Consent to the Collection and Processing of Personal Data

Edition of 23 October 2026. Published on the website https://hcckz.com, in the request form and in the personal account.

The provisions of this document on the website also apply to the HCC mobile app (the "mobile app"), unless their nature indicates otherwise; actions made on the website (request, consent, acceptance, payment) may be made in the mobile app and have the same force.

1. Who processes the data

The personal data operator is House Concierge Company LLP (hereinafter, HCC), BIN 251040034077, registered address: Republic of Kazakhstan, Almaty, Kairat microdistrict, 153/47-68; actual address: Almaty, Tole Bi St., 189/3, building 6; e-mail: info@hcckz.com; website: https://hcckz.com; phone +7 775 771 60 23.

2. Consent

I, acting freely, of my own will and in my own interest, give HCC my consent to the collection and processing of my personal data on the terms of this document and the HCC Privacy Policy. Consent is given by ticking the box in the request form, registering in the personal account, or placing an order on the website and in the mobile app.

3. What data is processed

• surname, first name, patronymic;

• phone number, email address, messenger contacts;

• the address of the property where services are provided, floor, apartment, access information (intercom code, keys, concierge) — only to the extent needed for the visit;

• information about pets provided for the dog walking service (name, breed, age, vaccinations, behavior, veterinary contacts);

• order history, correspondence and calls with HCC (calls may be recorded for quality control; the client is warned of this at the start of the call);

• photo and video recording of the condition of the property and the result of the work;

• payment information: amount, date, masked card number and payment status (HCC does not receive or store full card data);

• technical data: IP address, type of device and browser, cookies, history of actions on the website.

HCC does not request special categories of data (health, biometrics, religious and political views). Please do not include them in the request.

4. Purposes of processing

1. receiving and processing requests, contacting the client, agreeing the time and price;

2. concluding and performing the service contract, settlements, issuing documents and receipts;

3. sending order status notifications and photo reports;

4. operation of the personal account and the CRM system;

5. handling inquiries and claims, arranging payment refunds;

6. quality control, warranty service;

7. compliance with the legislation of the Republic of Kazakhstan (accounting and tax records);

8. improving the website and service, statistics;

9. advertising and informational mailings — **only if I have given separate consent to this** (section 8).

5. Actions with data

Collection, recording, systematization, accumulation, storage, clarification (updating, changing), retrieval, use, transfer (provision of access), anonymization, blocking, deletion, destruction. Processing is carried out both with and without the use of automation tools.

6. To whom data may be transferred

Only to the extent necessary for the purpose and under an obligation of confidentiality:

• **contractors** (self-employed persons, individual entrepreneurs, legal entities) who carry out the order: name, phone, address, description of work, access information and (for dog walking) information about the pet;

• HCC's information system providers: Adalsoft LLP, the 1C accounting system, email, SMS and messenger services, website hosting https://hoster.kz. All servers on which personal data is stored are located in the territory of the Republic of Kazakhstan;

• banks, payment organizations and the acquiring bank — to process payments and refunds;

• the insurance company — if an insured event occurs and after an insurance contract is concluded;

• government bodies — in the cases and manner established by law;

• partner companies (for example, snow hauling) — only data about the address and the scope of work.

HCC does not sell data to third parties.

All HCC personal data databases are stored in the territory of the Republic of Kazakhstan. Data is not transferred outside Kazakhstan; if such a need arises, HCC acts in accordance with the Law of the Republic of Kazakhstan "On Personal Data and Their Protection" and obtains separate consent.

7. Term and withdrawal

Consent is valid from the moment it is given until the purposes of processing are achieved or until it is withdrawn. Data under concluded contracts is stored for no more than 5 years after the contract is performed, unless the law (including for accounting and tax documents) requires it to be stored for longer.

I may withdraw my consent by sending a request to info@hcckz.com or to HCC's address. HCC stops processing and destroys the data within the period established by law (no more than 15 business days), except for data it is required by law to retain. Withdrawal of consent makes it impossible to provide the services for which this data is necessary.

8. Separate consent to mailings (optional)

☐ I agree to receive informational and advertising messages from HCC (SMS, e-mail, messengers, calls). I can opt out at any time via the link in a message or by writing to info@hcckz.com. Opting out does not affect the provision of services.

9. My rights

I have the right to obtain information about my data, demand that it be clarified, blocked or deleted, withdraw consent, and appeal HCC's actions to the authorized body or a court. Requests are sent to info@hcckz.com.