Privacy and Security Policy

This is an English translation of the Turkish original. In case of any discrepancy between the two versions, the Turkish version prevails.

All services provided in our store belong to and are operated by our company, DÖRT ES ORTAK SAĞLIK GÜVENLİK BİRİMİ EĞİTİM VE DANIŞMANLIK HİZMETLERİ TİC. LTD. ŞTİ., registered at Maltepe Mahallesi Yedikule Çırpıcı Yolu Sokak TTM 2. Blok No:132 Cevizlibağ/Zeytinburnu/İstanbul.

Our company may collect personal data for various purposes. The following explains how and in what manner personal data is collected and how it is protected.

By the nature of the business, our Store collects certain personal information about members (such as name and surname, company details, telephone, address or e-mail addresses) through membership or the completion of various forms and surveys on our Store.

From time to time, our company may send its customers and members information on campaigns, new products and promotional offers. Members may make any choice on whether to receive such information when signing up; afterwards, they may change this choice in the account information section after logging in, or give notice using the link in the information message they receive.

Personal information transmitted electronically to our Store by our members during the approval process carried out through our Store or by e-mail will not be disclosed to third parties outside the purposes and scope set out in the "User Agreement" concluded with our members.

To identify system-related problems and to quickly resolve any problems or disputes that may arise in connection with the service provided, our company records and uses the IP addresses of its members. IP addresses may also be used to identify users in general terms and to collect comprehensive demographic information.

Our company may also use the requested information, outside the purposes and scope set out in the Membership Agreement, for direct marketing by itself or by the persons it cooperates with. Personal information may also be used to contact the user when necessary.

Information requested by our company, information provided by the user, or information on transactions carried out through our Store may be used by our company and the persons it cooperates with, also outside the purposes and scope set out in the "Membership Agreement", for various statistical evaluations, database creation and market research, without disclosing the identity of our members. Our company undertakes to keep confidential information strictly private and confidential, to treat this as a duty of confidentiality, and to take all necessary measures and exercise due care to ensure and maintain confidentiality and to prevent all or any part of the confidential information from entering the public domain, being used without authorization or being disclosed to a third party.

Credit Card Security

Our company gives top priority to the security of credit card holders who shop on our shopping sites. Your credit card information is never stored in our system.

When you start the transaction process, there are two things to look for to make sure you are on a

secure site. One of them is a key or padlock icon at the bottom of your browser. This shows that you are on a secure web page and that all your information is protected by encryption. This information is used only in connection with the sales process and in line with your instructions. Credit card information used during shopping is encrypted with the 128-bit SSL (Secure Sockets Layer) protocol, independently of our shopping sites, and sent to the relevant bank for verification. If the card is approved for use, the purchase continues. Since no card information can be viewed or recorded by us, third parties are prevented from obtaining this information under any circumstances.

The reliability of the payment, invoice and delivery address information of orders placed online by credit card is checked by our company against credit card fraud. Therefore, for the orders of customers ordering from our shopping sites for the first time to proceed to supply and delivery, the accuracy of their financial and address/telephone information must first be confirmed. If necessary, the cardholder or the relevant bank is contacted to check this information.

Only you can access and change all the information you provide when signing up. As long as you keep your member login details secure, others cannot access or change your information. For this purpose, membership transactions are carried out within a 128-bit SSL security area. This system is an international encryption standard that cannot be broken.

Online shopping sites that have an information line or customer service and that state their full address and telephone details are increasingly preferred today. This way, you can get detailed information on any questions you have and obtain more reliable information about the trustworthiness of the company providing the online shopping service.

Note: We recommend checking that the company's full address and telephone number appear on online shopping sites. If you are going to shop, note down all the telephone and address details of the store before you buy. If you are unsure, call to confirm before shopping. All of our company's online shopping sites state all information about our company and its location.

Mail Order Credit Card Information Security

Your identity and credit card information sent to us by the credit card mail-order method will be stored by our company according to the principle of confidentiality. This information is kept for 60 days against possible chargeback objections with the bank and then destroyed. If any amount other than the amount of the mail-order form you approved and sent to us for the products you ordered is charged to your card, you can naturally object to the bank and prevent payment of that amount; therefore this does not create a risk.

Third-Party Websites and Applications

Our Store may link to other sites within its website. Our company bears no responsibility for the privacy practices or content of the sites accessed through these links. Advertisements published on our company's site are distributed to our users through our advertising business partners. The Privacy Policy Principles in this agreement relate only to the use of our Store and do not cover third-party websites.

Exceptional Circumstances

In the limited cases listed below, our company may disclose users' information to third parties outside the provisions of this "Privacy Policy". These cases are limited to:

1. Complying with obligations imposed by legal rules in force issued by a competent legal authority, such as laws, decrees having the force of law and regulations;
2. Fulfilling and enforcing the requirements of the "Membership Agreement" and other agreements concluded between our Store and users;
3. Requests for information about users for the conduct of an investigation or inquiry duly carried out by a competent administrative or judicial authority;
4. Cases where providing information is necessary to protect the rights or safety of users.

E-mail Security

Never write your credit card number or passwords in e-mails you send to our Store's Customer Services about any of your orders. Information in e-mails can be seen by third parties. Our company cannot guarantee under any circumstances the security of information transmitted through your e-mails.

Browser Cookies

Our company may obtain information about users visiting our store and their use of the website by using a technical communication file (cookie). These technical communication files are small text files that a website sends to the user's browser to be stored in main memory. A technical communication file makes using the internet easier by storing status and preferences about the site.

A technical communication file helps obtain statistical information on how many people visit the site, for what purpose and how many times a person visits the site and how long they stay, and helps generate advertisements and content dynamically from user pages specially designed for users. A technical communication file is not designed to retrieve data or any other personal information from main memory or your e-mail. Most browsers are initially designed to accept technical communication files, but users may change their settings so that technical communication files are not accepted or a warning is given when one is sent.

Our company may amend the provisions of this "Privacy Policy" at any time by publishing them on the site or by sending e-mail to users. If the Privacy Policy provisions change, they take effect on the date of publication.

For any questions and suggestions about our privacy policy, you can send an e-mail to info@dortes.com.tr. You can reach us using our company contact details below.

Company name: DÖRT ES ORTAK SAĞLIK GÜVENLİK BİRİMİ EĞİTİM VE DANIŞMANLIK HİZMETLERİ TİC. LTD. ŞTİ.

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