

# Privacy Policy

As Ikamet Sigorta A.Ş. ("Ikamet Sigorta" or "Company"), we approach this issue with sensitivity because we attach importance to the confidentiality of your personal data and accept that the information you share with us is personal and confidential.

We have created this Privacy Policy ("Policy") in order to inform our users who visit our Site about the privacy and security of the data collected through the website [www.ikametsigortam.net](http://www.ikametsigortam.net) and applications ("Our Site") that we manage as a Company within the scope of the Personal Data Protection Law No. 6698 ("KVKK") and secondary legislation. Your personal data will only be used for the purpose of providing you with a better service within the framework of this Policy.

## Scope of the Policy

The privacy and security of your data that we collect during your access to our Site, which we manage as Ikamet Sigorta, is covered by this Policy. The presence of a logo, sign, etc. image of Ikamet Sigorta on a site that is not managed by Ikamet Sigorta does not mean that this Policy applies to that site.

## Protection of Personal Data

### General Principles in the Processing of Personal Data

The processing activities related to your personal data are carried out by Ikamet Sigorta in accordance with the following general principles:

- To be in compliance with the law and good faith,
- Being accurate and up-to-date when necessary,
- Processing for specific, explicit and legitimate purposes,
- Being relevant, limited and proportionate to the purpose for which they are processed,
- Retention for the period stipulated in the relevant legislation or required for the purpose for which they are processed.

### Clarification Text on the Purposes of Processing Personal Data and the Processing of Personal Data

We use your personal data for purposes such as providing the services requested by you, receiving your requests and contacting you in this context. These purposes may be detailed as follows, including but not limited to:

- Carrying out the activities in accordance with the legislation
- Execution of finance and accounting works
- Execution of loyalty processes to company / product / services
- Carrying out communication activities
- Carrying out activities to ensure business continuity
- Execution of logistics activities
- Execution of goods/services purchasing, production, marketing, sales, and after-sales support services
- Execution of customer relations management processes
- Carrying out storage and archival activities
- Execution of contract processes
- Follow-up of requests / complaints
- Execution of supply chain management processes
- Ensuring the security of data controller operations Providing information to authorized persons, institutions and organizations

Apart from this Policy, other policies or procedures may be determined by Ikamet Sigorta in terms of data processing, security, privacy, etc. For this reason, we recommend that you also review other legal texts.

In order to get detailed information about which type of personal data (data category) is processed and transferred by Ikamet Sigorta as the data controller within the scope of KVKK, to which parties your personal data is transferred, what your rights are regarding your personal data, please contact us in order to enlighten the relevant persons who are data owners within the framework of our activities arising from the legislation and legal regulations related to KVKK. Read the Clarification Text on Data Processing.

## Retention and Destruction of Personal Data

In addition; Our Company has established a Retention and Destruction Policy for the storage and destruction of personal data. The storage and destruction of your personal data is carried out within the scope of this policy. Accordingly, if a period for the storage of the data is determined in the KVKK or in the relevant laws and other relevant legislation, the data must be kept for at least this period.

If a period for the retention period of the data we process is not stipulated in the legislation, your data will be deleted, destroyed or anonymized without the need for any request upon the expiration of the 10-year statute of limitations as of the end of our legal relationship, taking into account the possible disputes as a requirement of the relationship between us.

If all of the processing conditions of personal data have been eliminated or the retention period declared by us or determined within the scope of the legislation has expired, your data will be deleted, destroyed or anonymized ex officio on the first periodic destruction date or within 6 months at the latest. If you request the deletion of your data for a valid reason, your data will be

deleted within 30 days at the latest to the extent legally possible. If you request the deletion or destruction of your data whose retention period is determined in the legislation before the stipulated periods, your request will not be realized.

## Data Collected Through Cookies

Cookies are small text files that are stored on the visitor's device (e.g. computer or telephone and similar electronic devices) when visiting a website and can contain data in name-value format. On this occasion, various information can be obtained about the device on which the visit to the website / sites is carried out and the relevant user. For detailed information about the cookies used on our website, you can review the Cookie Policy.

## Credit Card Security

Ikamet Insurance; [www.ikametsigortam.net](http://www.ikametsigortam.net) the security of credit card holders who shop on the site is in the first place. Ikamet Sigorta has a system that checks the payment information of the policies/offers received. Therefore, for example, after the policy of the first time transaction is approved, the accuracy of the financial information must be confirmed by the bank at the payment stage, and if necessary, customers who have credit cards are contacted to check this information.

[www.ikametsigortam.net](http://www.ikametsigortam.net) uses payment infrastructure in accordance with international security standards. The information about the credit card used during shopping reaches the relevant bank to be encrypted with SSL (Secure Sockets Layer) protocol and queried independently of the site. If the availability of the card is confirmed, shopping will continue. In addition, security measures are taken by applying Card Payment Industry Data Security Standards (PCI DSS) in terms of credit card data.

In addition to these measures, Ikamet Sigorta decides whether to carry out 3D Secure control by taking into account the parameters such as the shopping amount, product type, the status of using the card for the first time, whether the transaction was previously made with 3D Secure Secure Payment and the risk situation. Thus, the user experience is increased by offering a fast and secure payment.

3D Secure Payment; It is a protocol designed as an additional layer of security for credit and debit card transactions over the internet.

In this protocol, when the shopper makes his / her choice to make the payment by credit card via [www.ikametsigortam.net](http://www.ikametsigortam.net), a password is sent by the relevant bank to the phone number defined on the credit card. This sent password is one-time and therefore cannot be used at any other time. The transaction is only confirmed when the person enters the code received from the bank on the mobile phone.

## Links to Third Party Websites

Our Site may contain links to websites of third parties. In such cases, the collection, processing, sharing or transfer of data by third parties is beyond our responsibility. Your use of and sharing data with third-party sites is subject to and beyond the scope of this Policy, the privacy policy and terms of use on those sites. We recommend that you read the privacy policies of the websites you visit before sharing your personal data.

Ikamet Insurance; does not send e-mails and SMS requesting your credit card and account information or passwords. For this reason, using the name and logo of Ikamet Sigorta; e-mails and SMS requesting your personal information, credit card and account information, passwords should not be respected.

## Updating the Policy

The provisions of this Policy may be amended or renewed in whole or in part with effect on the date of publication on our website.

We encourage you to periodically check our website to keep track of changes to the Policy.

## Contact Us

Your questions, reservations or complaints regarding the interpretation or application of this Policy;

You can apply by filling out the contact form

Or

Mahir İz Cad., No:24, Altunizade Mah., Üsküdar, İstanbul