

Privacy Policy and Terms of Use

This policy explains which personal data is processed, and for what purpose, on the kolleksan.com website operated by Kolleksan İnovasyon Mühendislik A.Ş. (“Kolleksan”, “we”) and through the forms and ad forms connected to it. Kolleksan is the data controller. Address: Erenler OSB, 29. Sokak No: 1, 68220 Taşpınar, Aksaray, Türkiye. Email: info@kolleksan.com. We know your information matters to you; we aim to explain clearly which data we collect and why, and how you can manage and delete it.

1. What data do we collect?

Our website has contact, quote request and dealership application forms. We process the information you enter in these forms and the technical data generated automatically when you visit the site. We do not collect passwords on the site. You can visit the site without stating your identity or giving personal information; however, technical data such as your IP address is generated automatically and can be linked to the information you enter in a form. We do not ask for the location of your phone or browser; an approximate location can be derived from your IP address.

Data	Why	From where
Full name, phone, email, company name, province/district	To answer your request and get in touch with you	Contact, quote request and dealership forms
Product group or area of use you are interested in, content of your message	To assess your request and prepare a quote	Contact and quote request forms
Dealership application details (company type, industry experience, sales/technical team, website or social media account, requested region, start time, store/office/warehouse status)	To assess the dealership application	Dealership application form
Full name, phone (and other details you enter in an ad form)	To follow up on the request you sent through an ad	Meta or Google ad form

Data	Why	From where
Your phone number and message	To answer the request you write via WhatsApp	WhatsApp links
IP address, browser and device information, pages visited, date and time of visit, referring address	Secure operation of the site, visit statistics	Your browser (automatic)

Your data is processed on the legal grounds of performing your request and conducting pre-contract discussions (KVKK Art. 5/2-c) and the data controller's legitimate interest (KVKK Art. 5/2-f), solely for the purposes stated in the table and in the following section. We do not sell your data.

2. What do we use the data for?

We use the data we collect only for the following purposes:

- **Answering requests:** Assessing your contact, quote and dealership requests, getting back to you and preparing quotes.
- **Running and improving the service:** Making sure the site works as intended, fixing errors, improving content and page structure.
- **Measuring performance:** Evaluating visit statistics to understand how the site is used.
- **Communicating with you:** Replying to your request and, where needed, informing you about it.
- **Protecting Kollektan and users:** Detecting and preventing technical problems, security risks, spam and abuse; we may use automated security tools for this.
- **Legal obligations:** Meeting our obligations under law and protecting our rights.

3. Cookies and the Google and other services we use

Our site uses only technologies needed for it to work and for visit statistics. We do not use advertising or remarketing cookies; if we start to, we will update this policy and obtain the required consent. You can delete or block cookies in your browser settings.

- **WordPress.com / Jetpack (Automatic):** Hosting, security and visit statistics for the site.
- **Google Maps:** The embedded map in the contact section. When the map loads, your IP address and browser information are sent to Google. For how Google uses this information, see the [Google Privacy Policy](#) and [How Google uses information from sites or apps that use its services](#).
- **WhatsApp (Meta):** When you click a WhatsApp link, the conversation is subject to WhatsApp's own privacy terms.

Cookie	Provider	Purpose	Duration
pll_language	Kolleksan (first party)	To remember the language version (TR/EN/AR/FR/EL) you chose. A functional cookie.	1 year
Google Maps cookies	Google (third party)	May be set by Google when the map in the contact section loads; their use is subject to Google's policy.	As set by Google

Apart from the language preference cookie above, the site itself does not place cookies in your browser and does not use cookies for visit statistics. This table is based on our technical review of the site and will be updated if the site changes.

4. Ad forms

In our ads we may use the native lead forms of Meta (Facebook/Instagram) or Google. When you fill in these forms, your information is first processed on the relevant platform and then passed to us; the platform's own privacy policy also applies. We use the information that reaches us only for the purpose stated in this policy and the form (following up on your request); if we want to use it for another purpose we will obtain your consent separately. We do not ask for sensitive information such as health, financial account or criminal record details in ad forms. You can manage or turn off Google ad personalization in [Google Ads Settings](#); for Meta, you can change the same preferences in your Facebook and Instagram ad preferences.

