Privacy Policy

Effective Date: April 22, 2026

Data Processing Location: Republic of Kazakhstan, Almaty.

This Privacy Policy (hereinafter the "Policy") applies to all information that **“OMARTA Hub” LLP** (hereinafter the "Operator") may obtain about a User during their use of the websites raccoonai.io, raccoonai.kz, and the platform platform.raccoonai.kz (hereinafter the "Services").

1. General Provisions

1.1. We operate exclusively in the **B2B** (Business-to-Business) sector. All Users are registered in the system through their respective organizations that have entered into a service agreement with the Operator.

1.2. Use of the Services constitutes the User's unconditional consent to this Policy and the terms of processing their personal information specified herein.

1.3. The Operator ensures the protection of personal data in accordance with the Constitution of the Republic of Kazakhstan and the Law of the Republic of Kazakhstan "On Personal Data and its Protection."

2. Categories of Data Collected

We collect only the minimum amount of data necessary to provide high-quality waste management logistics services.

2.1. Information Provided During Registration:

- First Name and Surname;
- Professional email address and mobile phone number;
- For Drivers: **Driver's license number**. The Operator does **not** collect or store photos, scans, or PDF copies of these documents.

2.2. Automatically Collected Technical Data:

- Electronic data (HTTP headers, IP address, cookies, web beacons/pixel tags);
- Browser identifier data, information about hardware and software;
- Wi-Fi network information;
- Date and time of access to the Services;
- Information regarding User activity while using the Services;
- Geolocation information.

2.3. Sensitive Information:

The Operator **does not** intentionally collect sensitive personal information (such as racial origin, political views, health information, or biometric data), except as expressly provided for in the user agreements of specific Services.

3. Cookies and Similar Technologies

The following types of cookies are used on the Sites to ensure proper functionality and improve user experience:

- **Strictly Necessary / Technical Cookies:** These are essential for the operation of the Sites and the provision of Services; they allow the Operator to identify your hardware and software, including browser type.
- **Statistical / Analytical Cookies:** These allow us to recognize users, count their number, and collect information such as operations performed on the Sites (pages visited and content accessed).
- **Performance Cookies:** These collect information about how users interact with the Sites/Services, allowing us to identify errors and test new features to improve performance.
- **Functional Cookies:** These enable specific features to facilitate your use of the Sites, such as saving your preferences (e.g., language and location).

4. Purpose of Data Processing

- To facilitate the waste management logistics platform.
- To identify authorized users within the client's organization.
- To communicate with the User for technical support and service updates.
- To ensure security, prevent unauthorized access, and monitor platform integrity.

5. Data Localization and Security

5.1. **Localization:** In compliance with Kazakhstan law, all personal data is processed and stored on servers physically located within the territory of the Republic of Kazakhstan. We utilize **Yandex Cloud (Kazakhstan data centers)** for secure hosting.

5.2. **Protection:** Data is stored in a secure database using encryption and strict access controls. We do not sell, rent, or share personal data with third-party organizations for marketing purposes.

6. Data Retention and Deletion (Soft Delete)

6.1. Data is retained for the duration of the contract with the client organization.

6.2. **Deletion Policy:** Upon a deletion request or contract termination, data is marked with a **"delete flag."** In this state, the data is not accessible for standard platform operations.

6.3. For audit and security purposes, this flagged data is retained for **180 days**, after which it is permanently and irretrievably purged from our systems.

7. Amendments to the Privacy Policy

7.1. **The Operator reserves the right to amend this Privacy Policy at any time and at its sole discretion.** 7.2. The new version of the Policy becomes effective from the moment it is posted on the Sites, unless otherwise specified in the new version.

7.3. Continued use of the Services after changes have been made constitutes the User's acceptance of the updated Policy. Users are encouraged to periodically review this page for updates.

8. User Rights

Under the laws of the Republic of Kazakhstan, Users have the right to access their data, request its rectification, blocking, or destruction if the data is incomplete, outdated, or inaccurate. To exercise these rights, Users should contact their organization's administrator or the Operator directly.

9. Contact Information

Entity: “OMARTA Hub” LLP

Legal Address: 050000 (A05E9P2), Republic of Kazakhstan, Almaty, Makatayev str. 117

Email: contact@raccoonai.kz

Websites: raccoonai.io, raccoonai.kz, platform.raccoonai.kz