

## **Privacy Policy**

### **“Country Village Resort” Family Recreation Complex**

This Privacy Policy is developed in accordance with the legislation of the Republic of Kazakhstan, including the Law of the Republic of Kazakhstan “On Personal Data and Their Protection,” and defines the procedure for collecting, processing, storing, and protecting the personal data of website users and guests of “Country Village Resort” (hereinafter – the Family Recreation Complex).

By using the Complex’s website, the online booking service, as well as by providing personal data in any other way (through forms, messengers, phone calls, or social networks), the User expresses consent to the terms of this Privacy Policy.

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## **1. What Data We Collect**

The Family Recreation Complex may collect and process the following personal data:

- first and last name;
- phone number;
- email address;
- booking-related information (check-in date, number of guests, selected services);
- any other information voluntarily provided by the User.

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## **2. Purposes of Personal Data Processing**

Personal data is used exclusively for the following purposes:

- processing inquiries and bookings;
- communicating with guests and confirming services;
- providing services and fulfilling the Complex’s obligations;
- informing about booking status and changes;
- improving the quality of service.

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## **3. Storage and Protection of Data**

The Complex takes all necessary organizational and technical measures to protect personal data from unauthorized access, loss, alteration, or disclosure.

Access to data is granted only to authorized employees of the Complex, strictly within the scope necessary to perform their job duties.

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## **4. Transfer of Data to Third Parties**

Users' personal data is not transferred to third parties, except in the following cases:

- when required by the legislation of the Republic of Kazakhstan;
- when necessary to provide services (for example, to technical partners ensuring the operation of the website and booking module, provided they comply with confidentiality requirements).

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## **5. User Rights**

The User has the right to:

- obtain information about their personal data;
- request clarification or blocking of their data;
- withdraw consent for the processing of personal data.

To exercise these rights, the User may contact the Complex administration using the contact details provided on the website.

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## **6. Consent to Data Processing**

By providing personal data, the User confirms that they:

- act voluntarily;
- provide accurate information;
- understand the purposes of data processing;
- give consent for its processing in accordance with this Privacy Policy.

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## **7. Policy Changes**

The Complex administration reserves the right to make changes to this Privacy Policy without prior notice. The current version is always published on the website.

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Use of the Complex's website and services signifies the User's full acceptance of the terms of this Privacy Policy.