Approved by
Order No. 025 dated 14.07.23
LLP "Metallinvest KZ"

Privacy Policy

1. **General Provisions.** This "Privacy Policy" is drafted in accordance with the requirements of the Law of the Republic of Kazakhstan dated May 21, 2013, No. 94-V "On Personal Data and Their Protection" (hereinafter referred to as the Law on Personal Data) and defines the procedure for processing personal data and measures to ensure the security of personal data undertaken by the Limited Liability Partnership "Metallinvest KZ," registered in accordance with the legislation of the Republic of Kazakhstan at the address: Almaty city, Rayymbeka street, 481v, BIN 150440015557 (hereinafter referred to as the Operator).

The Operator sets as a condition for carrying out its activities the observance of the rights and freedoms of an individual and citizen (Application Visitor/User) when processing his personal data, including the protection of the rights to inviolability of private life, personal and family secrets, ensuring the integrity and security of personal data, maintaining their confidentiality, implementing the rights to access them, preventing their unauthorized collection and processing.

This "Privacy Policy" (hereinafter referred to as the Policy) of the Operator concerning the processing of personal data applies to all information that the Operator can obtain about the users of the software (mobile application) HelpAi: Chatbot (hereinafter referred to as the Application).

This Privacy Policy applies only to the HelpAi: Chatbot application. The Application does not control and is not responsible for third-party applications/websites that the User may access through links available in the Application.

The purpose of the Operator's activity is to collect and process data: about the language of the User's device, integration with ApplePay & GooglePay, integration with RevenueCat to track the subscription status and payments of Users, without requesting data for user authorization.

The Operator processes the User's personal data only in the event of their completion and/or sending by the User independently. By sending his personal data to the Operator, the User expresses his unconditional consent to this Policy.

The User is personally responsible for the safety and confidentiality of identification data (login and password). All actions performed through the User's Account/Personal Cabinet using the login and password of the User are considered to be performed by the User, and the User bears responsibility for such actions.

Please note that this translation aims to be as accurate as possible, but the wording might need to be adapted depending on the specific legal and cultural context.

2. Main Concepts (Terms) Used in the Policy.

2.1. Software - a set of information processing system programs and software documents.

2.2. Personal Data - information related to a specific or identifiable individual based on this information, recorded on electronic, paper, and/or other physical media, directly or indirectly related to a specific or identifiable User of this Application.

2.3. Personal Data Allowed for Distribution - personal data, access to which an unlimited circle of persons is granted by the personal data subject (User) by giving consent to the processing of personal data in the manner prescribed by the Law on Personal Data.

2.4. User - a person who has installed and/or is using the mobile application HelpAi: Chatbot.

2.5. Personal Data Processing - any action (operation) or a set of actions (operations) performed by the Operator using automation tools or without using such tools with personal data, including collection, recording, systematization, accumulation, storage, update, modification, addition, retrieval, use, transmission (distribution, provision, access), anonymization, blocking, deletion, destruction of personal data.

2.6. Personal Data Blocking - actions for the temporary cessation of collection, accumulation, modification, addition, use, distribution, anonymization, and destruction of personal data.

2.7. Anonymized Personal Data - information by which it is impossible to determine the belonging of personal data to the subject of personal data.

2.8. Operator - a legal entity that, independently or jointly with other persons, organizes and/or processes data, and also determines the purposes of data processing, the composition of the data to be processed, and the actions (operations) performed with the data.

2.9. Owner of the Database Containing Personal Data (hereinafter referred to as the Owner) - the Operator, exercising the right of ownership, use, and disposal of the database containing personal data in accordance with the laws of the Republic of Kazakhstan.

2.10. Provision of Personal Data - actions aimed at disclosing personal data to a specific person or a specific group of persons.

2.11. Distribution of Personal Data - any actions aimed at disclosing personal data to an unspecified circle of persons (transfer of personal data) or familiarization with personal data by an unlimited circle of persons, including the disclosure of personal data in the media, posting on information and telecommunication networks, or providing access to personal data in any other way.

2.12. Cross-border Transfer of Personal Data - the transfer of personal data to the territory of a foreign state, to the authority of a foreign state, to a foreign individual, or to a foreign legal entity.

2.13. Destruction of Personal Data - any actions as a result of which personal data are irrevocably destroyed with the impossibility of further restoring the content of personal data in the personal data information system and (or) the material carriers of personal data are destroyed.

