

APPROVED

Order of the Director of Query Sapp LLC

12.06.2025 № 179-k

REGULATION

on the policy regarding the processing
personal data

CHAPTER 1. GENERAL PROVISIONS

1.1. Limited Liability Company “Query Sapp” (hereinafter referred to as “Query Sapp” LLC, the Company) pays special attention to the protection of personal data during their processing by the Company and respects the rights of personal data subjects.

1.2. The approval of the Regulation on the policy regarding the processing of personal data (hereinafter - the Policy) is one of the measures taken by the Company under Article 17 of the Law of the Republic of Belarus No. 99Z of May 7, 2021 “On Personal Data Protection” (hereinafter - the Law).

1.3. The terms and definitions contained in Article 1 of the Law are used in the Policy with the same meaning.

1.4. The Policy is developed in accordance with the requirements of the Law and defines the activity of “Query Sapp” LLC (UNP 193656977, address: 220035, Republic of Belarus, Minsk, Timiryazeva str., 72, room. 50) regarding the processing of personal data of personal data subjects.

1.5. The Policy explains to personal data subjects how and for what purposes their personal data are collected, used or otherwise processed, as well as reflects the rights of personal data subjects in this regard and the mechanism for their realization.

1.6. The Policy does not apply to the processing of personal data in the course of employment and administrative procedures (in relation to employees and former employees of the Company), as well as in the process of video surveillance.

1.7. The Policy applies to cases where Query Sapp Ltd. is both a Controller and a Processor.

1.8. When processing personal data, the Company shall be guided by: the Law of the Republic of Belarus dated May 7, 2021 No. 99-Z “On Personal Data Protection”; the Decree of the President of the Republic of Belarus dated October 28, 2021 No. 422 “On Measures to Improve Personal Data Protection”; local regulatory documents of the Company.

1.9. The Policy regulates the processing of personal data both with and without the use of means of automation, if the search of personal data and (or) access to them according to certain criteria (card catalogs, lists, databases, journals, etc.) are provided.

1.10. Postal address of “Query Sapp” LLC: 72, 72, Timiryazeva str., Minsk, 220035, Republic of Belarus, room. 50; Internet address: <https://querysupp.by/>; e-mail: info@querysapp.by.

**CHAPTER 2. PURPOSES AND LEGAL BASIS OF PERSONAL DATA
PROCESSING. CATEGORIES OF PERSONAL DATA SUBJECTS. LIST AND
STORAGE PERIOD OF PERSONAL DATA.**

2.1. Query Sapp LLC shall process personal data in the following cases:

| Purposes of personal data processing | Categories of personal data subjects whose data are processed | List of processed personal data | Legal basis of personal data processing | Period of personal data storage |
|---|---|---|--|--|
| Consideration of appeals, including those included in the book of comments and suggestions | Citizens, including representatives of legal entities | Surname, first name, patronymic or initials, address of residence (place of stay), essence of the appeal, other personal data specified in the appeal | Par. 20 of Art. 6 of the Law of the Republic of Belarus of May 7, 2021. No. 99-3 "On Protection of Personal Data" (hereinafter - the Law) (Art. 12 of the Law of the Republic of Belarus of July 18, 2011 No. 300-3 "On Appeals of Citizens and Legal Entities") | 5 years (item 85 of the List of standard documents of the National Archive Fund of the Republic of Belarus, approved by the Resolution of the Ministry of Justice of the Republic of Belarus of May 24, 2012 № 140 (hereinafter - the List)) |
| Conclusion and execution of civil law contracts not related to the performance of core activities (e.g. supply, purchase and sale, contracting, etc.) | Persons authorized to sign the contract | Surname, first name, patronymic or initials of the person, position of the person who signed the contract, other data in accordance with the terms of the contract (if necessary) | Processing based on an agreement with the personal data subject (Article 6, paragraph fifteen of the Law) | 3 years after the expiration of the agreement, tax authorities audit tax compliance. If the tax authorities have not conducted an audit of tax compliance - 10 years after the end of the contract term. |
| Consideration of CVs (questionnaires) of applicants for vacant positions for the purpose of concluding an employment contract | Persons who sent CVs | Surname, first name, patronymic, year of birth, information on education and work experience, contact phone number, e-mail address, other information specified by the personal data subject in the CV at his/her discretion | Article 6, paragraph 16 of the Law - processing of personal data when they are indicated in a document addressed to the operator and signed by the personal data subject, in accordance with the content of such document | In case of non-employment - 1 year, in case of employment - 1 month |
| Registration (hiring) | Job applicants, their family members | In accordance with Article 26 of the Labor Code of the Republic of Belarus and other legislative acts | Paragraph 8 of Article 6 of the Law (Article 26 of the Labor Code, Paragraph 11 of the Decree of the President of the Republic of Belarus No. 5 of 15.12.2014, other legislative acts) | After dismissal - 55 years (item 673 of the List) |
| Ensuring compliance with laws and other regulatory legal acts | Participants of the Company and affiliates of the Company | Surname, first name, patronymic of the Company's member, date of birth, data of the identity document, address of actual residence surname, first name, patronymic of spouse, parents (guardians, custodians), adult, emancipated or married before the age of eighteen, children and their spouses, adoptive parents, adult adopted children and their spouses, grandfather, grandmother, adult grandchildren and their spouses, siblings and parents of the spouse of an individual who | Article 6, paragraph 20 of the Law - processing of personal data when it is necessary for the fulfillment of obligations (powers) stipulated by legislative acts (Article 56 of the Law of the Republic of Belarus of 09.12.1992 N 2020-XII (edition of 18.07.2022) "On Business | Within five years after resignation |

