



## PRIVACY POLICY

### 1. General Terms and Conditions

This Privacy Policy (the «Policy») applies to all visitors to the [kz.meest.com](https://kz.meest.com) website and users (the «User/Users» or «You») of the services provided by Meest Kazakhstan Limited Liability Company (BIN 160340024801) (the «Company» or «We») through this website.

This Policy governs the manner in which We process, including the collection, storage and use of data that You provide to Us and/or that We receive or otherwise generate as a result of Your use of our web pages on the Site.

This Policy explains Our commitment to protect your data and to be open and transparent about Our actions in processing it.

This Policy sets out how we process and protect your personal data when:

- using the Site;
- performing any other activities related to the Site.

Before using the Site, you are required to read and fully accept this Policy. We inform you of it the first time you access the Site. By using the Site, you fully accept this Policy. If you do not agree to the terms and conditions set forth in this Policy, you may not use the services provided by the Site and must stop using the Site.

### 2. Personal data: method of collection; types of processed personal data

You can visit the Site without registration, but in order to use the Company's services, you must register. Personal data starts to be processed only from the moment you provide it. When registering, you must provide your name, address, e-mail address and contact details. We may also collect information in other ways when we conduct any other activities related to the operation of the Site. Our servers receive and collect data such as your IP address, browser name, type of computer, technical data about the User and means of communication with our site, type of operating system, name of Internet service provider and other similar information through the use of cookies.

We receive information about your activities on the Site, information from complaints received about you from other Users or from your calls to our customer support center. This data helps us to understand visitor behavior and preferences, to make the Site more comfortable to use and to offer services to Users more accurately.

### 3. Confidentiality of information about persons under 18 years of age

We do not process data, allow registration or provide services to persons under 18 years of age. Exception – persons who have been declared fully legally capable. The Company has no ability to verify the validity of the data entered, therefore We are not responsible for the consequences of the use of the site and services by persons under 18 years of age. If you are a parent or guardian and you know that your child has provided us with personal data, please let us know.

### 4. Purposes of processing personal data

We may use the information you provide to:

- satisfying your requests and realizing services;
- recommend services and products that may be of interest to you;
- to assist you in using the Site
- regulate your account
- making changes to the structure of the Site to make it more convenient for you to use;
- support the functions and protection of the Site, You and other Users;
- maintain a consistent user experience across multiple sessions;
- show you content and interact on the Site according to your interests and preferences based on automated decision-making;
- notify you of changes to our Site;
- monitor, analyze and improve our Site;
- for any other purpose with your consent.

## 5. Storage of personal data and its security

The Company uses appropriate technical and physical measures to protect personal data from unlawful use, alteration or disclosure. All information you provide to us is stored on secure servers. We only retain your data for as long as is necessary to fulfill the purposes set out in this Policy and to comply with Our legal obligations (for example, if We are required to retain certain data under applicable law).

The Company protects each page on which Your personal data is stored with passwords. The Company will never ask You to provide Your password by phone or email. The Company does not provide personal data to third parties without the User's consent, except as required by law. Data may be shared with our related parties if it is necessary to provide or improve our services. The Company hires other companies and/or individuals to perform certain transactions on your behalf, such as grouping and warehousing orders, mail delivery, sending letters, analyzing databases, deleting repetitive information, making bank card payments, clearing. Third parties have access to the data necessary for the performance of the agreed activities and are not authorized to use this data for other purposes.

## 6. How the Company uses cookies

The Company has the right to use cookies in order to make the User's experience with the Site much more convenient. Cookies are small text files that store information about the User's activity. There are two types of cookies – session or temporary cookies and persistent cookies. Session cookies are stored in temporary memory and are deleted as soon as the User closes the browser window. Persistent cookies are stored on the computer's hard disk and are sent to a server each time a User visits the Site. Users may, at their discretion, regulate the use and storage of cookies in their browser settings. Many browsers have a function to disable cookies or delete cookies when the browser is closed. However, the use of cookies on repeat visits to the Site helps the Company to better tailor the User experience. With the help of cookies, the Company automatically saves information about your activity on the Site – clicking on links, browsing, searching for information on the Company's site, etc. The Company uses cookies to store information about your activity on the Site.

## 7. Links to other sites

Our Site may contain links to other websites that We do not own. If you click on such a link, you will be redirected to the third party site. We encourage you to review the privacy policy of each site you visit. We have no control over, and are not responsible for, the privacy policies or actions of any other sites or services.

## 8. Embedded Content

The Site may contain content embedded by third parties (such as Google reCAPTCHA, embedded Facebook pages or YouTube videos), which in certain cases may also process personal data. The processing of personal data by embedded content providers is not governed by this Policy, but by the privacy policies of such providers.

## 9. Service and Support

We may share the minimum necessary personal data with third parties (with whom We cooperate and who offer at least the same level of data protection) to maintain and support our Site:

- hosting, storage and other infrastructure;
- security;
- analytics (e.g., Google Analytics, Hubspot, Cookiebot, Google Tag Manager).

## 10. Conflict Resolution

By accessing the Site or using the Company's services, you accept by default the condition that all issues related to its use are governed by the laws of the Republic of Kazakhstan, including the Law of the Republic of Kazakhstan «On Personal Data and their Protection». In case of disputes, they will be resolved through negotiations between the parties to the conflict. If no agreement is reached, the issue shall be considered in the manner prescribed by the law of the Republic of Kazakhstan.

## 11. modification of the Policy

The Company has the right to amend this Privacy Policy. In case of any amendments We will send You a notice to the e-mail address specified at registration. Use of the Company's services after the amendment will be considered as the User accepting the new Policy. We encourage You to periodically review this Policy for changes.

## 12. Contact Us

If you have any questions regarding this Policy or the processing of your data, please email us at [export.kz@meestgroup.com](mailto:export.kz@meestgroup.com).