

MatPo Cookie Policy

Version 1.1

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Platform: <https://matpo.kz>

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1. Introduction

MatPo uses cookies and similar technologies to provide a secure, reliable, and user-friendly experience. This Cookie Policy explains what these technologies are, why we use them, how they support the Platform, and what choices may be available to Users.

MatPo is operated by Limited Liability Partnership "Matpoint" (TOO "Matpoint"), a technology platform connecting businesses and individual Users with construction material Suppliers and Design Service Providers. This Cookie Policy applies to the use of cookies and similar technologies across the Platform.

2. Relationship with Other Policies

This Cookie Policy supplements, and should be read together with, the MatPo Privacy Policy and Terms of Service. Where cookies or similar technologies process personal information, such processing is also governed by the Privacy Policy. Nothing in this Policy limits any rights or obligations described in those documents.

3. Defined Terms

Capitalized terms not defined in this Cookie Policy have the meanings assigned to them in the MatPo Terms of Service.

4. Scope of this Policy

This Policy applies to:

- the public website;
- registration and authentication;
- User dashboards;
- Supplier dashboards;
- design service dashboards;
- Membership functionality;
- CompareBoard and Moodboard;
- customer support features;
- future Platform features that rely on cookies or similar technologies.

This Policy applies regardless of the browser, operating system, or device used to access MatPo.

5. What Are Cookies and Similar Technologies?

Cookies are small text files stored by your browser when you visit a website. Similar technologies include browser local storage, session storage, security tokens, and comparable browser-based mechanisms that help websites remember information or maintain secure functionality.

Some technologies exist only while your browser session remains active, while others may remain on your device for a longer period depending on their purpose.

6. Why MatPo Uses Cookies

MatPo uses cookies only where reasonably necessary for legitimate operational, security, usability, and performance purposes.

These technologies help us:

- maintain secure User sessions;
- authenticate registered Users;
- remember language or interface preferences;
- improve website reliability and performance;
- protect User accounts;
- support customer service functionality;
- diagnose technical problems;
- prevent abuse and fraudulent activity;
- ensure proper operation of Platform features.

7. Categories of Cookies Used by MatPo

7.1 Strictly Necessary Cookies

These technologies are essential for operating the Platform. Without them, important functions such as User authentication, secure navigation, account management, and access to protected areas may not work correctly.

7.2 Functional Cookies

Functional technologies remember User preferences and improve convenience without being strictly required for core operation. Examples may include interface preferences and certain usability settings.

7.3 Performance Technologies

Performance-related technologies help us understand technical behaviour of the Platform, identify errors, improve loading performance, monitor reliability, and support future improvements. Where reasonably possible, this information is analysed in aggregated or pseudonymised form.

7.4 Support Technologies

Support-related technologies may be used to provide customer support tools, live chat functionality, and service communications where those features are available.

8. Essential Cookie Principles

MatPo aims to minimise unnecessary use of cookies. Technologies that are essential for security, authentication, and core Platform operation may remain active whenever Users access protected areas of the Platform.

Non-essential technologies, where introduced in the future, may be managed in accordance with applicable law and any consent mechanisms implemented by MatPo.

9. Local Storage and Session Storage

In addition to traditional browser cookies, MatPo may use browser local storage, session storage, and comparable browser technologies where appropriate.

These technologies may be used to:

- maintain authenticated sessions;
- temporarily store interface preferences;
- support CompareBoard and Moodboard functionality;
- improve navigation between pages;
- reduce unnecessary repeated requests to the Platform.

Session storage normally exists only while the browser session remains active. Local storage may remain until removed by the browser, the User, or the Platform when no longer required.

10. Third-Party Technologies

MatPo relies on carefully selected third-party technology providers to operate the Platform. These providers may use cookies or similar technologies in accordance with their own privacy policies and terms. Where such providers independently determine the purposes and means of processing, their own policies govern that processing.

The technologies currently used, or intended to be used as the Platform develops, may include cloud infrastructure, authentication, customer support, communications, storage, and payment services.

10.1 Authentication Technologies

MatPo uses secure authentication technologies to verify User identity, maintain authenticated sessions, protect account security, and reduce unauthorized access.

10.2 Cloud Infrastructure

Cloudflare services may be used to improve website availability, security, traffic management, content delivery, and protection against malicious activity. Certain technical cookies or comparable technologies may be required to provide these security functions.

