

1. [BiTaksi Privacy Notice](#)
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BiTaksi Privacy Notice

As BiTaksi Mobil Teknoloji A.Ş. ("**BiTaksi**") we process your personal data as the data controller. We have prepared this notice to inform you about issues related to the processing of your personal data.

For all your questions regarding the processing of your personal data, you may contact us at kisiselveriler@bitaksi.com

1. Processed Personal Data and Methods of Collection

Your personal data we process are as follows:

Identity Information	Contact Information	Payment Information	Trip Information	Information Regarding Passenger Transactions
Name-surname, gender, passenger ID.	Phone number, e-mail, address and favorite address.	Instruments of payments, payment amount, payment method, payment and invoice details, first six and last two digits of the credit/debit card.	Route of trip, starting and finish points, date, time and duration of trip, fare amount and number of trips.	Request and complaints, call center records.

Location Information	Information Regarding Legal Transactions	Transaction Security Information	Risk Management	Other
Location information collected through your mobile device.	Correspondence with judicial authorities, information on case/enforcement files in case of a dispute.	Device operating system, IP address, user transaction on the application, password.	Information on the prevention of suspicious or illegal transactions.	Comments, information about the cancellation and cancellation fee of the travel, scores, comments and tips given to the drivers, scores and comments given to the passengers by the drivers, language and mobile application preferences, discount code/campaign information, preferences and usage habits.

If you edit your pet or disability information in the "Profile" section of the BiTaksi mobile application, we also process this information.

Additionally, we process your data obtained as a result of analysis of your preferences, usage habits and your data mentioned above (for example, the most preferred destinations).

We process your personal data through cookies to improve your mobile application experience and your experience over www.bitaksi.com. **Click here** for detailed information about BiTaksi's use of cookies.

We collect your personal data via automated and partially automated methods. In certain cases, we also collect your data in a physical environment, using non-automated methods, provided that it is a part of the data recording system (for example, if you physically transmit information or documents to us).

2. Purposes of processing personal data

Your personal data is processed for the purposes stated below:

Signing up process to BiTaksi mobile application and transactions regarding account creation,
To verify your identity and ensure account activation,
Receiving trip requests; ensuring that passengers are matched with available drivers,
Ensuring that drivers and passengers confirm their positions and meet at the designated location,
Ensuring that passengers take a taxi trip in accordance with their preferences,
Conducting communication between BiTaksi drivers and passengers (your contact information is not shared with BiTaksi drivers),
Conducting financial and accounting processes regarding payments,
Communicating with passengers and managing our relationships with passengers,
Conducting activities for the satisfaction of the passengers,
Performing analysis to improve our services,
Following up and concluding requests/complaints,
Receiving and evaluating feedbacks regarding improvement of our services,
Informing you about campaigns and special offers in accordance with your communication preferences,
Conducting marketing analysis in order you to benefit from our services in the most appropriate way,
Introducing the services offered by BiTaksi, conducting marketing operations,
To carry out the drawing and sweepstake activities with respect to our passengers,
Cooperating with third parties regarding special offers,
Conducting fraud risk assessments for the safety and continuity of BiTaksi operations,
Informing you about the innovations, updates and errors regarding the mobile application,
Conducting processes related to cancellations and cancellation fees,
Conducting our activities in accordance with the legislation,
Conducting legal processes,
Review and audit of our business operations.

Just as passengers can rate and comment on drivers through the mobile application, drivers also have the opportunity to rate and comment passengers. Passenger ratings and comments can only be viewed by BiTaksi and are processed for the purposes of matching the parties that have given low scores to each other for passenger satisfaction, prioritizing high-scored passengers in the operation, improving and developing our services and considering the scorings/comments in possible conflicts.

If you would like to get information about which personal data we process within the scope of each data processing process, you may review the **Passenger Personal Data Protection Policy**

3. Legal grounds for processing personal data

We process your personal data based on the legal grounds stated in the Article 5 of [the Law on the Protection of Personal Data](#). Your personal data is processed based on the below legal grounds:

Personal data processing is necessary for the establishment or performance of a contract,

Processing personal data for the establishment, execution or protection of a right,

Personal data processing is mandatory for our legitimate interests,

The data subject has provided explicit consent for the processing of his/her personal data.

