

Getir US Mobile App Privacy Policy

Last Updated: 11.11.2021

Getir US, Inc. and the Getir group companies (collectively "**Getir**", "**we**," "**our**" or "**us**") respect your privacy. This Privacy Policy explains who we are, how we collect, share and use data about you and how you can exercise choices you may have in connection with such data. This Privacy Policy only applies to data that we collect in the US through your use of the US Getir mobile app ("**App**").

For information on the collection of data via the Getir US website, please see our [US Website Privacy Notice](#). For users outside the US ("**Other Regions**") who wish to learn about our practices in the Other Regions and rights that might be available to you, please see our [Other Regions app privacy notices](#). If you have any questions or concerns about our use of the data we collect about you, then please contact us using the contact details provided at the bottom of this Privacy Policy.

Quick links

We recommend that you read this Privacy Policy in full to ensure you are fully informed. To access a particular section of this Privacy Policy, click on the relevant link below to jump to that section.

[What does Getir do?](#)

[What data does Getir collect and why?](#)

[Does Getir collect data of children?](#)

[How does Getir use the data?](#)

[With whom does Getir share the data?](#)

[How is data used for digital advertising & analytics?](#)

[How does Getir keep data secure?](#)

[Third-Party Links and Tools](#)

[Your Choices](#)

[Updates to this Privacy Policy](#)

[How to contact us](#)

What does Getir do?

Getir is an on-demand delivery service that offers customers the opportunity to purchase products and have them delivered directly to their door.

For more information about Getir, please visit our website at www.getir.com/us and refer to [Terms and Conditions of Service](#).

What data does Getir collect and why?

The data that we collect about you through the App falls into the following categories:

a.Data that is automatically collected while downloading the App

When you download the App, we may automatically collect data that is transferred to us by the App Store or Google Play Store as part of the App downloading process, such as your username, email address, customer number of your app store account, time of download, payment information, and the individual device identification number. We have no control over what data the app stores choose to provide. We only process the data insofar as it is necessary for downloading the App to your mobile device.

b.Data that you provide voluntarily

Registration

When you download and use the App, we will collect data to register you and create an account. You can manage and edit this account information when using the App. This may include: information like your full name, delivery address, phone number, payment information, billing information, and email address. We will also ask you to create a password for your account and we will store this password information with encryption.

Processing of Orders

When you use the App we require certain information to process your orders and deliver the products to you. The data we collect may include:

Identity and contact details: such as the customer ID we may assign to you and account details used to register as described above;

Financial details: such as your payment information and payment methods;

Customer transaction details: such as your shopping history, order information, and invoice information as well as any inquiries, or complaints submitted to us, including call recordings if you call us and live support records from our customer services team; and

Review Details: such as the ranking or rate you have scored your experience of using the App and Getir services, as well as any comments and reviews you have submitted to us and customer satisfaction survey responses.

Contact by e-mail or via contact form

When you contact us, such as by e-mail or via a contact form, we may collect your e-mail address and other data you provide to us, like your name and telephone number.

In some instances, such as allergic reactions to products delivered by Getir, some of the data that you provide to us may include health-related data (e.g., such as allergy information or other health-related information).

Marketing Communications

You may subscribe to a free newsletter or request other marketing communications. When registering for newsletter, we will collect the data from the subscription form including your e-mail address and, if provided by you, your name and telephone number.

You have the right to **opt-out of marketing communications** we send you at any time. Please see the **"Your Choices"** section below for more information.

c. Data that we collect automatically

When you use the App, we will automatically collect data related to your interactions with us and the App. For instance, we may collect device details, such as your IP address, device type, unique device identification numbers, browser-type, device location, and other technical information, including user transaction records, application usage information and autodialed SMS consent logs. Some of this information may be collected using technologies like cookies, including software development kits ("SDKs") and similar technologies. Please see the **"How is data used for digital advertising & analytics?"** section of this Privacy Policy to learn more about the use of this data and the choices available to you.

d.Data that we collect by mapping interfaces

We use Google Maps to display interactive maps and we, along with third parties, collect information like your location through our mapping interfaces. Google Maps is a map service provided by Google Inc, 1600 Amphitheatre Parkway, Mountain View, California 94043, USA. By using Google Maps, data about your use of the App, including your IP address and the addresses you entered as part of the route planner function, may be transmitted to Google. We do not control the data collected by Google in this way.

Please refer to [Google Maps Privacy Policy](#) for further information on how Google processes your data within the embedded mapping interfaces.

e.Information that we obtain from third party sources

From time to time, we may receive data about you from third party sources (including social media companies), such as where you have chosen to connect your Getir account with your social media account or have used social media information to register with Getir.

The types of information we collect from third parties depend on the policies of those third parties but can include, for example, your name, age, gender, profile picture and profile information received when you choose to create an account with Getir using your social media login credentials.

Does Getir collect data of children?

No. As indicated in the [Terms and Conditions of Service](#), you must be aged 18 years or older to download and use the App. We do not sell products for purchase by children. We may sell children's products for purchase by adults.

How does Getir use the data?

