

Information Notice

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

Our company, NEWTURK Turizm Ticaret Limited Şirketi ("Entemizi.Com"), informs you about the activities carried out via www.entemizi.com and our iOS/Android applications. Entemizi.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 with our contracted business partners only to the extent necessary for the purpose, 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 creating an account, 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.entemizi.com

E-mail: info@entemizi.com

KEP: newturk@hs01.kep.tr

MERSİS No: 0631129991200001

Data Center: İstanbul / Türkiye

What Data Do We Process?

- Identity and contact (name-surname, e-mail, phone, address)
- Account and usage (membership info, preferences/settings, login-logout and device/log records)
- Order & offer (request details, offers, date and time information)

- Payment & invoicing (amount, transaction time, invoice details; card/payment data at a masked level)
- Feedback (ratings, reviews, support requests)
- Professional-specific (service categories, experience, availability)

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)

- Creating and managing your membership — performance of a contract (Art. 5/2-c)
- Matching requests and offers; provision of services — performance of a contract (Art. 5/2-c)
- Payment, invoicing, accounting — legal obligation (Art. 5/2-ç)
- Communication and support processes — legitimate interest (Art. 5/2-f)
- Security and fraud prevention — legitimate interest (Art. 5/2-f)
- Improvement, analytics and performance — legitimate interest (Art. 5/2-f)
- 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, support channels, cookies and similar technologies, and records generated during payment/operational processes.

Recipients / Categories of Recipients

- Parties to the service: cleaning professionals/companies or service-receiving users, to the extent necessary for performance of the order
- Service providers: general supplier groups such as hosting, backup, security, notifications, customer support, payment/accounting, analytics/reporting
- Authorised persons, institutions and organisations: within the scope of legal obligations

All sharing is always 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

- Membership & profile: for the duration of membership; 3 years after deactivation
- Order/offer, payment & invoice records: 10 years (Commercial Code and tax laws)
- Support correspondence: 3 years
- Security/access logs: 2 years
- Commercial communication opt-in/opt-out records: 3 years
- Cookie data: as specified in our Cookie Policy

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

- E-mail: info@entemizi.com
- KEP: newturk@hs01.kep.tr

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: 11.10.2023