

Cookie Policy

Last update: 17.11.2025

1. GENERAL

1.1 This Cookie Policy explains how CustodianOne LLP uses cookies and similar technologies when you visit our website located at <https://my.custodian.kz>.

1.2. In some cases, we may use cookies and similar technologies to collect personal information or information that becomes personal when combined with other information. In such cases, the Privacy Policy applies in addition to this Cookie Policy. If you have any questions regarding the use of cookies or other technologies, please submit your inquiry through our support portal at <https://custodian.kz/>, or by email office@custodian.kz

2. WHAT ARE COOKIES?

2.1. Cookies are small text files that are stored through the browser on your computer or mobile device.

2.2. Information collected through cookies helps us improve your experience on the Platform by recognizing and providing more of the features and information you most want and by eliminating accessibility issues.

3. WHY DO WE USE COOKIES?

3.1. When you access the CustodianOne service, we may install cookies on your computer or other device. These technologies help us provide you with a convenient website experience and ensure your user experience.

4. WHAT TYPES OF COOKIES DO WE USE?

4.1. Strictly Necessary Cookies.

These are cookies that are necessary for the operation of the Website and Platform. Specifically, as an illustration, they include cookies that allow you to access secure areas of the Website and Platform and use certain features (such as logging in and accessing your personal account and portfolio on the Platform).

4.2. Performance/Analytics Cookies.

These cookies allow us to recognize and count the number of visitors and see how visitors navigate the Website and Platform when using it. This helps us improve the functioning of the Website and Platform, for example, by ensuring that users find what they are looking for easily and seamlessly.

4.3. Functionality Cookies.

These cookies allow us to remember the choices you make and to tailor our Services so we can provide relevant content to you. For example, a functionality cookie can remember your preferences (e.g., country or language selection), or your username.

4.4. Targeting/Advertising Cookies.

These cookies record your visit to the Website and/or Platform, the pages you have visited, and the links you have followed. We will use this information to make the Website and Platform, along with the advertisements displayed on them, more relevant to your interests. We may also share this information with third parties for this purpose.

4.5. Session Cookies.

These cookies contain encrypted information that allows our system to uniquely identify you during the login process. Session cookie files only exist during an online session and are deleted from your computer when you close the browser. This enables us to process your requests and helps us ensure that you are who you claim to be after logging in.

5. HOW LONG HOW LONG WILL COOKIES STAY ON MY BROWSING DEVICE?

5.1. The length of time a cookie will stay on your browsing device depends on whether it is a "persistent" or "session" cookie. Session cookies will only stay on your device until you close your browser. Persistent cookies stay on your browsing device until they expire or are deleted.

6. OTHER INFORMATION STORED

6.1. Web server Logs.

For security and troubleshooting purposes our web server stores logs of activity on the website. The information stored includes: date, time, IP, page visited, result, amount of data sent and browser used.

7. WILL THIS COOKIE POLICY BE UPDATED?

7.1. We may update this Cookie Policy from time to time to reflect, for example, changes to the cookies we use or for other operational, legal or regulatory reasons. We review cookies every 30 days to ensure accurate reflection of all cookies in this policy. If we do, you will be notified when you first visit our website after the change. You can also revisit this page if you wish to keep yourself informed.

8. MORE INFORMATION

8.1. If you need additional information, please contact us at office@custodian.kz.