5. Who do we share data with?

Your data is processed only to run the service, by the service providers named above (WordPress.com/Automattic, Google, Meta/WhatsApp) on their infrastructure. We do not share data with any other third party except where legally required. Because these providers' servers may be located abroad, your data may be transferred abroad. Your data may also be shared with authorised persons and bodies in the following cases:

- **With your explicit consent:** Where you consent, and only within the scope of your consent.
- **Legal obligation:** To comply with an applicable law, court order or request from a competent authority.
- **Protecting rights and security:** To detect and prevent fraud, security and technical problems; to protect the rights of Kolleksan, users or the public; to investigate breaches of these terms.
- **Company transfer:** In a merger, acquisition or asset sale your data is transferred with its confidentiality preserved; if it will become subject to a different policy we will inform you beforehand.

6. How long do we keep it?

We keep form and ad form data for as long as needed to conclude your request and as long as our legal retention obligations require; after that we delete or anonymise it. You can ask for deletion at any time; once we delete data, it may take some time for it to be fully removed from our active and backup systems.

7. Security

We take reasonable technical and administrative measures to protect your data against unauthorised access, alteration, disclosure or destruction (KVKK Art. 12). Our site is served encrypted over HTTPS. Form data can be accessed only by authorised employees who need to process it. No internet transmission or storage method is completely risk-free, so we cannot guarantee absolute security. We make sure that people who access personal data comply with a duty of confidentiality.

8. Your choices and control

You have the following choices over how your data is processed:

- **Forms:** You do not have to fill in a form; you can also reach us by email or phone. Please do not enter special categories of personal data (health, religion, ethnic origin, etc.) in a form.
- **Cookies:** In your browser settings you can delete cookies and block them from specific sites or all sites. Note that some features (such as remembering your language preference) may rely on cookies.
- **Ads:** You can manage Google's ad personalization in Google Ads Settings and Meta's in your Facebook and Instagram ad preferences.
- **Communication preferences:** If you do not want us to send you commercial messages, just write to us.
- **Copy of your data:** On request we will send you a copy of the data you have given us.
- **Actions on your data:** To access, correct or ask for deletion of your data, see the Your rights section below.

9. Your rights

Under Article 11 of the Turkish Personal Data Protection Law No. 6698 (KVKK), you may apply to Kolleksan to exercise the following rights:

- To learn whether your personal data is processed and, if so, to request information about it
- To learn the purpose of processing and whether it is used in line with that purpose
- To know the third parties to whom your data is transferred, in Turkey or abroad

- To request correction if it is incomplete or inaccurate
- To request deletion or destruction under the conditions set out in KVKK, and to request that these actions be notified to third parties to whom the data was transferred
- To object to a result against you arising from the analysis of processed data exclusively by automated systems
- To claim compensation if you suffer damage because the data was processed unlawfully

How to apply: You can send your requests by email to info@kolleksan.com or in writing to Erenler OSB, 29. Sokak No: 1, 68220 Taşpınar, Aksaray, Türkiye. You can use the same route to ask for your data to be deleted. We may ask for additional information or documents to verify your identity.

- First name, surname and (for written applications) signature
- Turkish ID number (for foreigners, nationality and passport/ID number)
- Residence or workplace address for notification
- If any, email address, phone or fax number for notification
- The subject of your request

We conclude your application within 30 days at the latest, free of charge according to the nature of the request; if the process requires additional cost, we may charge a fee based on the tariff set by the Turkish Personal Data Protection Board. If you find our response insufficient or receive no response in time, you have the right to lodge a complaint with the Turkish Personal Data Protection Board. We respond to written complaints and, for complaints we cannot resolve directly with you, we cooperate with the competent data protection authorities.