Getir collects and processes the data described above for any lawful purpose, including the following:

- To operate and personalize our products and services, including for analytics purposes
- To register you as part of the sign-up process to the App
- To communicate with you and manage our relationship with you
- To conduct the process of receiving orders, and payments and delivering orders, including to conduct communication between Getir couriers and you
- To send updates, promotions, and marketing materials that may be of interest to you, including personalized product options
- To conduct activities around customer satisfaction, including to conduct quality assurance activities concerning the Getir customer services and to receive feedback and handle any requests or complaints from you
- To conduct Getir activities in accordance with the applicable law and to comply with the law
- To analyze and improve our products and services, including improving how the App functions and the content
- To prevent and detect security concerns, fraud, and abuse of our products and services, including to carry out age verification checks when you order restricted products
- To review and audit of Getir business activities, including to conduct financial and accounting affairs related to your payments
- With your consent or as otherwise disclosed at the time data is collected

With whom does Getir share the data?

We may disclose the data we collect to other parties, including the following categories of recipients:

- to our **group companies and affiliates** we have both now and that we may have in the future, including but not limited to, Getir Turkey (Getir Perakende Lojistik A.Ş.) and Getir UK (Getir UK Limited);
 - to our **couriers** who deliver our services to you;
 - to our **third party service providers and partners**, including those who provide data processing services to us (for example, to process payments and facilitate online servers for the App), or who otherwise process data on our behalf. Categories of our service providers include, but are not limited to: (i) payment service providers; (ii) online server providers; (iii) mapping interface providers; and (iv) customer service software providers.
 - to any **competent law enforcement body, regulatory, government agency, court or other third party** when disclosure is (i) necessary as a matter of applicable law or regulation or to comply with a law enforcement request, (ii) to exercise, establish or defend our legal rights, or (iii) to protect your vital interests or those of any other person;
 - to an actual or **potential buyer** (and its agents and advisers) in connection with any actual or proposed purchase, merger or acquisition of any part of assets or our business;
 - to any **other third party with your consent** to the disclosure or **as otherwise disclosed** at the time of data collection and sharing.
- We may share data that is de-identified or aggregated without limitation.

How is data used for digital advertising & analytics?

We may partner with ad networks and other ad serving providers ("**Advertising Providers**") that serve ads on behalf of us and others on non-affiliated platforms. Some of those ads may be personalized, meaning that they are intended to be relevant to you based on information Advertising Providers collect about your use of the App and other sites or apps over time, including information about relationships among different browsers and devices. This type of advertising is known as interest-based advertising. To opt out of Getir's collection, use, and transfer of data for interest-based advertising on the App, you may download the DAA's AppChoices application from the Android or iOS app store on your mobile device. You also can use "Limit Ad Tracking" in your iOS settings or "Opt out of interest-based ads" in your Android settings to limit Getir's collection of data for interest-based advertising. Note that electing to opt out from interest-based advertising will not stop advertising from appearing in your applications.

It may make the ads you see less relevant to your interests. In addition, note that if you use a different browser or device, or reset your mobile advertising identifier, you may need to renew your opt-out choice.

We may also work with third parties that collect data about your use of the App and other sites or apps over time for non-advertising purposes. Getir uses Google Analytics and other third-party services to improve the performance of the App and for analytics and marketing purposes. For more information about how Google Analytics collects and uses data when you use the App, visit www.google.com/policies/privacy/partners, and to opt out of Google Analytics, visit tools.google.com/dlpage/gaoptout.

How does Getir keep data secure?

We use appropriate security measures designed to protect the data that we collect and process about you.

Third-Party Links and Tools

The App may provide links to third-party websites or apps. We do not control the privacy practices of those websites or apps, and they are not covered by this Privacy Policy. You should review the privacy policies of other websites or apps that you use to learn about their data practices.

The App also includes integrated social media tools or “plug-ins,” such as by allowing you to log in through social media features offered by third parties. If you use these tools to share data or you otherwise interact with these features on the App, those companies may collect data about you and may use and share such information in accordance with your account settings, including by sharing such data with the general public.

Your interactions with third-party companies and your use of their features are governed by the privacy policies of the companies that provide those features. We encourage you to carefully read the privacy policies of any accounts you create and use.

Your Choices

To opt out of our email marketing, you can use the link provided at the bottom of each marketing message. If you opt out of our email marketing, we will still send you messages related to our transactions and relationship with you. To opt out of our text marketing, you can respond “STOP” to text messages we send to you.

You can also opt out of marketing through specific channels by unchecking the communication channels you wish to opt-out from under the Profile - Communication Preferences section in the App.

For choices with respect to third-party interest-based advertising activities, please see the section above titled “How is data used for digital advertising & analytics?”.

Updates to this Privacy Policy

We may update this Privacy Policy from time to time in response to changing legal, technical or business developments. When we update our Privacy Policy, we will post the changes on this page. We encourage you to visit this page periodically to learn of any updates.

You can see when this Privacy Policy was last updated by checking the “last updated” date displayed at the top of this Privacy Policy.

How to contact us

If you have any questions or concerns about our use of data we collect, please contact us using the following details: (i) privacy@getir.com; (ii) Getir US, Inc., 625 W. Adams St. Chicago, IL 60661