other information. The latter is not stored on our website, as the payment is made on the security server of our partner bank. Therefore, we do not have access to your credit card information. Depending on the type of activity you engage in, some information will be mandatory, Some of them are voluntary. If you do not submit the required information for a particular activity, you will not be able to participate in that activity.

Non-Personally Identifiable Information.

Non-personally identifiable information is information that does not identify a specific user. This type of information may include things like "Uniform Resource Locator" the "URL" of the website you visited before you came to our website, the "URL" of the website you visited after you left our website , the type of browser you are using and your Internet Protocol "IP" address. We and/or third party service providers and advertisers authorized by us may automatically receive this information when you use our website. This is done through such electronic mechanisms as "Cookies", "Web Beacons", "Pixel Tags".

On our website, we collect information about cookies, users' website navigation and behavior, namely:

- IP address, device type, operating system and browser from which the website is accessed.
- We collect information about the pages opened on our website, the duration of the session and various session settings.
- Information about the actions that took place on our website: filling out forms, using interactive elements of the website, etc.
- The process, time and form of filling in the fields on the website

Groups of personal information

We group your personal information as follows:

Types of Personal Information

Description

contracts

Detailed information about the products and services we provide to you

locative

Information about your location that the Company may obtain from your mobile phone, computer's Internet access address, or from the location of the facility where you conduct operations

Behavioral

Detailed information about how you use our products and services

technical

Information about the devices and technology you use

communication

Information that the company obtains about you from letters, e-mails or any other means of communication carried out between the client and the company.

What we use your personal information for:

- to communicate with you;

- to increase the intensity of using the website;
- to meet your requests, to develop new ways of cooperation and to develop our business;
- to develop and implement effective marketing activities;
- To study how customers use our products and services;
- to receive advice or recommendations regarding our products and services;
- To develop/manage our brands, products and services;
- to process and manage customer payments;
- for detection, reporting and prevention of financial crimes;
- to manage our and our clients' risks;
- to comply with laws and regulations relevant to us;
- to respond to complaints and find ways to resolve them;
- to effectively and efficiently conduct our business, including our financial position, business opportunities, planning, communications and corporate governance;
- to exercise the assumed rights and obligations;

Our goal:

- updating data, identifying products and services of interest to you and providing this information to you;
- development of products and services;
- Determination of focus groups of clients for offering new products or services;
- Effective performance of our legal duties and contractual obligations;
- Ensuring compliance with regulations relevant to us.

From what sources we obtain personal information

We may obtain personal information about you from the sources you provide to the Company and listed below.

We collect data from you in the following cases:

when you contact us to receive our products or services;

When communication is done via phone and/or e-mail

when you use our websites, mobile applications and web chat;

When you send letters both in physical and electronic form.

Our legal basis:

- your consent;
- fulfillment of contractual obligations;
- our legitimate interests;
- Our legal duty.
- Ensuring compliance with regulations

"Cookies"

We use cookies and monitor the behavior of users on our website to ensure that we offer the best experience while on our website and to be able to constantly improve the quality of service.

On our website, we collect information about cookies, users' website navigation and behavior, namely:

- IP address, device type, operating system and browser from which the website is accessed.
- We collect information about the pages opened on our website, the duration of the session and various session settings.
- Information about the actions that took place on our website: filling out forms, using interactive elements of the website, etc.
- The process, time and form of filling in the fields on the website

We use the collected information:

- To generate website statistics to optimize processes, fields and website design.
- In order to protect website users and prevent fraudulent activities.

- to prevent money laundering, financing of terrorism and other criminal activities;
- To control the flow of users on the website and to evaluate the effectiveness of marketing campaigns.
- The obtained information allows us to adapt the website and its components according to the user's needs.
- We also use cookies to determine how users visit our website and to generate Google Analytics reports.

We do not use cookie files and data obtained as a result of observing user behavior to collect personal information. If you want to restrict cookies or block them on our website, you can do so by changing your browser settings. However, please note that some of the services we offer will not function if you block or delete cookies.

Who we share your personal data with

We may need to share your personal data in the cases defined by the legislation of Georgia, as well as with other organizations that must provide you with the product or service you have selected or offer you certain services, provided that:

Before sharing such information, said parties must agree to keep your data secure and confidential.

We reserve the right to provide law enforcement authorities with access to your personal data in cases strictly defined by law for the purpose of performing their official duties, including the detection, investigation and prevention of crime.

If you do not wish to provide personal information, it may be difficult or impossible for us to fulfill our obligations to you, including using your account or receiving relevant services.

- We may transfer your information during a business transfer

Your personal data may be shared as a result of a company reorganization and/or merger. In this case, our legal successor will obtain all information in our possession, including your personally identifiable information. Nevertheless, this Privacy Policy will apply without limitation to your personally identifiable information.

