

Privacy policy and personal data processing

1. Introduction

This policy of personal data processing (hereinafter – the "Policy"), prepared in accordance with the requirements of the law of the Republic of Kazakhstan dated may 21, 2013 № 94-V "On personal data and their protection" and describes the approach of "Almaty office of trademarks" LLP (hereinafter – the "Operator" or "we") to ensure the privacy of transmitted personal data on the website <https://a-trademarks.com> by You (the "User", "You"). You can find a description of what personal data we collect and what Internet statistics services collect below. If you have any questions, you can always contact us by writing an email to: info@a-trademarks.com, marked "Request for personal data processing" or as specified in article 5 of this Policy.

1.1. Concepts Used:

- 1) Website – a set of graphic and informational materials, as well as computer programs and databases that ensure their availability on the Internet at the network address <https://a-trademarks.com/>;
- 2) personal data Processing – any action (operation) or set of actions (operations) performed with or without the use of automation tools with personal data, including collection, recording, systematization, accumulation, storage, clarification (update, change), extraction, use, transfer (distribution, provision, access), depersonalization, blocking, deletion, destruction of personal data;
- 3) Depersonalization of personal data — actions that make it impossible to determine the identity of personal data to a specific User or other personal data subject without using additional information;
- 4) Personal data – information related directly or indirectly to a specific or identifiable user of the site <https://a-trademarks.com/>, as well as listed in article 3 of this Policy;
- 5) User – any visitor of the website <https://a-trademarks.com/>;
- 6) Provision of personal data – actions aimed at disclosure of personal data to a certain person or a certain circle of persons;
- 7) Destruction of personal data – any action in which personal data is destroyed irrevocably impossible to restore the contents of personal data in the information system of personal data and (or) which are destroyed material carriers of personal data.

2. What information we collect

The Operator collects information in two main categories:

2.1. Information that You provide to us on your own initiative.

We request and collect the following information when a User requests feedback on his or her request by filling out the feedback form with:

- User Name;
- User's phone number;
- User's email address;
- Text message from the User;

2.2 Information that the Operator collects automatically when the User visits the site:

- Cookies;

A cookie is a small data file that is transmitted to a User's device (such as a mobile phone or computer). For example, a cookie may allow the Operator to determine the User's browser, store the technical parameters of the User's device, and the time of visiting the web-site. To prevent the storage of cookies on the hard disk, the User has the right to choose "Do not save cookies" in the settings of their web browser. The procedure for performing this operation is described in the browser guide.

- Internet statistics services: Yandex Metric, Google Analytics and other similar technologies.

Depersonalized User data collected through Internet statistics services is used to collect information about user actions on the site, improve the quality of the site and its content. However, if the User does not want the above services collected its data, it is proposed to install a program in the web browser to block information and not to send her to the foregoing services ("Blocker"). The ad blocker is supported by most browsers and can be downloaded here:

- for Google Analytics <https://tools.google.com/dlpage/gaoptout?hl=ru>;

- for Yandex. Metrica: <https://yandex.ru/support/metrica/general/opt-out.html>.

3. How and for what purposes we use the information we receive

The Operator may use, store and process personal data for personalization of requests and other purposes, including:

- Development of business and services;

- Providing information to the User about services;
- Providing access to personal data to employees in order to provide services or offer new services that may be of interest to the User;
- Use of personal data when conducting analysis on existing trends and requests in the market of legal services provided.

The user has the right to choose in relation to informational and advertising messages and has the right to refuse to receive informational messages by sending an email to the Operator info@a-trademarks.com marked "Unsubscribe from notifications of new products and services and special offers";

4. Other important information

The security of personal data processed by the Operator is ensured by implementing legal, organizational and technical measures necessary to fully comply with the requirements of current legislation in the field of personal data protection from the moment of collection of personal data to the moment of their destruction or depersonalization.

The first Manager is responsible for organizing the processing of personal data for

- implementation of internal control over compliance with the legislation of the Republic of Kazakhstan on personal data and their protection, including requirements for personal data protection;
- informing the Operator's employees of the provisions of the legislation of the Republic of Kazakhstan on personal data and their protection regarding personal data processing, requirements for personal data protection, and
- monitoring the reception and processing of requests from subjects or their legal representatives.

5. Your rights

In accordance with applicable law, the User is entitled to exercise any of the rights described in this section, however, please note that the Operator may request proof of identity before making a request.

5.1. Access to information

The user or their legal representative has the right to contact the Operator with a request about the availability of their personal data, as well as information containing:

- confirmation of the fact, purpose, sources, methods of collecting and processing personal data;
- list of personal data;
- terms of processing of personal data, including the terms of their storage;

Upon receipt of such a request, the Operator provides the User with a response to the request for a reasoned refusal to provide information, free of charge, within three working days from the date of receipt of the User's request or its legal representative's e-mail address of the Operator info@a-trademarks.com, marked "Information about stored personal data".

5.2. Corrections of inaccuracies

If inaccuracies in personal data are detected, the User can update them independently by sending a notification to the Operator's email address info@a-trademarks.com marked "Updating personal data". At the same time, within one business day, the Operator undertakes to change and (or) Supplement personal data on the basis of relevant documents confirming their authenticity, or destroy personal data if it is impossible to change and (or) Supplement them;

5.3. Storage, depersonalization and deletion of personal data

In the General case, the Operator stores the personal data within the time period required for the purposes of their processing and to comply with legal requirements. However, the User has the right to withdraw consent to the processing of personal data by sending a notification to the Operator at the following email address: info@a-trademarks.com, marked "Revocation of consent to the processing of personal data". In this case, the User's personal data will be destroyed by the Operator within three business days of receiving the above-mentioned review.

6. Changes to this policy

The Operator reserves the right to make changes to this Policy at any time in accordance with this paragraph. If changes are made to this Policy, the updated Policy is published on the website <https://a-trademarks.com/> with the date of the last update and a notification about the Policy update will appear when you use the Operator's web-site again, when the cookie storage function is enabled. If you do not agree with the updated policy, the Operator asks the User to leave this web-site.

7. Final provisions

The user can get any clarifications on issues of interest related to the processing of their personal data by contacting the Operator via email info@a-trademarks.com.

The policy is valid indefinitely until it is replaced with a new version.

The current version of the Policy is freely available on the Internet at <https://a-trademarks.com//privacy-policy-ru.pdf>.

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