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| | | is an affiliate of the Company | Associations”) | |
| Issuance of a special permit for the right to engage in labor activity in the Republic of Belarus | Candidates for employment - foreigners and stateless persons | In accordance with the Decree of the Ministry of Internal Affairs of the Republic of Belarus of 24.06.2016 № 173 “On the procedure for issuing permits for the right to carry out labor activities in respect of foreign citizens or stateless persons” | Subparagraph 20 of Article 6 of the Law - processing of personal data when it is necessary for the fulfillment of obligations (powers) stipulated by legislative acts (Article 23 of the Law of the Republic of Belarus of 30.12.2010 N 225-3 (ed. 06.01.2021) “On External Labor Migration”) | Within five years of the employee's termination of employment |
| Attracting and selecting candidates for employment with the Operator | Candidates for employment in the company | Consent to the processing of personal data | The data that the candidate leaves when filling out the forms located at: https://querysupp.by/career/ , https://querysupp.by/#advantage , https://querysupp.by/ (section “Interested in a vacancy?”), including clicking on the links “Leave a request”, ‘Join the team’, “Interested in this services?”, namely: Name, e-mail address, phone number, as well as other data that the candidate at his/her discretion will indicate in the attached resume (including date of birth, address of residence (place of stay), citizenship, education, contact phone number, information about education, work experience, military service, military service, etc.). | In case of non-employment - 1 year, in case of employment - 1 month |
| Communicating with the client - User of the website in order to provide online support services | Customers - Website Users | Consent to the processing of personal data | The data that the User of the website leaves when filling out the forms located at: https://querysupp.by/ , https://querysupp.by/#advantage (section “Stay connect”), including clicking on the links “Start Now”, namely: Name, e-mail address, phone number | 3 years from the date of consent |

2.2. “Query Sapp” LLC processes only those personal data that are necessary for the fulfillment of the stated purposes and does not allow their excessive processing.

2.3. The terms of processing, including storage, of personal data of personal data subjects on paper and other material carriers, as well as in information systems shall be determined by the Company in accordance with the legislation of the Republic of Belarus.

2.4. If the terms of processing of personal data are not established by law, their processing and storage shall be carried out no longer than the purposes of processing, including storage, of personal data require.

2.5. After the objectives of Query Sapp LLC as the Controller and as the Processor under the contract of assignment for processing of personal data are achieved, as well as in case of withdrawal of the consent of the subject of personal data, the Company deletes personal data within the period provided for by the legislation of the Republic of Belarus.

CHAPTER 3. PROCEDURE AND CONDITIONS OF PERSONAL DATA PROCESSING

3.1 The basis of personal data processing is the consent of the personal data subject, except for cases established by the legislation of the Republic of Belarus, when personal data processing is carried out without consent.

3.2 The consent of the personal data subject is a free, unambiguous, informed expression of his/her will, through which he/she authorizes the processing of his/her personal data.

Refusal to give consent to the processing of personal data entails the impossibility for the Company to perform actions aimed at such processing.

3.3 Consent shall be given for the period until its revocation.

3.4 Query Sapp LLC shall collect (receive), process (record, systematize, accumulate, clarify, update, modify, change, extract, use), store, transfer (disseminate, provide access), destroy (depersonalize, block, delete) personal data for the purposes specified in the Policy.

