

Getir – Privacy Notice for Customers

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As Getir Perakende Lojistik A.Ş. ("**Getir**"), we take utmost care to process and protect the personal data of our customers, in accordance with the Personal Data Protection Law No. 6698 ("**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 through Getir mobile application ("**Application**") managed by Getir.

Please review our [Personal Data Protection Policy](#) for further information about the measures we take to protect your personal data and the rules we comply with when processing your personal data.

Your Personal Data Processed by Getir

Your personal data we process within the scope of the services we provide to you, are as follows:

Identity Information	Full name
Account Information	Customer ID
Contact Information	The phone number that is registered to your Getir account, e-mail address, address
Profile Picture	The profile picture that you uploaded to the Application
Payment Information	Information about your payment methods and payment details
Transactional Data	Information about your orders, shopping/order history, number of orders, Application usage information, the domains you visit within the Application, your preferences, likes, interests and usage habits, advertisement ID, invoice details, requests/complaints, comments, ratings, and reviews
Visual and Audio Recordings	Audio recordings of your correspondence with the call center
Location	Your location data, automatically collected by the Application should you allow it when you launch the Application or through your device settings or added manually by you.
Transaction Security Information	Information about your device including its model, operating system and version, IP address, user transaction records, your log-in method to the Application (via Google/Facebook/Apple ID)
Legal Transaction Information	Correspondence with judicial and administrative authorities and authorized public institutions and organizations, case and enforcement file contents

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

We process your personal data, which we obtain through wholly automatic and partly automatic methods, via the Application, through the phone via the call center, and through e-mail if you contact us via e-mail, 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 for Processing
Identity Information, Account Information, Contact Information, Payment Information, Transactional Data, Visual and Audio Recordings, Transaction Security Information, Legal Transaction Information	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)
Identity Information, Contact Information, Payment Information, Transactional Data	To conduct contract and sales processes in relation to the orders you place on the Website; to carry out financial and accounting operations related to payments, to issue invoices.	
Identity Information, Account Information, Contact Information, Payment Information, Transactional Data, Transaction Security Information, Legal Transaction Information	To carry out our business operations in accordance with the legislation and to store the data that is required to be retained within the scope of our legal obligations.	
Identity Information, Account Information, Contact Information, Profile Picture, Transaction Security Information	To verify your information, to create your account and to provide access to your account for the provision of our services.	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, Payment Information, Transactional Data, Location	To create your orders and manage the payment processes, to confirm the order, to receive a payment for delivery of the products you ordered to your address, to deliver your product.	
Location	To offer you the range of products available at your location and displaying the restaurants and GetirLocals shops which serve at your location.	
Contact Information, Account Information	To provide access to the domains within the Application.	

Identity Information, Contact Information, Transactional Data	To contact you about your membership, orders, and use of the Website; to carry out the communications between you and Getir couriers, GetirFood restaurants and GetirLocals shops (Your phone number registered with Getir is not shared with Getir couriers).	
Identity Information, Payment Information, Transactional Data	To carry out financial and accounting operations related to payments, to issue invoices.	Processing of your personal data is necessary for fulfilling our legal obligations (Article 5/2-ç of the PDPL)
Identity Information, Account Information, Profile Picture, Payment Information, Transactional Data, Transaction Security Information	To carry out our business operations in accordance with the legislation and to store the data that is required to be retained within the scope of our legal obligations.	
Identity Information, Account Information, Transactional Data, Visual and Audio Recordings	To receive and conclude your requests/complaints about your order.	Processing of your personal data is necessary for the establishment, exercise or protection of your rights and ours (Article 5/2-e of the PDPL)
Visual and Audio Recordings	To record your correspondence and conversations with Getir and the call center for the management of requests and complaints and improvement of our service quality.	Processing of your personal data is necessary for our legitimate interests (Article 5/2-f of the PDPL)
Identity Information, Contact Information, Transactional Data	To manage customer relations, to contact you through surveys and similar like/request/complaint detection methods within the scope of customer satisfaction measures; to examine, evaluate, and conclude your written or verbal requests, complaints, and feedbacks for the improvement of our products/services; to organize raffles and competitions, to carry out the necessary transactions for your participation at these events, to deliver the prizes, gifts, etc. to you.	
Account Information, Contact Information, Payment Information, Transactional Data, Location, Transaction Security Information	To perform analysis for the improvement of our products and services; to review and audit business operations, to conduct reporting activities regarding our products and services.	

Identity Information, Account Information, Contact Information, Transactional Data, Visual and Audio Recordings, Transaction Security Information, Location	To detect and prevent fraud and abuse of our campaigns, discounts, and the services.	
Account Information, Contact Information, Payment Information, Transactional Data	To offer the most suitable range of products that match your past orders and usage habits to provide a better user experience.	
Contact Information, Transactional Data, Location	To offer special products and campaigns suitable to your preferences, taste, interests, usage habits and location; to conduct marketing activities.	Your consent to processing of your personal data (Article 5/1 of the PDPL)

Transfer of Your Personal Data to Third Parties

Your personal data are transferred to third parties in Turkey or abroad 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	Purpose of the Transfer	Recipients	Legal Grounds for the Transfer
Identity Information, Contact Information, Payment Information, Transactional Data, Location	To carry out the correspondence between the warehouses, couriers, restaurants, and customers, to carry out the processes regarding orders, to inform the couriers about the delivery addresses.	Getir and GetirWater Warehouses, Couriers, GetirFood Restaurants and GetirLocals Shops	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, Account Information, Contact Information, Profile Picture, Payment Information, Transactional Data, Transaction Security Information, Location, Legal Transaction Information	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.	Business Partners & Suppliers	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)
			Processing of your personal data is necessary for our legitimate interests (Article 5/2-f of the PDPL)
			Your consent to the transfer of your personal data (Article 9/1 of the PDPL)
Contact Information	To verify your information and to provide you access to the domains within the Application should you log in to these domains.	Getir Group Companies, Business Partners and Suppliers	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)

			Processing of your personal data is necessary for our legitimate interests (Article 5/2-f of the PDPL)
			Your consent to the transfer of your personal data (Article 9/1 of the PDPL)
Identity Information, Account Information, Contact Information, Payment Information, Transactional Data, Legal Transaction Information, Transaction Security Information and Other Personal Data That May Be Requested by Authorized Persons, Institutions, and Organizations	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	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)

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 PDPL

7. If your personal data is deleted or destroyed within the scope of Article 7 of the PDPL 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;

1. Via email to kisiselveriler@getir.com using your e-mail address registered in our system,
2. Via registered e-mail (KEP) address to getir@hs01.kep.tr
3. 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 will finalize your requests within **30 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 via the Application.

Last Updated: May 2023