

Call Center Privacy Notice

As Getir Perakende Lojistik A.Ş. ("**Getir**"), Getiriş Danışmanlık ve Ticaret A.Ş., Getir Araç Dijital Ulaşım Çözümleri Ticaret A.Ş., Bitaksi Mobil Teknoloji A.Ş. (collectively referred to as the "**Getir Group Companies**") we take utmost care to process and protect your personal data, in accordance with the Personal Data Protection Law No. 6698 ("**the PDPL**"), its secondary legislation and decisions of the Personal Data Protection Board.

We have prepared this privacy notice ("**Notice**") to inform you about how we process your personal data as a data controller within the scope of your communication with Getir on behalf of Getir Group Companies regarding the services we provide and the orders you place on the Getir mobile application and the Getir website at www.getir.com.

Your Personal Data

Your personal data we process through our call center are as follows:

Identity Information	Full name
Contact Information	Mobile phone number, delivery address
Transactional Data	Order information, requests and complaints, reviews and feedbacks
Audio Recordings	Audio recordings of your correspondence about the services we provide and the orders you place

Purposes, Legal Grounds, and Methods for Processing Your Personal Data

Your personal data is obtained through our call center via automatic and non-automatic methods and processed based on the legal grounds specified in Article 5 of the PDPL. The purposes of processing your personal data and the legal grounds on which we rely for such processing are as below:

Your Personal Data	Purposes of the Processing	Legal Grounds of the Processing
Identity Information, Contact Information, Transactional Data, Audio Recordings	To examine, evaluate and conclude your legal requests and applications; to resolve possible legal disputes and to provide the authorized persons, institutions, and organizations with the relevant personal data to resolve legal disputes.	Processing of your personal data is governed under the law (Article 5/2-a of the PDPL) Processing of your personal data is necessary for fulfilling our legal obligations (Article 5/2-ç of the PDPL)

Identity Information, Contact Information, Transactional Data, Audio Recordings	To record and conclude your requests and complaints about the services we provide and the orders you place.	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 Information, Contact Information, Transactional Data, Audio Recordings	To record your requests and complaints about the services we provide and the orders you place to ensure customer satisfaction and improve our service quality; to review and audit business operations, to ensure security and continuity of our operations; to manage customer relations and communicate with customers to ensure customer satisfaction; to detect and prevent fraud and abuse of our campaigns, discounts, and the services.	Processing of your personal data is necessary for our legitimate interests (Article 5/2-f of the PDPL)

Transfer of Your Personal Data to Third Parties

Your personal data are transferred to third parties in the following cases, being limited, associated and restrained with the purposes of the processing, in accordance with Articles 8 and 9 of the PDPL:

Your Personal Data Subject to Transfer	Purpose of the Transfer	Recipients	Legal Grounds of the Transfer
Identity Information, Contact Information, Transactional Data, Audio Recordings	To fulfill our legal obligations, to inform authorized persons, institutions, or organizations within the scope of our legal obligations, to carry out legal processes, and to conduct our business operations in accordance with the legislation.	Authorized persons, institutions, 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>

Identity Information, Contact Information, Transactional Data, Audio Recordings	To get support from our suppliers, including those providing infrastructure and information services, for the provision of our products and services, to carry out financial and accounting operations, and to manage business relations with our business partners and suppliers.	Domestic and Foreign Business Partners & Suppliers	Processing of your personal data is necessary for our legitimate interests (Article 5/2-f of the PDPL)
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Your Rights Regarding Your Personal Data

Article 11 of the PDPL regulates the rights of the data subjects (real persons whose personal data are processed). You may exercise the rights pursuant to Article 11 of the PDPL which are as follows:

1. To be informed whether your personal data is processed or not,
2. If your personal data has been processed, to request information regarding the same,
3. To be informed on the purpose of processing your personal data and whether it is used in accordance with its purpose,
4. To be informed on the third parties to whom your personal data is transferred in the country or abroad,
5. To request the correction of your personal data if it is incomplete or incorrectly processed,
6. To request the deletion or destruction of your personal data within the scope of the conditions stipulated in Article 7 of the Law
7. If your personal data is deleted or destroyed within the scope of Article 7 of the Law and your personal data is incomplete or incorrectly processed, to request the notification of the third parties to whom the personal data has been transferred to,
8. To object to the emergence of a result against you due to the analysis of your personal data exclusively by automated systems,
9. To request compensation of the damage in case you suffer damage due to unlawful processing of your personal data.

How to Use Your Rights Regarding Your Personal Data

You may use the following methods to exercise your rights specified in the Article 11 of the PDPL and submit your requests to Getir Group Companies:

Getir Perakende Lojistik A.Ş.	You can submit your requests, to kisiselveriler@getir.com using your e-mail address registered in our system, via your registered e-mail (KEP) address to getir@hs01.kep.tr using secure e-signature or mobile signature, in writing, including the documents proving your identity, to Etiler Mah. Tanburi Ali Efendi Sok. Maya Residences Sit. T Blok No:13/334 Beşiktaş/İstanbul.
Getiriş Danışmanlık ve Ticaret A.Ş.	You can submit your requests, to kisiselveriler@getiris.com using your e-mail address registered in our system, via your registered e-mail (KEP) address to getirisdanismanlik@hs01.kep.tr using secure e-signature or mobile signature, in writing, including the documents proving your identity, to Etiler Mah. Tanburi Ali Efendi Sok. Maya Residences Sit. T Blok No:13/334 Beşiktaş/İstanbul.

Getir Araç Dijital Ulaşım Çözümleri Ticaret A.Ş.	You can submit your requests, to kvkk@moovtr.com using your e-mail address registered in our system, via your registered e-mail (KEP) address to moovdijital@hs01.kep.tr using secure e-signature or mobile signature, in writing, including the documents proving your identity, to Etiler Mah. Tanburi Ali Efendi Sok. Maya Residences Sit. T Blok No:13/334 Beşiktaş/ İstanbul.
Bitaksi Mobil Teknoloji A.Ş.	You can submit your requests, to kisiverilergrubu@bitaksi.com using your e-mail address registered in our system, via your registered e-mail (KEP) address to bitaksi@hs01.kep.tr using secure e-signature or mobile signature, in writing, including the documents proving your identity, to Etiler Mah. Tanburi Ali Efendi Sok. Maya Residences Sit. T Blok No:13/334 Beşiktaş/ İstanbul.

In accordance with Article 13 of the PDPL, Getir Group Companies will finalize your requests within **30 (thirty) days at the latest**, depending on the nature of the request. If the transaction requires cost, the tariff determined by the Personal Data Protection Board will be applied. If your request is rejected, the reason(s) for the rejection will be communicated to you within **30 (thirty) days at the latest**.

About This Notice

This Notice may be updated to comply with changing conditions and relevant legislation. Updates to be made to this Notice will be notified to you on our website and mobile application.

Last Updated: September 2022