10.3 File Storage

User-uploaded files, including product images, company logos, portfolio materials, certificates, and other documents, may be stored using Cloudflare R2. Storage services themselves are not intended for behavioural tracking but may rely on technical mechanisms necessary to securely deliver uploaded content.

10.4 Customer Support

MatPo may use JivoChat to provide live customer support. Where chat functionality is enabled, JivoChat may use cookies or similar technologies to maintain chat sessions, improve support quality,

remember previous conversations, and operate customer support features in accordance with its own policies.

10.5 Communication Services

MatPo may use Infobip or similar communication providers to deliver verification messages, account notifications, and other service-related communications. These providers may process limited technical information required to deliver those services securely and reliably.

10.6 Payment Providers

Where online payment functionality is available, independent payment providers such as TipTopPay may use their own cookies or similar technologies during payment processing. These technologies are governed by the provider's own privacy documentation. MatPo does not control or access provider-side payment cookies.

11. Security Technologies

Certain cookies and browser technologies are used exclusively to protect the Platform and its Users.

These technologies may assist with:

- detecting suspicious activity;
- preventing automated abuse;
- protecting authenticated sessions;
- maintaining account integrity;
- investigating technical incidents; and
- supporting fraud prevention and operational security.

Security-related technologies are considered essential for the safe operation of the Platform.

12. Cookie Duration

Some cookies operate only during an active browser session and are removed when the browser is closed. Others may remain for a longer period where reasonably necessary to remember preferences, maintain security, or support legitimate Platform functionality.

MatPo periodically reviews these technologies and may remove or modify them as the Platform evolves.

13. Managing Cookies and Your Choices

Most web browsers allow Users to manage, block, or delete cookies through browser settings. Users may also clear local storage and session storage using browser tools.

Disabling certain technologies may affect login functionality, authenticated sessions, dashboard features, CompareBoard, Moodboard, customer support tools, or other Platform functionality.

Most browsers provide tools that allow Users to accept, reject, limit, or delete cookies. Users may also clear browser local storage and session storage through browser settings.

Blocking certain technologies may reduce the availability or functionality of some Platform features, particularly those relating to authentication, account security, dashboards, customer support, CompareBoard, Moodboard, and other account-based services.

14. Consent Principles

Where applicable law requires User consent before placing or accessing non-essential cookies or similar technologies, MatPo will seek such consent using an appropriate notice or consent mechanism.

Strictly necessary technologies required for authentication, security, fraud prevention, or core Platform functionality may continue to operate where permitted by applicable law because they are essential to providing the requested services.

15. Do Not Track

Some browsers support a 'Do Not Track' (DNT) preference. Because there is currently no universally accepted technical standard governing DNT signals, MatPo does not guarantee that the Platform will respond differently to every DNT request.

If applicable laws or widely adopted technical standards evolve in the future, MatPo may update its practices accordingly.

16. Changes to this Cookie Policy

MatPo may update this Cookie Policy from time to time to reflect changes in applicable law, Platform functionality, infrastructure, third-party technologies, security practices, or operational requirements.

When material changes are made, we may provide notice through the Platform, by email, or by other reasonable means where appropriate. The 'Last Updated' date identifies the latest revision of this Policy.

17. Contact Information

If you have questions regarding this Cookie Policy or the use of cookies and similar technologies on the Platform, you may contact:

Limited Liability Partnership "Matpoint" (TOO "Matpoint")

BIN: 260640001001

Registered Address:

Prospekt Dostyk 89A, Office 20, Medeu District, Almaty 050010, Republic of Kazakhstan

Website: <https://matpo.kz>

General Enquiries: info@matpo.kz

Privacy Enquiries: info@matpo.kz

18. Governing Law

This Cookie Policy shall be governed by and interpreted in accordance with the laws of the Republic of Kazakhstan.

Nothing in this Policy limits any mandatory rights available to Users under applicable law. Subject to any mandatory forum, procedure, or remedy required by applicable law, disputes arising out of or relating to this Policy are governed by the dispute-resolution provisions of the MatPo Terms of Service.

19. Final Provisions

This Cookie Policy forms part of the legal documentation governing the use of the MatPo Platform.

If any provision of this Policy is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

This Cookie Policy is published in English and Russian. In the event of any inconsistency or conflict between language versions, the Russian version shall prevail.