2.14. IP Address - a unique network address of a node in a computer network built according to the IP protocol.

2.15. Account - the interface through which Users, who have passed Authorization, use the Application. A set of data, statistical, accounting, and other information, including information serving to identify Users, including information specified during registration, settings for working with the Application.

3. Basic Rights and Obligations of the Operator. 3.1. The Operator has the right to:

3.1.1. Receive from the User reliable information and/or documents containing personal data.

3.1.2. In case the User withdraws consent for personal data processing, the Operator is entitled to continue processing personal data without the consent of the personal data subject if there are grounds specified in the Law on Personal Data.

3.1.3. Independently determine the composition and list of measures necessary and sufficient to ensure the fulfillment of the obligations provided for by the Law on Personal Data and regulatory legal acts adopted in accordance with it, unless otherwise provided by the Law on Personal Data or other regulatory legal acts.

3.2. The Operator is obliged to:

3.2.1. Provide the User or his legal representative with information related to the processing of his personal data, free of charge upon request.

3.2.2. Organize the processing of personal data in the manner established by the current legislation of the Republic of Kazakhstan.

3.2.3. Respond to inquiries and requests from Users and their legal representatives in accordance with the requirements of the Law on Personal Data.

3.2.4. Report to the authorized body for the protection of the rights of personal data subjects the necessary information upon request of this body within the period prescribed by the legislation of the Republic of Kazakhstan.

3.2.5. Publish or otherwise provide unrestricted access to this Policy concerning the processing of personal data.

3.2.6. Adopt legal, organizational, and technical measures to prevent unauthorized access to personal data, to timely detect facts of unauthorized access to personal data; if such unauthorized access could not be prevented, minimize the adverse consequences of unauthorized access to personal data; protect personal data from illegal or accidental access, destruction, alteration, blocking, copying, provision, distribution of personal data, as well as from other illegal actions in relation to personal data.

3.2.7. Terminate the transfer (distribution, provision, access) of personal data, cease processing, and destroy personal data in the manner and cases provided for by the Law on Personal Data.

3.2.8. Fulfill other obligations provided for by the Law on Personal Data.

4. Basic Rights and Obligations of Personal Data Subjects. 4.1. Personal Data Subjects have the right to:

4.1.1. Obtain information related to the processing of their personal data, except in cases provided by the legislation of the Republic of Kazakhstan. The information is provided to the personal data subject by the Operator in an accessible form, and it should not contain personal data relating to other personal data subjects, unless there are legal grounds for disclosing such personal data. The list of information and the procedure for obtaining it are established by the Law on Personal Data.

4.1.2. Demand that the Operator clarify their personal data, block or destroy it if the personal data is incomplete, outdated, inaccurate, illegally obtained, or unnecessary for the declared processing purpose, and also take legal measures to protect their rights.

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4.1.3. Withdraw consent for the processing of personal data;

4.1.4. Exercise other rights provided for by the legislation of the Republic of Kazakhstan.

4.2. Personal Data Subjects/Users are obligated to:

4.2.1. Provide the Operator with accurate data about themselves. The Operator does not check the accuracy of the data provided by the User.

4.2.2. Inform the Operator about the update (modification, change) of their personal data.

4.3. Persons who have provided the Operator with false information about themselves, or information about another personal data subject without the latter's consent, are liable in accordance with the legislation of the Republic of Kazakhstan.

5. List of User Data.

5.1. When using the Software, personal information may be requested, including, but not limited to, usage data.

5.2. Usage data may include IP address, browser type, browser version, time of visit, unique device identifiers, and other identifiers.

5.3. The Operator uses the information obtained through the software solely for improving services in the Application. The Operator does not combine the information obtained through them with personal data.

5.4. The Operator does not process special categories of personal data related to race, national origin, political opinions, religious or philosophical beliefs, or intimate life.

6. Principles of User Personal Data Processing.

6.1. The processing of personal data is conducted on a legal and fair basis.

6.2. The processing of personal data is limited to achieving specific goals, defined by the Operator and lawful. Processing of personal data incompatible with the purposes of personal data collection is not allowed.

6.3. The merging of databases containing personal data, the processing of which is carried out for incompatible purposes, is not permitted.

6.4. Only personal data that meets the purposes of its processing is subject to processing.

6.5. The volume of processed personal data corresponds to the stated processing objectives. Excessive processing of personal data relative to the stated processing objectives is not allowed.

