Privacy Policy

Edition of 23 October 2026.

1. General provisions

1.1. This Policy defines how House Concierge Company LLP (hereinafter, HCC) collects, uses, stores and protects the personal data of users of the hcckz.com website, the personal account and the mobile app.

1.2. The Policy has been prepared in accordance with the Law of the Republic of Kazakhstan No. 94-V of 21 May 2013 "On Personal Data and Their Protection" and other regulatory legal acts of the Republic of Kazakhstan.

1.3. By using the website and submitting a request, the user confirms that he or she has read the Policy and has given Consent to the processing of personal data (a separate document).

1.4. The service is intended for adults. HCC knowingly does not collect data of persons under 18. If you become aware of such a case, write to info@hcckz.com.

1.5. 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.

2. Operator

House Concierge Company LLP, BIN 251040034077

Registered address: 050005, Republic of Kazakhstan, Almaty, Kairat microdistrict, 153/47-68

Actual address: 050005, Republic of Kazakhstan, Almaty, Tole Bi St., 189/3, building 6

E-mail: info@hcckz.com · Phone: +7 775 771 60 23 · Website: https://hcckz.com

Director: Yuriy Dmitrievich Golubev

3. What data we collect

Category	Content
Contact	full name, phone, e-mail, messengers
About the property	address, floor, apartment, means of access (intercom, keys)
About the pet (for walking)	name, breed, age, vaccinations, behavioral traits, veterinarian
About orders	services, dates, price, correspondence, photos and videos of the result of the work
About payment	amount, date, status, masked card number. HCC does not receive or store full card data
Technical	IP address, device and browser data, cookies, actions on the website

HCC does not process special categories of personal data.

4. Purposes of processing

• receiving and fulfilling requests and orders;

• settlements, issuing receipts and closing documents;

• operation of the personal account and CRM;

• notifications and photo reports;

• handling inquiries, claims and refunds;

• quality control and warranty service;

• compliance with the legislation of the Republic of Kazakhstan;

• analytics and service improvement;

• mailings — only with separate consent.

5. Legal grounds

The user's consent; performance of a contract to which the user is a party; performance of obligations imposed on HCC by law.

6. Transfer of data

6.1. Data is transferred only for the purposes stated in clause 4 and in the minimum necessary amount:

• **contractors** (self-employed persons, individual entrepreneurs and legal entities) who carry out the order. HCC concludes a contract with them containing an obligation of confidentiality and liability for disclosure;

• IT service providers: Adalsoft LLP, 1C, hoster.kz, email and SMS services;

• banks and payment organizations;

• the insurance company if an insured event occurs;

• partner companies (snow hauling and other work that HCC does not perform itself);

• government bodies at the request of the law.

6.2. Only servers located in the territory of the Republic of Kazakhstan are used. Cross-border transfer of personal data is not carried out.

7. Storage and protection

7.1. Data is stored in HCC's electronic information systems and with the providers named in clause 6, in databases located in the territory of the Republic of Kazakhstan.

7.2. The storage period is the term of the contract and no more than 5 years after its performance, or until consent is withdrawn, unless the law requires longer storage.

7.3. Protection measures: channel encryption (HTTPS), separation of access for employees and contractors, showing the contractor only the data of the specific order, access logging, confidentiality agreements, backups.

7.4. HCC notifies users and the authorized body of a data security breach that entails a risk to users, in the manner established by the Law of the Republic of Kazakhstan "On Personal Data and Their Protection".

8. Contractors' access to homes and pets

Access codes, keys and information about the pet are given to the contractor only for the period of the order and must not be copied, photographed for personal purposes or passed to other persons. After the order or subscription is completed, keys and codes are returned to the client or destroyed on the client's instruction.

9. Photos and video

Photos and videos are taken to confirm the result of the work and to protect the parties. They are not published for advertising purposes without the client's separate written consent. The client may prohibit filming of the interior; in that case only the result of the work is recorded.

10. Cookies

The website uses the following cookies:

• **necessary** — ensure the website works: the cart, checkout, login to the personal account, fraud protection, remembering the selected language. They are always used and cannot be disabled;

• **functional** — remember selected settings (language, city) and previously entered form data;

• **analytical** — collect anonymized visit statistics in order to improve the website;

• **marketing** — show relevant advertising and help assess its effectiveness; used only with the user's consent.

Functional, analytical and marketing cookies are enabled only after the user's consent. The user may disable cookies in the cookie settings on the website or in the browser; some website functions may then not work. Details are in the Cookie Policy.

11. User's rights

The user has the right to: obtain information about his or her data and its transfer; demand clarification, blocking or deletion; withdraw consent; apply to the authorized body or a court. The request is sent to info@hcckz.com; HCC responds within the period established by law (no more than 15 business days).

12. Changes to the Policy

HCC may change the Policy. The new edition takes effect from the moment of publication on the website. In the event of material changes, users are notified on the website or by e-mail.

13. Contacts on data matters

E-mail: info@hcckz.com · Website: https://hcckz.com · Phone: +7 775 771 60 23 · Registered address: 050005, Almaty, Kairat microdistrict, 153/47-68; actual address: 050005, Almaty, Tole Bi St., 189/3, building 6.