- We may release your information to protect you or others

We reserve the right to release your personally identifiable information when required by law and when we believe it is necessary to protect our rights and/or to satisfy any legal process, judgment/order or other legal process against the Website. We also reserve the right to disclose your information for the following purposes: to enforce and enforce this policy; Compliance with and implementation of the terms and conditions of use of our website, application or other agreement; To protect the rights, property, or safety of the Website, its users, or others.

Information security

We take security very seriously and take a number of measures to protect personally identifiable information. Your personally identifiable information on our website, application is only available if you provide your password and email address. This password is encrypted. We recommend that you do not share your password with anyone. In addition, your personally identifiable information is stored on a secure server that is accessible only to appropriate personnel and contractors. Although you enter your personal credit card information when purchasing a product of your choice on our site or application, your credit card information is not available to us and is not stored by us.

Unfortunately, any data transmission over the Internet or wireless network cannot be absolutely and guaranteed to be secure. We take commercially reasonable security measures to protect data and we also try to link only with organizations that take a similar approach. However, we cannot guarantee the security of the website or the information transmitted from the website, and we are not responsible for the actions of third parties who may receive such information without permission.

Information protection policy of third party websites

This Privacy Policy applies only to the use and disclosure of information we receive from you at www.onecaucasusfestival.com. Other websites to which you may be redirected from our website have their own information protection policies and data sets, as well as principles of use and disclosure of such information. If you link to such a website, we encourage you to read their privacy policy. We are not responsible for the activities of third parties.

public places

We may provide areas on our website where you may post information about yourself publicly, communicate with others through forums or blogs, browse products, and submit content. This information will be available to other users and organizations and may also appear on other websites and Internet search engines. Accordingly, this information may be made available, collected and used by others. For example, if you provide your email address when making a public comment about a product and/or service, you may receive unsolicited emails. We have no control over who reads the information you publicly and voluntarily post on the website and

who uses it. so please Exercise caution when posting any of your personal information publicly on a website. As a general rule, we will obtain permission from our users before mentioning their names along with their comments.

Security of your information on the website

- Third parties (applications/services): By using onecaucasusfestival.com, your information about device number, model, brand, name, operating system version, website application version will be transferred to such applications as: Google Analytics, Facebook Pixel, Yandex Metrica and Hotjar.com these applications comply with GDPR (General Data Protection Guide)
- Retention/Deletion Policy: You may request the deletion of your data by sending a corresponding request via e-mail notification. After receiving the request, the company will remove your data from the list in order to stop data processing.

How long do we keep personal information?

We keep your personal data for the entire period of your service;

Also, for a period of up to 10 years after the end of the service for the following reasons:

- To answer questions and complaints
- To prove that we have treated you fairly
- To perform accounting in compliance with relevant regulations/rules

We may keep your personal information for more than 10 years unless we are able to delete it for legal or regulatory reasons. If you believe that any of your data held by us is incorrect or incomplete, please contact us to clarify your concerns. We will take all reasonable steps to investigate and correct this error. You have the right to object to our use of your personal data, or to request its deletion, removal, or cessation of use unless we have a legal basis for keeping it. Contact us if you do not agree with our use of your data, if you have questions, or if you wish to cancel or limit the use of your data.

Changes to the Information Protection Policy

We reserve the right to change this privacy policy at any time. Any changes to the Privacy Policy will be posted immediately on the Privacy page and in other places we believe will keep you informed about what information we collect, how we use it, and when we disclose it (where required by law). In addition, you will be notified of any significant changes to the Privacy Policy by email or by posting an appropriate notice on our home page. It is your responsibility to periodically check the information protection policy.

marketing

We may use your personal data to market specific products and offers to you.

We have access to your personal data to the extent that you share it with us or we collect it through the means we have in the process of providing services to you.

We will study your data to understand what you need, what you are interested in, or what you may want. This is how we decide which product, service, or offer may be right for you.

We only use your personal data and send you marketing messages when we have a legitimate interest to do so. We promise that our activities will never be unfair, wrong, or directed against your interests.

You have the right to contact us at any time and ask us to stop sending you marketing messages. We respect your wishes and will stop using your personal data for direct marketing purposes upon receiving such notification.

If you have any questions about our data protection policy, our general rights and obligations, or our processing of your data, please contact us using the following communication channels:

Address: 60th apt, 12th bldg. 1st quarter, Digomi massive, 0159, Tbilisi.

Tel: + 995 571 051 686 / + 995 558 668 771

Return Policy

We value your satisfaction with your purchase. If, for any reason, you are dissatisfied, you can easily return the product.

Products ordered through the website will be physically received via pickup during the festival program in Tserakvi. The purchaser should present the purchase code received through email upon payment confirmation.

Please inspect the package upon receipt. If you have any complaints or if the product does not meet your expectations, you can refuse to accept it. Any issues should be documented in writing (if discovered later) or communicated verbally to our sales representative on the spot.

Upon returning the product, you will receive a refund for the amount paid.

Pick up place:

One Caucasus Festival venue: Mikheil Javakhishvili School, Tserakvi Village

