# **Personal Information Privacy Policy**

# **“Tezbershop” Internet sites Tezber Company LLP**

**The Privacy Policy explains how Tezbershop** Online Marketplace **of Tezber Company** Limited Liability Partnership, ***[tezbershop.kz](http://www.TezBer.com),* collects, processes, and protects your personal information in connection with its operation of the electronic site.**

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**Terms and basic concepts**

*1.) personal data - information relating to a certain or defined on the basis of the subject of personal data recorded on electronic, paper and (or) other tangible media***;**

*2.) database containing personal data (hereinafter referred to as “database”) - a set of ordered personal data;*

*3.) collection of personal data - actions aimed at obtaining personal data;*

*4.) accumulation of personal data - actions to systematize personal data by entering them into a database containing personal data;*

*5.) destruction of personal data - actions that make it impossible to restore personal data;*

*6.) depersonalization of personal data - actions that make it impossible to determine whether personal data belongs to the subject of personal data;*

*7.) owner of the database containing personal data (hereinafter - the owner) - a legal entity exercising the right of possession, use and disposal of the database containing personal data in accordance with the laws of the Republic of Kazakhstan;*

*8.) operator of the database containing personal data (hereinafter - the operator) - a legal entity that collects, processes and protects personal data;*

*9.) protection of personal data - a set of measures, including legal, organizational and technical, carried out for the purposes established by the Law of the Republic of Kazakhstan on personal data and its protection;*

*10.) blocking of personal data - actions to temporarily stop the collection, accumulation, modification, supplementation, use, dissemination, depersonalization and destruction of personal data;*

1. **Data collection**
   1. This Privacy Policy “Internet platform “tezbershop” “Tezber Company” LLP (hereinafter - the Privacy Policy) is developed by the Administration of the Site “Internet platform “tezbershop” LLP “Tezber Company” and applies to the use of **[www.tezber](http://www.tezber)shop[.kz](http://www.tezber.com)** and other Internet services that refer to this Privacy Policy.
   2. Privacy Policy is based on [the Constitution](https://online.zakon.kz/Document/?doc_id=1005029" \o "Конституция Республики Казахстан (принята на республиканском референдуме 30 августа 1995 года) (с изменениями и дополнениями по состоянию на 08.06.2022 г.)) of the Republic of Kazakhstan, **the Law** **of the Republic of Kazakhstan “On personal data and their protection**” and [other normative legal acts](https://online.zakon.kz/Document/?link_id=1003701305" \o "список документов) of the Republic of Kazakhstan governing the processing of personal data, so when processing personal data “tezbershop Internet platform” Tezber Company LLP strictly follows the mentioned laws of RK.
   3. If an international treaty ratified by the Republic of Kazakhstan establishes rules other than those contained in the Law of RK on personal data and their protection, the rules of the international treaty shall apply.
   4. Personal data is collected, processed and protected in accordance with the principles:
2. observance of the constitutional rights and freedoms of man and citizen;
3. legitimacy;

3) confidentiality of restricted personal data;

4) equality of rights of subjects, owners and operators;

5) ensuring the security of the individual, society and the state.

