

USER AGREEMENT (PUBLIC OFFER)

for the provision of paid Services to Employers and Job Seekers through the Website and the Mobile Application

Kaskelen

Version dated "01" June 2026

PREAMBLE

This document is an official public offer (Public Offer) of AlmaTeam Limited Liability Partnership (BIN 260540004766), hereinafter referred to as "the Contractor", to any individual (a Job Seeker) and any legal entity / individual entrepreneur (an Employer), hereinafter referred to as "the User".

In accordance with paragraph 5 of Article 395 of the Civil Code of the Republic of Kazakhstan (the CC RK), this document is a public offer. Unconditional acceptance of the terms of this Offer (in accordance with Article 396 of the CC RK) shall be deemed to be the performance by the User of any of the following actions:

- 1.** Registration of an account (the Personal Account) on the Contractor's Website or in its official Mobile Application;
- 2.** Downloading, installing and launching the Mobile Application on the User's device;
- 3.** Full or partial payment for the Contractor's Services on the Website, in the Mobile Application or on the basis of an issued Invoice.

From the moment of acceptance, this Offer Agreement shall be deemed concluded, shall not require bilateral signing on paper and shall have full legal force.

1. TERMS AND DEFINITIONS

- the Website - an Internet resource located on the Internet at: almajob.kz
- the Mobile Application - software developed by the Contractor for the iOS and Android operating systems, intended for installation on smartphones, tablets and other mobile devices of Almajob.kz Users.
- the Platform - a general concept encompassing the Website and the Mobile Application.
- the Services - the totality of all technical capabilities, interfaces, databases and software solutions available to Users both on the Website and in the Mobile Application.
- the User - a general concept encompassing both Job Seekers and Employers who have registered on the Website and/or in the Mobile Application.
- the Job Seeker - an individual who has registered on the Website and/or in the Mobile Application for the purpose of seeking employment, posting a Resume and applying to Vacancies.
- the Employer - a legal entity, individual entrepreneur or individual who has registered on the Platform for the purpose of personnel search and recruitment and the publication of Vacancies.
- the Personal Account - a personal, restricted-access section of the Platform (synchronized between the Website and the Mobile Application), access to which the User obtains after authorization (entering the Login and Password).
- the Services - the paid services of the Platform provided by the Contractor.

- the Tariffs - the Contractor's current price list determining the cost of the Services, published in open access on the Website and in the Mobile Application.

2. SUBJECT OF THE AGREEMENT

2.1. The Contractor undertakes, on a paid basis, to provide Users with access to the technical capabilities and services of the Platform for their mutual interaction for the purposes of employment and personnel recruitment.

2.2. The User undertakes to accept the terms of this Agreement and to pay for the Contractor's Services in a timely manner in accordance with the selected Tariff.

2.3. The Platform is exclusively a technical intermediary. The Contractor does not guarantee the Job Seeker mandatory employment, nor does it guarantee the Employer the mandatory hiring of an employee as a result of using the Platform.

3. REQUIREMENTS FOR MEDIA CONTENT (PHOTOS AND VIDEOS)

In order to ensure security and maintain the professional ecosystem of the Platform, the following requirements shall apply to photo and video materials uploaded through the Platform:

3.1. Rules for posting Photographs in a profile:

- The Job Seeker's photograph must be clear, focused on the face and taken in a business or neutral style.
- It is strictly prohibited to upload: images of third parties, group photos, animals, objects, logos of third-party brands, as well as photographs containing elements of erotica, alcohol, weapons or covert advertising.
- Employers are permitted to upload the company's official logo or actual photographs of the office/production facility.

3.2. Rules for posting Video materials:

- Video files uploaded by Users to the Platform must contain exclusively answers to professional questions or a self-presentation.
- The use of profanity, insults, calls for extremism, and the display of tobacco products or alcohol in videos are prohibited.
- It is prohibited to overlay audio tracks or visual masks/effects that distort the User's voice or appearance to the extent that identification of the individual becomes impossible.
- The Contractor has the right, at any time, to delete any photo or video in the course of moderation without explanation, if it violates the aesthetic or legal standards of the Platform.

4. PROCEDURE FOR PAYMENT AND ACCEPTANCE OF SERVICES

4.1. Access to the key services of the Platform is provided to Users on the terms of 100% (one hundred percent) advance payment in accordance with the current Tariffs.

4.2. Payments are made in tenge (₸):

- through the Contractor's bank account (for legal entities);
- by payment with bank cards through a secure payment service.

4.3. Moment of provision of services: A Service shall be deemed fully rendered by the Contractor and accepted by the User at the moment the technical possibility of access to the Personal Account (on the Website or in the Mobile Application) is provided, regardless of whether the User has actually made use of such access.

