Information Notice

This notice explains, in a clear and accessible way, how Temizlikiste.com processes your personal data.

Our company, **NEWTURK Turizm Ticaret Limited Şirketi** ("**Temizlikiste.com**"), informs you about the activities carried out via **www.temizlikiste.com** and our iOS/Android applications. **Temizlikiste.com** is an e-commerce platform; **membership is required** in order to purchase or provide services.

Membership allows us to offer you a **personalised experience** by tracking your requests, reservation history and reviews. Within this scope, certain personal data may be processed for the purposes set out below **in compliance** with the law, may be **shared for the specific purpose** with our contracted business partners only to the extent necessary, and may be **stored** in systems provided by our technology suppliers.

For processing activities that require **explicit consent** (e.g., marketing communications, optional personalisation and analytics cookies), we always present a **consent screen**. If you **do not grant consent**, you can still use the **core services** (such as account creation, request/offer workflows, payment and order management); only the relevant **optional features** will be disabled.

Data Controller

NEWTURK TURİZM TİCARET LTD. ŞTİ.

Address: Cevizli Mah. Tugay Yolu Cad. No:20 Ofisim İstanbul Plazaları A Blok Kat:9/41 Maltepe / İstanbul / Türkiye

Phone: +90 216 330 38 48

Website: www.temizlikiste.com

E-mail: info@temizlikiste.com

KEP: newturk@hs01.kep.tr

MERSIS No: 0631129991200001

Data Center: Istanbul / Türkiye

What Data Do We Process?

- 1. Identity and contact: name-surname, e-mail, phone, address
- 2. Account and usage: membership info, preferences/settings, login-logout and device/log records
- 3. **Order and offer:** request details, offers, date and time information
- 4. Payment and invoicing: amount, transaction time, invoice details; card/payment data at a masked level
- 5. Feedback: ratings, reviews, support requests
- 6. Professional-specific: service categories, experience, availability
- 7. **Note:** As a rule, we **do not** process **special categories** of personal data; if needed, they are processed only **with your explicit consent** and **in line with the law**.

Purposes and Legal Grounds (KVKK)

1. **Creating and managing your membership** — performance of a contract (Art. 5/2-c)

- 2. **Matching requests and offers; provision of services** performance of a contract (Art. 5/2-c)
- 3. **Payment, invoicing, accounting** legal obligation (Art. 5/2-ç)
- 4. Communication and support processes legitimate interest (Art. 5/2-f)
- 5. **Security and fraud prevention** legitimate interest (Art. 5/2-f)
- 6. **Improvement, analytics and performance** legitimate interest (Art. 5/2-f)
- 7. **Commercial communication/marketing (SMS, e-mail, push)** explicit consent (Art. 5/1 and Law No. 6563)

How Do We Collect Your Data?

We obtain data electronically through **forms** on our website and iOS/Android apps, via **support channels**, **cookies** and similar technologies, and **records generated during payment and operational processes**.

Recipients / Categories of Recipients

- Parties to the service: cleaning professionals/companies or service-receiving users only to the extent necessary for performance of the order
- 2. **Service providers:** general supplier groups such as **hosting, backup, security, notifications, customer support, payment/accounting, analytics/reporting**
- 3. Authorised persons, institutions and organisations: within the scope of legal obligations
- 4. All sharing is limited and proportionate to the purpose.

Transfer of Data Abroad

Since services such as **cloud, e-mail, notifications and analytics** may use systems located abroad, your personal data may be **transferred abroad**. Such transfers are carried out under **KVKK Art. 9** via one of the lawful mechanisms, such as a **Board adequacy decision**, **contracts providing adequate protection + Board authorisation**, or your **explicit consent**.

Retention Periods

- 1. Membership and profile: for the duration of membership; 3 years after deactivation
- 2. Order/offer, payment and invoice records: 10 years (Commercial Code and tax laws)
- 3. Support correspondence: 3 years
- 4. Security/access logs: 2 years
- 5. Commercial communication opt-in/opt-out records: 3 years
- 6. Cookie data: as specified in our Cookie Policy
- 7. When the period expires, data are **deleted**, **destroyed** or **anonymised**.

Your Rights (KVKK Art. 11)

You have the right to learn whether your data are processed; to request information; to learn the purpose of processing and whether data are used accordingly; to know the domestic/overseas recipients; to request correction if incomplete/incorrect; to request deletion/destruction when processed contrary to the law; to request notification of actions taken; to object to results arising solely from automated processing; and to claim compensation for damages.

How to Apply

1. E-mail: info@temizlikiste.com

2. KEP: newturk@hs01.kep.tr

3. We respond to your applications within 30 days at the latest. If you are not satisfied with the outcome, you may lodge a complaint with the **Personal Data Protection Authority**, in accordance with the procedures and time limits set by the Law.

Cookies

We use **cookies** to improve your experience and measure **performance**. For details, please see our **Cookie Policy**.

Updates

We may **update** this notice from time to time. The **most current version** is always available on this page.

Effective date: 01.11.2025