* 1. Use of the Site services by the User means his unconditional consent to the Privacy Policy and the terms of processing of personal data of the Site User, and in case of disagreement with the terms of the Privacy Policy the Site User must stop using the Site.
  2. Privacy Policy “Internet site “tezbershop” Tezber Company LLP defines the main purposes and conditions of processing of personal data of the Website Users and information about the implemented requirements for the protection of personal data of the Website Users. The Privacy Policy only applies to our Site. The Administration of the Site “tezbershop Internet Playground” Tezber Company LLP does not control and is not responsible for the sites of third parties, to which the Site user can go through the links available on the Site.
  3. The Website Administration has access only to the personal data it receives from the Website Users when using the Website with their consent, provided by performing certain actions on the Website by the Website User.
  4. The Site Administration does not verify the accuracy of the personal data provided by the Site User on the Site. The Site Administration assumes that the Site User provides accurate and sufficient personal data, and keeps that information up to date. All responsibility for the consequences of providing unreliable or invalid personal data is borne personally by the Site User.
  5. The User of the Site confirms that by providing his personal data and giving consent to their processing, he acts voluntarily, of his own free will and in his own interest and confirms his capacity.
  6. By providing their personal data, the User agrees that the personal data they provide will be processed by “tezbershop” Internet platform Tezber Company LLP at: 050042, Republic of Kazakhstan, Almaty city, Auezov district, 98 Zhandossov street, both using automation and without the use of such means.
  7. Personal data permitted to be processed under the Privacy Policy is not special or biometric, is provided by the Site User indefinitely by filling out certain forms on the Site (until the Site User withdraws its consent to the processing of personal data). The Policy contains information that must be disclosed in accordance with the Law “On Personal Data and their Protection” and is a public document. Depending on the web form completed by the User, the data includes the following information:
* surname, first name, patronymic;
* the name of the organization (place of work);
* position.
* passport information;
* date of birth;
* contact phone number;
* email address (e-mail);
  1. By filling out the relevant web forms and/or sending their personal data to the Site Administration, the Site User expresses their consent to the Privacy Policy.
  2. The Administration of the Site takes measures to protect personal data, which is automatically transmitted in the process of visiting pages of the Site, including cookies:
* The IP address assigned to the User’s computer at the time of visiting the Site;
* Received data on the sessions.
  1. By voluntarily providing us with your personal data, you agree to their processing “tezbershop” Internet site Tezber Company LLP and providing to third parties in order to perform the Seller, the Buyer and / or its partners of their obligations between themselves, as such as the purchase, sale of goods, provision of services, providing background information, promotion of goods, works and services, as well as agree to receive advertising and information messages and service messages.
  2. “Tezber Company” LLP’s online platform “tezbershop” processes two types of information:
* the information we get from you;
* the information we receive from others.
  1. The information we collect from you includes the information you share with us when you create an account on our Web sites, create an account, submit forms, requests, surveys, post reviews or comments, from content publications (posts), and from information you provide to us through the use of cookie technology that is placed on your computer when you visit the Web sites.
  2. Device Information: We collect technical information when you visit our websites or use our mobile applications or services. This includes information such as your IP address, the type of mobile device you use, your device’s operating system and browser type, a unique device identifier, the address of referring websites, the path you take through our websites, and others. Information about your session on our websites.
  3. The information you provide to us is only collected with your consent to do so.

1. **Processing of personal information**
   1. “tezbershop” Internet platform Tezber Company LLP collects, processes and stores only that personal information, which is necessary for providing Services or execution of agreements and contracts with the User, Buyer, Seller, except in cases where the law provides for mandatory storage of personal information for a period specified by law.
   2. Personal information of the User “Internet-site “tezbershop” LLP “Tezber Company” processes when identifying the User, the Seller, the Buyer within the use of sites, services, signed agreements and contracts with “Internet-site “tezbershop” LLP “Tezber Company”, as well as when processing requests, applications, appeals, orders, and so on;
   3. Information processing is necessary for statistical and other studies based on anonymized data, to inform Users, Buyers, Sellers to promote goods, works, services “tezbershop Internet platform” Tezber Company LLP, third parties, and to improve the quality of services, convenience of their use, development of new services and sites.
   4. Information about you from other sources is processed in order to match and if necessary correct, supplement our data, improve the quality or personalization of our services, and prevent or detect fraud. We collect personal information from partners, from consumer reporting agencies in conjunction with products or services that involve financial risk to the “tezbershop Internet site” tezber Company LLP.

***We collect, process and use your personal information for the following purposes:***

* 1. To provide appropriate member benefits, including birthday rewards, member all-around coupon offers, annual incentives, and exclusive member pricing;
  2. Your identity is verified in connection with product warranty or post-sale service requirements during the sale and purchase transaction;
  3. In order to execute contracts, provide you with services, send you offers of products for sale, process payments, send invoices, confirm orders, deliver and fulfill your order, and keep you informed of new products, services and offers.
  4. We may also use your personal data for purposes other than those for which you disclose it, to the extent permitted by applicable data protection laws.
  5. With regard to personal information of the User, Buyer, Seller its confidentiality is preserved, except when the User, Buyer, Seller voluntarily provides information about themselves for general access to an unlimited range of persons. When using certain Services, the User, Buyer, Seller agrees that a certain part of their personal information becomes public.
  6. “tezbershop Internet platform” Tezber Company LLP has the right to transfer personal information of the User to third parties in the following cases:
* As a result of processing of personal information of the User, Buyer, Seller by its depersonalization obtained impersonal statistical data, which are transferred to a third party to conduct research, perform work or provide services on behalf of “tezbershop Internet platform” Tezber Company LLP;
* User, Buyer, Seller expressed their consent to such actions;
* The transfer is necessary for the User, Buyer, Seller to use a particular Service, site or to perform a specific agreement and contract;
* The transfer is provided for under Russian or other applicable law in accordance with the statutory procedure;
* In order to be able to protect the rights and legitimate interests of “tezbershop Internet Marketplace” LLP “Tezber Company” or third parties in cases where the User, Buyer, Seller violates the User Agreement, instructions, rules of services “tezbershop Internet Marketplace” LLP “Tezber Company” , this Policy, contracts or documents containing the terms of use of specific Services.
  1. “The tezbershop Internet site Tezber Company LLP shares personal information about you with service providers who help us in our operations, including delivery service providers, customer contact center, billing and chargeback service providers, banks, payment processors, payment card processors and companies that help us improve our products and services, air and rail carriers and other service providers. By using the services and services of “tezbershop Internet Marketplace” Tezber Company LLP, you consent to the assignment of processing of personal data to providers engaged to provide services to you. We require our service providers to keep your personal information secure. We do not permit our service providers to use or share your personal information for any purpose other than to provide services on our behalf.
  2. “tezbershop” Internet platform Tezber Company LLP , takes necessary and sufficient organizational and technical measures to protect personal information of the User, Buyer Seller from unauthorized or accidental access, destruction, modification, blocking, copying, distribution, as well as from other unlawful actions with it by third parties.