6.6. In the processing of personal data, the accuracy of the personal data, its sufficiency, and, where necessary, its relevance to the purposes of processing personal data are ensured. The Operator takes necessary measures and/or ensures their adoption for the deletion or clarification of incomplete or inaccurate data.

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6.7. The storage of personal data is carried out in a form that allows the identification of the personal data subject, no longer than is required by the purposes of processing personal data, unless a different period for the storage of personal data is established by the legislation of the Republic of Kazakhstan.

7. Purposes of User Data Processing.

7.1. The purpose of processing the User's personal data:

7.1.1. Informing the User;

7.1.2. Concluding, executing, and terminating civil law contracts;

7.1.3. Providing the User with access to services, information, and/or materials contained in the Application.

7.2. The Operator also has the right to send the User notifications about new products and services, special offers, and various events. The User can always opt-out of receiving informational messages by sending the Operator an email to the address helpapp.official.ai@gmail.com

7.3. Anonymized data of Users, collected using Internet statistics services, are used to collect information about the actions of Users in the Application, improving the quality of the Application and its content.

8. Conditions for Personal Data Processing.

8.1. The processing of personal data is carried out with the consent of the personal data subject to the processing of his/her personal data in accordance with the current legislation of the Republic of Kazakhstan.

8.2. The processing of personal data is necessary for the exercise of the rights and legitimate interests of the Operator for the purpose of conducting entrepreneurial activities in accordance with legal requirements, provided that this does not violate the rights and freedoms of the personal data subject.

9. Procedure for Collection, Storage, Transfer, and Other Types of Personal Data Processing.

9.1. The Operator ensures the security of personal data and takes all possible measures to exclude access to personal data by unauthorized persons.

9.2. The User's personal data will never, under any circumstances, be transferred to third parties, except in cases related to the implementation of current legislation or in the event that the personal data subject has given consent to the Operator to transfer the data to a third party for the fulfillment of obligations under a civil law contract.

9.3. In case of detection of inaccuracies in personal data, the User can update them independently by sending the Operator a notification to the Operator's email address with the note "Update of Personal Data".

9.4. The period of personal data processing is determined by achieving the purposes for which the personal data were collected, unless a different period is stipulated by the contract or current legislation. The User may at any time revoke his/her consent to the processing of personal data by sending the Operator a notification via email to the Operator's email address with the note "Revocation of Consent to the Processing of Personal Data".

9.5. All information collected by third-party services, including payment systems, communication means, and other service providers, is stored and processed by the Operator in accordance with their User Agreement and Privacy Policy. The User is obliged to independently familiarize himself/herself with these documents in a timely manner. The Operator is not responsible for the actions of third parties, including the service providers mentioned in this clause.

9.6. The Operator ensures the confidentiality of personal data during its processing.

9.7. The condition for terminating the processing of personal data may be the achievement of the purposes of processing personal data, the expiration of the consent period of the personal data subject, or the revocation of consent by the personal data subject, as well as the identification of unlawful processing of personal data.

10. List of Actions Performed by the Operator with the Received Personal Data.

10.1. The Operator carries out the collection, recording, systematization, accumulation, storage, clarification (updating, modification), extraction, use, transfer (distribution, provision, access), anonymization, blocking, deletion, and destruction of personal data.

10.2. The Operator performs automated processing of personal data with the receipt and/or transmission of the received information via information and telecommunication networks or without such.

11. Cross-border Transfer of Personal Data

11.1. Before commencing the cross-border transfer of personal data, the Operator must ensure that the foreign country to whose territory it is intended to transfer personal data provides reliable protection of the rights of personal data subjects.

11.2. Cross-border transfer of personal data to the territories of foreign countries that do not meet the above requirements may be carried out only in the case of the presence of written consent from the personal data subject for the cross-border transfer of his/her personal data and/or the execution of a contract, a party to which is the User, as well as in cases provided for by international treaties ratified by the Republic of Kazakhstan.

12. Confidentiality of Personal Data

12.1. The Operator and other persons who have obtained access to personal data are obliged not to disclose to third parties and not to disseminate personal data without the consent of the personal data subject, unless otherwise provided by the current legislation of the Republic of Kazakhstan.

13. Final Provisions

13.1. The User can receive any clarifications on questions of interest regarding the processing of his/her personal data by contacting the Operator via email at helpapp.official.ai@gmail.com.

13.2. The current version of the Policy is freely available on the Internet at https://www.helpapp.ai.

13.3. This document will reflect any changes to the Operator's personal data processing policy. The Policy is valid indefinitely until it is replaced by a new version.