3.5 The Company shall process personal data with or without the use of automation tools, as well as in a mixed manner, including in information and telecommunication networks, for the purposes specified in the Policy.

3.6 Access of representatives of state authorities to personal data is regulated by the current legislation of the Republic of Belarus.

3.7 Personal data may be processed by:

- by employees of Query Sapp LLC holding positions included in the List of subdivisions and officials authorized to process personal data in the Company;
- third parties processing personal data on behalf of the Company (authorized persons).

3.8 The Company may transfer personal data to third parties (authorized persons) engaged by the Company in accordance with the concluded contracts for fulfillment of its obligations.

3.9 Within the framework of the purposes of personal data processing established by this Policy, the Company shall not transfer personal data across borders.

CHAPTER 4. RIGHTS OF PERSONAL DATA SUBJECTS AND MECHANISM OF THEIR REALIZATION

4.1 The personal data subject has the right:

4.1.1. to withdraw his/her consent, if for the processing of personal data the Company has applied to the subject of personal data for obtaining consent, - by submitting

an application to the Company in the manner prescribed by clause 4.2. of the Policy, or in the form through which his/her consent was obtained.

4.1.2. to receive information regarding the processing of his/her personal data, containing:

the location of the Company;

confirmation of the fact of processing of personal data of the applicant by the Company;

his/her personal data and the source of their receipt;

legal grounds and purposes of personal data processing;

the period for which his/her consent has been given (if personal data processing is carried out on the basis of consent);

name and location of the authorized person(s);

other information required by law;

4.1.3. request the Company to amend his/her personal data if the personal data is incomplete, outdated or inaccurate. For this purpose, the subject of personal data shall attach relevant documents and (or) duly certified copies thereof, confirming the need to make changes to personal data, in the manner prescribed by clause 4.2. of the Policy;

4.1.4. to receive information from the Company on the provision of his/her personal data processed by the Company to third parties. Such right may be exercised once per calendar year, and the provision of the relevant information shall be free of charge;

4.1.5. to demand from the Company to stop processing of his/her personal data, including deletion thereof, free of charge, if there are no grounds for personal data processing provided for by the Law and other legislative acts;

4.1.6. appeal against actions (inaction) and decisions of the Company violating his/her rights in processing of personal data to the court in accordance with the procedure established by the civil procedural legislation.

4.2 To exercise his/her rights related to the processing of personal data by the Company, the subject of personal data shall submit to the Company an application in writing, respectively, to the postal address specified in clause 1.11. of this Policy.

Regardless of the form and manner of exercising the rights, such application shall contain:

surname, proper name, patronymic (if any) of the personal data subject, address of his/her residence (place of stay);

date of birth of the personal data subject;

statement of the essence of the personal data subject's requirements;

identification number of the personal data subject, in the absence of such number - number of the personal data subject's identity document, if this information was indicated by the personal data subject when giving his/her consent or personal data processing is carried out without the consent of the personal data subject;

personal signature of the subject of personal data.

The Company shall not consider applications of personal data subjects sent by other means (e-mail, telephone, fax, etc.).

4.3 The Company shall review the application of the personal data subject submitted in the prescribed form within the term established by law and notify the subject of the results of the application review.

4.4 The right to appeal against actions (inaction) and decisions of the Company related to the processing of personal data shall be exercised in accordance with the procedure established by the legislation of the Republic of Belarus on appeals of citizens and legal entities.

4.5 Withdrawal of consent to processing of personal data shall entail impossibility of further processing of personal data in accordance with the purposes of processing, termination of processing of personal data, their deletion, and in the absence of technical possibility - their blocking.

4.6 The personal data subject may also contact the person responsible for internal control over personal data processing at Query Sapp LLC for assistance in exercising his/her rights, including by sending a message to the following e-mail address: dpo@querysupp.by.

CHAPTER 5. FINAL PROVISIONS

5.1 Matters relating to the processing of personal data not covered by this Policy shall be governed by the laws of the Republic of Belarus.

5.2 In case any provision of the Policy is recognized as invalid or unenforceable, other terms shall remain valid and enforceable to the full extent permitted by applicable law.

5.3 The Policy may be amended by the Company without notice to the subjects of personal data. The current version of the Policy is permanently available at <https://querysupp.by/en/policy/>.