1. **Cookies - files**
   1. Cookies are small amounts of data that are sent to your Internet browser and stored on the hard drive of your computer or mobile device. If you do not block or delete cookies, then each time you use the same browser or mobile device to enter the “tezbershop Internet site” Tezber Company LLP, our webservers will be notified about your entry, and we, in turn, will receive data about your visit and your usage pattern.
   2. Users, Buyers, Sellers of the Site can control cookies through the settings of the web browser. In this way they have the possibility to allow the use of all cookies integrated in pages or to block cookies, as well as to enable the use of cookies on request, to accept or reject cookies. Cookie management varies depending on the browser used.

* Sessional (temporary) cookies are files that do not require prior consent from Users, Buyers, Sellers of the Site (which are deleted when you close your browser or turn off your device). Session cookies use encrypted data to recognize you when you use our Site.
* Cookies transmitted by the owner’s site or application are referred to as “**master cookies”.**
* Cookies transmitted by third parties other than the site owner are referred to as **“third-party cookies.** Third-party cookies allow third-party content (such as advertising, interactive content and analytics) to be delivered to or through the site.
* Persistent cookies are files that require prior consent and do not store account numbers or passwords.
  1. By using cookie technology, the Website Administration does not store and does not use any data about Users, Buyers, sellers of the Website. The User has the right to configure his browser to refuse registration of requests for access to the Site, or to be warned of such registration requests. **Disabling cookies may result in the inability to access the Site.**

1. **Minors**
   1. “tezbershop” Internet site of “Tezber Company” LLP is intended for visits and work on it by adults, the Site is not intended for persons under the age of 18 years and does not intentionally collect their personal information. “tezbershop Company” LLP Internet site does not intend to sell any goods or services to minors. If a minor has provided us with personal information without the consent of a parent or guardian, the parent or guardian must contact the Administrator of the tezbershop Internet site Tezber Company LLP to delete such information.
2. **Rights of the Visitor, Buyer, Seller**
   1. Visitor, Buyer, Seller has the right to request and receive information about the methods of processing personal data used by “tezbershop” LLP “Tezber Company”, the volume, timing of processing and storage and other data provided by the Law of RK “On Personal Data and their Protection”, as well as withdraw consent to the processing of your personal data, with a correctly worded official request. In the case of sending an official request in the text of the request must specify:

* NAME;
* The number of the document certifying the identity of the subject of personal data or his representative, information about the date of issue of the specified document and the authority that issued it or other data that allows to uniquely identify you (in particular, the phone number, e-mail address used when registering on the site);
* Information confirming your participation in the relationship with the “tezbershop Internet platform” Tezber Company LLP or information otherwise confirming the processing of personal data by the “tezbershop Internet platform” Tezber Company LLP;
* Signature of a citizen (or his legal representative). If the request is sent electronically, it must be in the form of an electronic document and signed by electronic signature in accordance with the laws of the Republic of Kazakhstan to e-mail: “tezbershop Internet sites” Tezber Company LLP.
  1. We will send you a response within the time frame stipulated by the applicable laws of the Republic of Kazakhstan (for withdrawal of consent to process personal data, the response must be sent within thirty calendar days).
  2. In the case of personal data processing, authorized by the subject of personal data for distribution, then to such processing shall apply the provisions of Article 9, paragraph 9-3) of the LRK “On Personal Data and their Protection.