Purposes of Sharing the Personal Data	Shared Parties
Conducting communication between BiTaksi drivers and passengers, ensuring that the drivers and passengers confirm their positions and meet at the specified location, ensuring that the travels are conducted in the most appropriate way.	BiTaksi Drivers

Getting support from suppliers related to our services, conducting financial and accounting operations, cooperating with third parties regarding special offers for users, managing business partner and supplier relations.	<i>Suppliers and Business Partners</i>
Informing the authorized persons, institutions or organizations, conducting legal processes and conducting our activities in accordance with the legislation.	<i>Authorized Persons, Institutions or Organizations</i>

Yandex infrastructure is used for mapping purposes. For information about how Yandex processes personal data you may visit yandex.com.tr/legal/confidential

In case you want to share your travel information with your relatives, we share your travel information with your relative in accordance with your choice.

We use technologies that analyze the performance of our activities to learn how mobile application users respond to marketing activities, their interaction with our application, and how they use the mobile application. We share your information with our business partners for the use of these technologies.

5. Exercise of your rights regarding your personal data

Article 11 of [the Law on the Protection of Personal Data](#) regulates the rights of the data subjects such as the correction of your personal data and learning to whom the data is transferred. You may use the following methods to submit your requests regarding this Article to BiTaksi:

You may fill in the [Data Subject Request Form](#) on the BiTaksi mobile application.

You may send an e-mail to kisiselveriler@bitaksi.com via your e-mail address registered in our systems.

You may use the other methods stated in [the Communiqué on the Application Procedure and Principles to the Data Controller](#).

6. For Comprehensive Information

For comprehensive information about processing passengers' personal data, you may review **the Passenger Personal Data Protection Policy**.

GetirBiTaksi Privacy Notice

We have prepared this privacy statement as the data controller Getir Parakende Lojistik A.Ş. ("Getir") to inform you about how we process your personal data.

You may contact us via kisiselveriler@getir.com for any questions regarding the protection and processing of your personal data.

Which of My Personal Data Is Processed by Getir?

Within the scope of GetirBitaksi services, we process your following personal data:

Identity & Communication	Transaction Security	Customer Transaction Information	Financial Information	Legal Transaction Information	Location
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Identity & Communication	Transaction Security	Customer Transaction Information	Financial Information	Legal Transaction Information	Location
<i>Name-surname, customer ID, commercial ID/identificatory, gender, age, mobile phone number, e-mail, address</i>	<i>Device operating system and version, device type, device ID, hardware model, IP address, user transaction records, password information</i>	<i>Travel information (journey route, start and endpoints, travel date, time and duration, travel amount, number and history), application usage information, invoice information, request/complaint information, comment, point, and evaluation information</i>	<i>Information on payments and payment methods</i>	<i>Information on the legal disputes that may arise due to the use of the mobile application</i>	<i>Your location information processed with the consent given upon logging into the mobile application or through the device settings</i>

Also, if you prefer to provide your pet or disability information through the toggles provided in the "Preferences" section of the Getir mobile application, we process this information solely to match you with suitable taxis around you.

In addition to this information, we process your personal data regarding your preferences, likes, and usage habits, as well as the information obtained as a result of the analysis of the above-mentioned data (for example, the most preferred destinations).

By Which Methods and Based on Which Legal Grounds Is My Personal Data Collected?

We collect your personal data via the Getir mobile application; with automatic and partially automatic methods. We collect your personal data based on the legal grounds that the establishment or performance of the contract, the establishment, exercise, or protection of a right, the fulfillment of our legal obligations, and the necessity for our legitimate interests. In the absence of at least one of the legal grounds specified in the [Personal Data Protection Law](#) for the processing of your personal data, we ask for your explicit consent.

For What Purposes Does Getir Process My Personal Data and On What Legal Grounds?

