

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

MERSİS 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

1. **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