1. **Safety Precautions**
   1. “tezbershop” Internet platform Tezber Company LLP takes necessary and sufficient organizational and technical measures to protect the stored personal information of the User, Buyer, Seller from unauthorized or accidental access, destruction, modification, blocking, copying, distribution, as well as from other illegal actions of third parties with it.
   2. Registered users can view and edit some of their information through a password-protected account. We strongly recommend not to disclose your login and password. Employees of “tezbershop Internet site” Tezber Company LLP do not require you to provide your password through an unsolicited call or email. If you share a computer with another person, you should not save your login information (username and password) on that computer. Remember to log out of your account and close your Internet browser window when you end your session.
   3. The security measures that are used to protect your personal information:

* Authentication by phone number with a one-time code;
* Passwords to access your online account.
  1. An encryption technology called Secure Sockets Layer (SSL) helps protect personal information in certain areas of our websites during transmission over the Internet. The presence of SSL encryption can be indicated by https in the browser URL or by the image of a closed lock or solid key in the browser window. These indications may not be present in mobile services that use SSL. For payment card information, our payment partner uses secure networks, encryption or other protection of cardholder data, including physical and technical access controls, security monitoring and testing, and other information security methods.

1. **Changes to the Privacy Policy.** 
   1. “tezbershop” Internet site Tezber Company LLP has the right to make changes to this Privacy Policy. When making changes in the current edition, the date of the last update shall be specified. The new edition of the Policy comes into force from the moment of its posting, unless otherwise provided in the new edition of the Policy. The current version is permanently available at https: [tezbershop.kz](http://www.tezber.com)
   2. In legal relations between the User, Buyer, Seller and “tezbershop” Internet platform Tezber Company LLP arising in connection with the application of the Privacy Policy, in resolving disputes, the law of the Republic of Kazakhstan shall apply.
   3. User, Buyer, Seller must periodically review our Privacy Policy for changes. Before placing an order, placing an item for sale, it is necessary to read the information about changes in this Policy on your own.
2. **Liability of the parties**
   1. The Website Administration is responsible for intentional disclosure of personal data of the User, the Buyer , the Seller of the Website in accordance with the current legislation of the Republic of Kazakhstan, except for cases stipulated by this Privacy Policy.
   2. The Site Administration is not responsible for the personal data of the User, the Buyer, in the following cases:

* Personal data became public domain before it was lost or disclosed.
* Personal data was received from a third party prior to its receipt by the Site Administration.
* Personal data has been disclosed with the consent of the Website User.
* Personal information has been obtained by third parties through unauthorized access to files on the Site.
  1. User of the Site is responsible for lawfulness, correctness and truthfulness of the provided personal data in accordance with the legislation of the Republic of Kazakhstan.
  2. Use of the site by Users, Buyers, Sellers of EEA, CIS countries, countries of South-East Asia, countries of Asia-Pacific region.
  3. Trans-border transfer of personal data is the transfer of personal data to foreign countries. In accordance with the Law, cross-border transfer of personal data to the territory of foreign states is carried out only if these states ensure the protection of personal data.
  4. Transborder transfer of personal data to the territory of foreign countries that do not provide protection of personal data may be carried out in cases where:

1) the subject’s or his/her legal representative’s consent to the cross-border transfer of his/her personal data;

2) stipulated by international treaties ratified by the Republic of Kazakhstan;

3) provided for by the laws of the Republic of Kazakhstan, if it is necessary for the protection of the constitutional order, protection of public order, human and civil rights and freedoms, health and morals of the population;

4) protection of the constitutional rights and freedoms of man and citizen, if obtaining the consent of the subject or his legal representative is impossible.

5) Cross-border transfer of personal data to foreign countries may be prohibited or restricted by the laws of the Republic of Kazakhstan.

* 1. In accordance with the General Data Protection Regulation (“GDPR”), if you are a resident of the European Economic Area (“EEA”), CIS and Pacific Rim countries, all articles of this Privacy Policy apply to you and we process your personal information on the following legal grounds:

- **Your consent;**

- Fulfillment of the agreement between you and the Site;

- Compliance with our legal obligations;

- To protect your vital interests;

- To perform a task carried out in the public interest;

- In our legitimate interests, which do not override your fundamental rights and freedoms;

- To comply with legal requirements (e.g., applicable accounting rules and mandatory disclosure requirements to law enforcement agencies);

* 1. If we ask you to provide personal data in order to comply with legal requirements or to enter into a contract with you, we will inform you in good time whether providing your personal data is mandatory or not. We will also inform you of the possible consequences of your failure to provide the personal data. You may be required to provide us with personal data for processing as described above, in order to ensure your right to use all functions of our website without restriction.
  2. We will take appropriate measures to safeguard your personal data in accordance with this Privacy Policy, such as using standard contractual clauses.
  3. If you are a resident, you have the right to object to processing based solely on automated decision-making (including profiling) when that decision-making has legal implications for you or otherwise materially affects you.

1. **Ways of communication**
   1. For more information about our security policy, or if you have suggestions, questions, or want to make a complaint, contact us by email: @\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or send a complaint to the tezbershop Internet Marketplace Helpdesk at: **[www.tezbershop.kz](http://www.tezber.co)**