4.4. For Employers (legal entities), the Certificate of Completed Work (Services Rendered) is sent by the Contractor in electronic form through electronic document management systems (EDM), and the electronic invoice is issued through the Electronic Invoice Information

System (IS ESF) within the time limits established by the legislation of the RK.

4.5. Additional terms and conditions for legal entities and individual entrepreneurs are set out in the Services Agreement.

5. REFUND POLICY

5.1. As a general rule, funds paid for Services which the Contractor has already begun to render (technical access to the Personal Account has been provided, the service has been activated) are non-refundable. An error by the User in selecting a Tariff, inattentiveness, deletion of the Mobile Application from the device, the absence of responses to a Vacancy or the absence of job offers shall not constitute grounds for a refund.

5.2. Conditions for a partial or full refund:

- A refund of funds is possible exclusively in respect of those Services which have not yet been activated on the Platform.
- If the Platform has blocked the User's Personal Account for a gross violation of the terms of this Agreement (spam, data parsing, fraud), this shall not constitute grounds for a recalculation of the cost or a refund of funds.

5.3. Refund procedure:

- In order to obtain a refund, the User undertakes to send a written request to the Contractor at info@almateam.dev within 3 (three) business days after payment. The refund shall be made within 10 (ten) business days, subject to confirmation of the grounds for the refund.
- In the event of an erroneous payment or the impossibility of rendering the service, the User has the right to contact the support service at info@almateam.dev

6. PROTECTION OF PERSONAL DATA AND CONFIDENTIALITY

6.1. By accepting the terms of this Offer, the User (both a Job Seeker and an Employer), in accordance with the Law of the Republic of Kazakhstan "On Personal Data and Its Protection", gives its voluntary consent to AlmaTeam LLP for the collection, storage, processing and cross-border transfer of its Personal Data provided upon registration, as well as data uploaded in the course of using the Website and the Mobile Application.

6.2. Special conditions in respect of photo and video materials:

- Users (both Job Seekers and Employers) independently and on their own initiative upload media files to the Platform (profile photographs, logos, video resumes, recordings of presentations or video interviews).
- The Contractor does not collect, extract, analyze or process the biometric Personal Data of Users (including facial recognition, voice or facial-expression identification) and does not use such materials to establish the identity of a User in an automated manner.
- All uploaded photo and video materials are used by the Contractor exclusively as technical content to ensure direct visual and informational contact between the Job Seeker and the Employer.

6.3. The transfer of a Job Seeker's photo and video materials to a specific Employer (and vice versa) is carried out by the Platform automatically at the moment the User performs a deliberate action: responding to a Vacancy, sending an invitation, starting a chat, or launching the online interview function.

6.4. A User (an Employer) who has obtained, in the course of using the Platform, access to a Job Seeker's photo or video materials undertakes to strictly maintain the confidentiality of such data. The Employer is strictly prohibited from saving, copying, reproducing, publishing in open access, or transferring to third parties the media

files of Job Seekers without their direct written consent. In the event of a violation of this rule, full legal and financial liability to the Job Seeker shall be borne directly by such Employer.

6.5. The User has the right, at any time, to withdraw its consent to the processing and storage of media data by independently deleting photo or video files from its Personal Account (on the Website or in the Mobile Application), which shall entail the automatic deletion of such files from the Platform's servers.

7. LIMITATION OF LIABILITY

7.1. The Platform (the Website and the Mobile Application) is provided on an "as is" basis. The Contractor shall not be liable for the temporary unavailability of the Services in the event of force majeure circumstances, technical failures, or in the event of the removal of the Mobile Application from the App Store and Google Play application stores for reasons beyond the Contractor's control.

7.2. The User is solely responsible for the security and confidentiality of its Login and Password when using the Platform on personal computers and mobile devices.

7.3. The Contractor shall not be liable for the actions of third parties, including payment systems, banks and communication operators.

7.4. The User is responsible for the accuracy of the data provided and the correctness of the actions performed in the application.

8. DISPUTE RESOLUTION

8.1. The Parties undertake to resolve all disputes through pre-trial negotiations. The period for consideration of a claim shall be 10 (ten) calendar days.

8.2. If agreement is not reached, disputes shall be resolved in the Court at the location of the Contractor (Kaskelen) in accordance with the legislation of the Republic of Kazakhstan.

9. ADDITIONAL TERMS

9.1. Users are obliged to familiarize themselves with the Privacy Policy

9.2. Users are obliged to familiarize themselves with the Terms and Rules of Use of the Platform.

This Offer is drawn up in the Kazakh and Russian languages. In the event of a discrepancy between the versions in different languages, the version in the Russian language shall prevail.

DETAILS OF THE CONTRACTOR

Name: AlmaTeam LLP

BIN 260540004766

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