

Privacy Policy of the Website of Orhun Medical LLP

Effective Date: 04.08.2025

1. Introduction

We respect your privacy and are committed to protecting your personal data.

This Privacy Policy establishes the procedure for collecting, storing, using, and transferring personal data obtained through the website <https://www.orhun.kz>.

It has been developed in accordance with the Law of the Republic of Kazakhstan dated May 21, 2013 No. 94-V "On Personal Data and Their Protection."

2. Data We Collect

We may collect the following types of data:

- Personal information: full name, phone number, email address, IIN (if required);
- Medical information voluntarily provided by you;
- Technical data: IP address, device type, browser, cookies, log files.

Data is collected when you:

- Make an appointment;
- Contact us via the feedback form;
- Use the chat or other website features.

3. Purposes of Data Processing

We process your personal data for:

- Organizing and providing medical services;
- Communicating with you (appointment confirmations, reminders, etc.);
- Sending test or examination results;
- Assessing quality and improving our services;
- Direct marketing (with your consent);
- Compliance with the laws of the Republic of Kazakhstan.

4. Legal Grounds for Processing

We process your data on the basis of:

- Your voluntary consent;
- Fulfillment of contractual obligations;
- Compliance with legal requirements;
- Protection of the rights and legitimate interests of users and the company.

5. Storage and Security

Your data:

- Is stored in secure information systems;
- Is protected by technical and organizational measures, including SSL encryption, access controls, and regular security audits;
- Is not shared with third parties without your consent, except as required by law.

6. Your Rights

You have the right to:

- Request information about the data we hold on you;
- Request correction or deletion of your data;
- Withdraw your consent to processing;
- Restrict or object to data processing;
- File a complaint with the authorized body of the Republic of Kazakhstan;
- Opt out of marketing and informational messages (via the link in our emails or by sending a request to marketing_dep@orhun.kz).

7. Cookies and Third-Party Services

We use cookies for analytics and to improve website performance.

You can disable cookies in your browser settings, but this may affect certain site features.

Some third-party services (e.g., communication or analytics providers) may collect data under their own privacy policies.

8. User Consent

By completing a form on our website and clicking the “Submit” button, you voluntarily and knowingly consent, in accordance with this Policy and the laws of the Republic of Kazakhstan, to the collection, processing, storage, use, and transfer of your personal data, including:

- Full name, phone number, email address, IIN, complaints/symptoms, messages sent via chat or feedback forms, as well as technical data (IP address, cookies, etc.);
- Processing purposes: registration, consultation, appointment booking, communication, and informing you about our services.

This consent remains valid until you withdraw it in writing.

If you do not provide consent, certain website functionalities (such as online appointment booking) will not be available.

9. Contact Information

Orhun Medical LLP

BIN: 150240016568

Email: info@orhun.kz

Phone: +7 776 000 2814

10. Updates to the Policy

We may update this Privacy Policy from time to time.

The updated version will be published on our website and will take effect upon posting unless otherwise specified.