



Privacy Policy

Ecohotel & Restaurant "Skala"

Kazakhstan, Akmola Region, Burabay Village

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This Privacy Policy describes the procedure for processing and protecting the personal data of individuals using the website skalahotel.kz (hereinafter – the Site) for booking accommodation and other services.

1. General Provisions

1.1. This Policy is drawn up in accordance with the Law of the Republic of Kazakhstan "On Personal Data and Their Protection."

1.2. By making a booking on the Site, the User agrees to the terms of this Policy.

1.3. The Site Administration takes all necessary organizational and technical measures to protect personal data.

2. Collection and Processing of Personal Data

2.1. Personal data that may be collected:

- Full name;
- Contact phone number;
- Email address;
- Passport data (if required for check-in);
- Payment data (not stored, transmitted via secure gateway).

2.2. Data is collected only with the User's consent and is used solely for the following purposes:

- booking processing;
- contacting the client;
- fulfilling legal obligations;
- improving service quality.

3. Transfer of Personal Data to Third Parties

3.1. Personal data may be transferred only:

- to authorized state authorities, as provided by law;
- to payment systems – strictly for payment processing;
- to contractors (e.g., CRM systems) – while maintaining confidentiality.

4. Storage and Deletion of Data

4.1. Personal data is stored for as long as necessary to fulfill the purposes outlined above.

4.2. The User has the right to withdraw consent to the processing of personal data and to request its deletion by writing to the following email: skala.burabay@gmail.com.