

LUNIQ MENU PRIVACY POLICY

1. General Provisions

1.1. This Privacy Policy (hereinafter - the **Policy**) defines the procedure for processing and protecting the personal data of users of the LUNIQ MENU service (hereinafter - the **Service**) located at <https://luniq.net>.

1.2. The owner of the Service and the Data Operator is **Individual Entrepreneur Astro IT** (IIN 980512350459), hereinafter - the **Contractor**.

1.3. Use of the Service, registration, or submission of data via feedback forms constitutes the User's unconditional consent to this Policy.

2. Categories of Collected Data

2.1. We collect the following categories of data:

- **Client Data (Business Representative):** Full name, phone number, email address, organization name, and BIN (Business Identification Number).
- **End-User Data (Establishment Guests):** Data voluntarily entered when placing an online order, booking a table, or paying tips (name, phone number).
- **Technical Data:** IP address, cookies, device and browser type, and access time.

3. Purposes of Data Processing

3.1. We process data exclusively for:

- User identification and fulfillment of the terms of the Public Offer;
- Ensuring the functionality of online ordering and booking;
- Providing feedback and technical support;
- Improving the Service and analyzing user experience;
- Compliance with the laws of the Republic of Kazakhstan (accounting and tax records).

4. Rights and Obligations Regarding Third-Party Data

4.1. In cases where the Client (restaurant) enters data of its employees into the Service or collects data from its Guests, **the Client is solely responsible** for obtaining consent for personal data processing from such individuals.

4.2. The Contractor acts as a technical operator, providing storage and processing of this data on behalf of the Client.

5. Data Transfer and Security

5.1. The Contractor does not sell or transfer personal data to third parties for marketing purposes.

5.2. Data transfer is possible only:

- To ensure the operation of the Service (e.g., transfer to payment gateways or SMS aggregators);
- At the legal request of state authorities of the Republic of Kazakhstan.

5.3. To protect data, we use SSL encryption protocols, limit employee access to personal information, and utilize secure cloud servers.

6. Cross-Border Transfer

6.1. The User agrees that to ensure the continuous operation of the Service, data may be processed on servers located outside the Republic of Kazakhstan, provided that the receiving party ensures adequate protection of the rights of personal data subjects.

7. User Rights

7.1. The User has the right to access, correct, block, or delete their data.

7.2. Withdrawal of consent for data processing is carried out by sending an email to: **hiastroit@gmail.com**. In this case, further use of the Service may become impossible.

8. Cookies

8.1. We use cookies to maintain user sessions and for analytics. You can disable them in your browser settings; however, some LUNIQ MENU features may not function correctly.

9. Changes and Contacts

9.1. The Contractor reserves the right to change the Policy unilaterally. The new version takes effect from the moment of its publication on the website.

10. Contractor Details:

Service Provider: Sole Proprietor Astro IT

IIN/BIN: 980512350459

Email: hiastroit@gmail.com

Phone: +7-747-353-2612

Website: <https://luniq.net>

Address: Republic of Kazakhstan, Astana, Rakhymzhan Koshkarbayev Ave. 15, Apt. 128