

Payments. Online payment by bank card

Our website is connected to Internet acquiring, and you can pay for the Service with a Visa or Mastercard bank card. After confirming the selected Product or service, a secure window will open with the payment page of the CloudPayments processing center, where you need to enter your bank card details. For additional authentication of the cardholder, the 3-D Secure protocol is used. If your issuing Bank supports this technology, you will be redirected to its server for additional identification. For information about the rules and methods of additional identification, check with the Bank that issued you a bank card.

The online payment service is carried out in accordance with the rules of the International payment systems Visa and MasterCard on the principles of confidentiality and security of payment, for this purpose the most up-to-date methods of verification, encryption and data transmission over closed communication channels are used. The bank card data is entered in a secure window on the CloudPayments payment page.

In the fields on the payment page, you need to enter the card number, the name of the cardholder, the expiration date of the card, a three-digit security code (CVV2 for VISA or CVC2 for MasterCard). All the necessary data is displayed on the surface of the bank card.

CVV2/CVC2 is a three—digit security code located on the back of the card.

Next, the page of your issuing bank will open in the same window to enter the 3-D Secure code. If you do not have a static 3-D Secure configured, it will be sent to your phone number via SMS. If the 3-D Secure code has not come to you, then you should contact your issuing bank.

3-D Secure is the most modern technology for ensuring the security of card payments on the Internet. Allows you to uniquely identify the authenticity of the cardholder performing the operation and minimize the risk of fraudulent card transactions.

Security guarantees

The CloudPayments processing center protects and processes your bank card data according to the PCI DSS 3.0 security standard. Information is transferred to the payment gateway using SSL encryption technology. Further transmission of information takes place over closed banking networks with the highest level of reliability.

CloudPayments does not transfer your card data to us or other third parties. For additional authentication of the cardholder, the 3-D Secure protocol is used.

If you have any questions about the completed payment, you can contact the customer support service of the payment service by e-mail support@cloudpayments.kz .

Online Payment Security

The personal information you provide (name, address, phone number, e-mail, credit card number) is confidential and not subject to disclosure. Your credit card data is transmitted only in encrypted form and is not stored on our Web server.

We recommend that you check that your browser is secure enough to make payments online on a

special page.

The security of online payment processing is guaranteed by CloudPayments Kazakhstan LLP. All transactions with payment cards take place in accordance with the requirements of VISA International, MasterCard and other payment systems. When transmitting information, specialized security technologies for online card payments are used, data processing is carried out on a secure high-tech server of a processing company.

Payment by payment cards is safe because:

- The authorization system guarantees the buyer that the payment details of his payment card (number, expiration date, CVV2/CVC2) will not fall into the hands of fraudsters, since these data are not stored on the authorization server and cannot be stolen.
- The buyer enters his payment data directly in the CloudPayments authorization system, and not on the website of the online store, therefore, the payment details of the buyer's card will not be available to third parties.



Refund of funds

When making online payments via payment cards, cash refunds are not allowed. The refund procedure is governed by the rules of international payment systems:

1. The consumer has the right to refuse the goods at any time before its transfer, after the transfer of the goods, the refusal must be issued within 14 days;
2. The return of goods of proper quality is possible if its presentation, consumer properties, as well as a document confirming the fact and conditions of purchase of the specified goods are preserved;
3. The consumer does not have the right to refuse a product of proper quality having individually defined properties if the specified product can be used exclusively by the person acquiring it;
4. In case of refusal of the goods by the consumer, the seller must return to him the amount of money paid by the consumer, no later than ten days from the date of presentation by the consumer of the corresponding claim.

To return funds to a bank card, it is necessary to fill out an "Refund Application", which is sent by the company to the e-mail address upon request, and send it along with a copy of the identity document attached to the address info@almatytriathlon.org .

The refund will be made to the bank card within _____ a working day from the date of receipt of the "Refund Application" by the Company.

In order to refund funds for transactions carried out with errors, it is necessary to apply with a written application and attach a copy of the identity document and receipts/receipts confirming the erroneous write-off. This application must be sent to info@almatytriathlon.org.

The refund amount will be equal to the purchase amount. The term for consideration of the Application and refund of funds begins to be calculated from the moment the Company receives the Application and is calculated in working days excluding holidays / weekends.

Cases of refusal to make a payment:

- the bank card is not intended for making payments via the Internet, which can be found out by contacting your issuing Bank;
- insufficient funds to pay on a bank card. You can find out more about the availability of funds on the payment card by contacting the bank that issued the bank card;
- bank card data entered incorrectly;
- the bank card has expired. The validity period of the card is usually indicated on the front side of the card (this is the month and year until which the card is valid). You can find out more about the validity period of the card by contacting the issuing bank.

For payment by bank card and other issues related to the operation of the site, you can contact the following phone number: +7 701 763 02 67

Privacy

1. Definitions

Internet project www.almatytriathlon.org (hereinafter referred to as the URL, "we") takes seriously the issue of confidentiality of information of its customers and site visitors www.almatytriathlon.org (hereinafter – "you", "site visitors"). We call personalized information that contains personal data (for example: full name, login or company name) of the site visitor, as well as information about the actions you perform on the site URL. (for example: the order of a site visitor with his contact information). We call anonymous data that cannot be uniquely identified with a specific site visitor (for example: site traffic statistics).

2. Use of information

We use the personalized information of a particular site visitor solely to provide him with high-quality services and their accounting. We do not disclose the personalized data of some URL site visitors to other site visitors. We never publish personalized information in the public domain and do not share it with third parties. The only exceptions are situations when the provision of such information to authorized state bodies is prescribed by the current legislation of the Republic of Kazakhstan. We publish and distribute only reports based on collected anonymous data. At the same time, the reports do not contain information by which it would be possible to identify personalized data of service users. We also use anonymous data for internal analysis, the purpose of which is to develop products and services.

3. Links

Website www.almatytriathlon.org it may contain links to other sites that are not related to our company and belong to third parties. We are not responsible for the accuracy, completeness and reliability of the information posted on third-party sites, and do not assume any obligations to maintain the confidentiality of the information you leave on such sites.

4. Limitation of Liability

We do our best to comply with this privacy policy, however, we cannot guarantee the safety of information in the event of factors beyond our control, the result of which will be the disclosure of information. Website www.almatytriathlon.org and all the information posted on it is presented on an "as is" basis without any guarantees. We are not responsible for adverse consequences, as well as for any losses caused as a result of restricting access to the URL site or as a result of visiting the site and using the information posted on it.

5. Contacts

For questions regarding this policy, please contact info@almatytriathlon.org

Legal entity

Public association "Almaty Triathlon Federation"

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