We process your personal data based on the legal grounds specified in Article 5 of the [Personal Data Protection Law](#). Below you may find the purposes for processing your data and the legal grounds which we rely on during such processing:

We process your personal data based on the legal ground that ***the processing of personal data is necessary for the establishment or performance of a contract***, for the purposes of performing membership transactions for GetirBitaksi services, verifying your identity and providing account activation, receiving travel requests, ensuring that passengers are matched with suitable drivers, ensuring that passengers make taxi journeys in accordance with their preferences, carrying out communication between drivers and passengers (your contact information is not shared with drivers), Based on the legal ground that ***data processing is necessary to fulfill our legal obligations***, for the purposes of fulfilling our legal obligations and conducting our activities in accordance with the legislation, in cases where authorized institutions or organizations make a request from Getir or where we are expected to notify these institutions,

Based on the legal ground that *data processing is **mandatory for the establishment, exercise, or protection of a right***, in case of a possible dispute, for the purposes of protecting and exercising our rights, executing legal processes, and following up and concluding requests/complaints,

Based on the legal ground that *data processing is **necessary for our legitimate interests, provided that it does not harm the fundamental rights and freedoms of the data subject***, within the scope of mobile application use, prevention of fraud and forgery, detection and analysis of financial and security risks, detection, prevention and development of system errors and problems encountered in application use, supervision and data analysis in order to improve the services offered, ensuring the security and functionality of the services and application processes offered, conducting customer satisfaction and communication processes.

For commercial electronic message submissions, in cases where any other different legal ground is not utilized, your explicit consent is also required. In addition, commercial electronic messages will not be sent unless you have given explicit consent.

We also process your location data in order to enable the driver and passengers to confirm their location and to meet with the driver at the designated location, ***if you allow your location data to be processed*** when logging into the mobile application or in the application settings of your device.

Under Which Conditions Is My Personal Data Transferred To Third Parties?

Your personal data is transferred to the following third parties in Turkey or abroad for the following purposes:

Your Personal Data	Purpose of the Transfer	Recipients	Legal Grounds for the Transfer
Identity & Communication, Transaction Security, Customer Transaction Information, Financial Information, Legal Transaction Information, Location	To get service and infrastructure support to enable Getir users to benefit from the taxi calling service in cooperation with BiTaksi, to carry out communication between drivers and customers, to inform drivers about the location of the customer and to carry out customer services activities.	BiTaksi Mobil Teknoloji A.Ş. (" BiTaksi ") & BiTaksi Drivers	Processing of your personal data is necessary for the constitution and performance of a contract to provide you with our services (Article 5/2-c of the PDPL)

Identity & Communication, Transaction Security, Customer Transaction Information, Financial Information, Legal Transaction Information, Location	To receive support from suppliers regarding the services offered by Getir to its customers, to carry out financial and accounting works, to manage business partners and supplier relations.	Business Partners & Suppliers	<p>Processing of your personal data is necessary for the constitution and performance of a contract to provide you with our services (Article 5/2-c of the PDPL)</p> <p>Processing of your personal data is necessary for our legitimate interests (Article 5/2-f of the PDPL)</p> <p>Your consent to the transfer of your personal data abroad (Article 9/1 of the PDPL)</p>
Identity & Communication, Transaction Security, Customer Transaction Information, Financial Information, Legal Transaction Information, Location	To provide information to authorized persons, institutions, or organizations, to fulfill our legal obligations, to carry out legal processes, and to carry out our activities in accordance with the legislation.	Authorized Person, Institution, or Organizations	<p>Processing of your personal data is governed under the law (Article 5/2-a of the PDPL)</p> <p>Processing of your personal data is necessary for fulfilling our legal obligations (Article 5/2-ç of the PDPL)</p>

	To get service and infrastructure support to enable Getir users to benefit from the taxi calling service in cooperation with BiTaksi, to carry out communication between drivers and customers, to inform drivers about the location of the customer and to carry out customer services activities.
Business Partners & Suppliers	To receive support from suppliers regarding the services offered by Getir to its customers, to carry out financial and accounting works, to manage business partners and supplier relations.
Authorized Person, Institution, or Organizations	To provide information to authorized persons, institutions, or organizations, to fulfill our legal obligations, to carry out legal processes, and to carry out our activities in accordance with the legislation.

How Can I Exercise My Rights Regarding My Personal Data?

Article 11 of the [Personal Data Protection](#) Law regulates the rights of the data subjects (natural persons whose personal data are processed). You may choose the following methods to use your rights specified in this article and send your requests to Getir:

1. You may send your request to **kisisilveriler@getir.com** by using your e-mail address registered in our systems.
2. You may send your requests in writing to Etiler Mah. Tanburi Ali Efendi Sok. Maya Residences Sit. T Blok No: 13/334 Beşiktaş / İstanbul.
3. You may choose other methods stated in the **Communiqué on Procedures and Principles of Application to the Data Controller**.

Last Updated: May 2023