Cookie Policy

Edition of 23 October 2026.

1. What cookies are

1.1. Cookies are small text files that a website saves in the user's browser. They help the website work, remember the user's choices and collect anonymized statistics.

1.2. The Policy applies on the website https://hcckz.com; the operator is House Concierge Company LLP (hereinafter, HCC), BIN 251040034077. The Policy applies together with the Privacy Policy.

1.3. 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. Which cookies we use

Type	Purpose	Can be disabled
Necessary	Operation of the website: the cart, checkout, login to the personal account, fraud protection, remembering the language choice	No
Functional	Remembering selected settings and previously entered form data	Yes
Analytical	Anonymized visit statistics in order to improve the website	Yes
Marketing	Showing relevant advertising and assessing its effectiveness (used only with consent)	Yes

3. Consent and management

3.1. On the first visit the website shows a cookie notice. Necessary cookies are always used. The others are enabled only after the user's consent; without consent they are not used.

3.2. The user may change the choice at any time in the cookie settings on the website, or delete or block cookies in the browser settings. Disabling necessary cookies may disrupt the cart and the personal account.

3.3. HCC records the date, time and version of the consent given by the user.

4. Third-party services

4.1. Analytics and payment services may set their own cookies. Card payment details are entered only on the acquiring bank's page; HCC does not receive or store them.

4.2. Data collected using cookies is processed in the territory of the Republic of Kazakhstan in accordance with the Law of the Republic of Kazakhstan "On Personal Data and Their Protection" and the Privacy Policy.

5. Storage periods

Session cookies are deleted when the browser is closed. Persistent cookies are stored for up to 12 months unless the user deletes them earlier.

6. Contacts

House Concierge Company LLP, BIN 251040034077

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