10. Visitors in the EU/EEA and the United Kingdom (GDPR)

If you are in the European Economic Area (EU/EEA) or the United Kingdom, the EU General Data Protection Regulation (GDPR) and the UK GDPR may also apply to your data. In that case the following applies in addition to the above:

- **Legal bases (GDPR Art. 6(1)):** Taking steps at your request before entering into a contract (Art. 6(1)(b)) and Kolleksan's legitimate interests (Art. 6(1)(f)): answering business enquiries, site security and visit statistics.
- **Additional rights:** to access, rectify and erase your data, to restrict processing, to data portability, and to object to processing based on legitimate interests. Where processing is based on consent, you can withdraw it at any time.
- **Automated decisions:** We do not make decisions about you based solely on automated processing that significantly affect you.
- **Transfers outside the EU/EEA:** Your data is processed in Türkiye and may also be transferred to countries outside the EU/EEA, such as the United States, through the service providers listed

above. Because the European Commission has not issued an adequacy decision for Türkiye, transfers we make at your request rely on GDPR Art. 49(1)(b), and transfers to service providers rely on the transfer mechanisms they offer (e.g. standard contractual clauses).

- **Right to complain:** You can lodge a complaint with the data protection authority in the EU/EEA country where you live, work or where the infringement took place (in the United Kingdom, the Information Commissioner's Office).

For these rights, write to info@kolleksan.com; we respond to your request within one month at the latest.

11. Children

Our website is not intended for people under 18.

12. Scope of this policy

This policy applies only to the kolleksan.com website and the forms connected to it. The privacy practices of other sites we link to, advertising platforms (Meta, Google) and service providers are outside the scope of this policy; their own policies apply when you use them. Information you send us through offline channels such as phone, email and printed catalogues is also processed on the same principles and in line with KVKK. A separate policy applies to the Kolleksan mobile app: [Mobile App Privacy Policy](#).

13. Changes

We may update this policy from time to time. The current version is published on this page and the date at the top changes; we announce significant changes prominently on the page. On request we will share previous versions with you. Before using your data for a purpose not covered by this policy, we will, where required, inform you again or obtain your consent. We will not restrict your rights under this policy without your explicit consent.

14. Useful resources

- [Turkish Personal Data Protection Authority](#)
- [Google Privacy Policy](#) and [Google Ads Settings](#)
- [Meta Privacy Policy](#)

15. Terms of use

By using the website you accept the following terms:

- **Intellectual property:** The text, images, photographs, technical drawings, trademarks and logos on the site belong to Kolleksan or the relevant rights holders and are protected by law. These rights are also protected by legislation such as Law No. 5846 on Intellectual and Artistic Works and Law No. 6769 on Industrial Property. They may not be copied, reproduced, modified, translated, used to create derivative works or used commercially without written permission. The presence of content on the site does not mean any licence or permission has been granted to you; legal responsibility for breaching these terms lies with the person who breaches them.
- **For information only:** The content on the site is for promotion and information and is not an offer or commitment. We try to keep technical information such as capacities, dimensions and standards accurate, but it may be incomplete, inaccurate or out of date. Please confirm current, binding information with us before any purchase or project decision.
- **Information you send us:** You are responsible for the information you provide in forms being accurate and lawful.
- **Third-party links:** The parties behind external links on the site, such as maps, WhatsApp, social media and certification bodies, are responsible for their own content and privacy practices; this policy applies only to kolleksan.com. The operators of sites you are redirected to from our ads are likewise responsible for the use of those sites and for any damage arising on them.
- **Availability and security:** We take reasonable measures to keep the site available and free of malware, but cannot guarantee it. The security of your own device and its antivirus protection is your responsibility. To the extent permitted by law, we are not liable for losses arising from changes to, suspension or termination of the site, or from interruptions.
- **Limit of liability:** To the extent permitted by law, Kolleksan cannot be held liable for indirect damages arising from actions taken based on information on the site or from interruptions in its use. This does not affect rights you have under mandatory provisions such as consumer protection law.
- **Prohibited use:** You agree not to use the site for unlawful purposes, not to attempt to disrupt its security or operation, and not to bulk-collect its content with automated software.
- **Information from third parties:** The accuracy and currency of information provided by third parties featured on the site, such as certification bodies, are the responsibility of those parties.
- **Official requests and breaches:** If a request is received from a competent authority, or an attack on or abuse of the site is detected, Kolleksan reserves the right to report the necessary information to the competent authorities in accordance with the law and to take legal action.
- **Right to change:** We may update, change or discontinue the site content, services and this text from time to time; the current version applies from the date it is published on this page.
- **Governing law and jurisdiction:** Turkish law applies to this text. The courts and enforcement offices of Aksaray have jurisdiction over disputes; this does not affect the competent bodies you may apply to as a consumer.

Contact

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