



WORLD
TÜRKİYE

PRIVACY POLICY

FM WORLD Türkiye ("We") protect and respect your privacy.

This Privacy Policy, together with all other documents referred to in our Website Terms of Use and Rules, sets out the principles of processing any personal information we collect from or about you or you provide us and regulates the principles of processing by FM WORLD Türkiye as a data controller in accordance with the Law -No. 6698- on the Protection of Personal Data ("KVKK").

To understand our practices regarding your personal information and how we will use them, please read the following items carefully.

By providing information on tr.fmworld.com with the Registration Form you fill in electronically or on paper, you accept and consent to the practices described in the Privacy Policy.

FM WORLD Türkiye processes your information within the framework of the rules explained below and KVKK.

We process your personal data in order to be used in all kinds of products and services, to record ID, address and other necessary information in order to identify a member, customer or a Business partner, to arrange all records and documents that will be the basis of the transaction in electronic (internet/mobile services) or on paper, to comply with the information retention, reporting and information obligations stipulated by the legislation and other public authorities and in order to offer the requested/other products/services of us and to fulfill the requirements of the contract you have concluded.

1. INFORMATION WE COLLECT FROM YOU

We may collect and process the following information about you

1.1 Bize Information you provide directly to us. You can provide us with information directly by filling out the forms on our website (www.tr.fmworld.com) ("our website") or by filling out the registration form in writing or by contacting us via telephone, e-mail or any other communication method. This information includes information you provide when you register on our website, sign up to be our Business Partner, search for a product, place an order on our website, use social media applications, participate in contests, promotions or surveys, and report a problem regarding our website to us. The information you provide to us may include:

- Your Name and Surname,
- Your Date of Birth,
- E-Mail Address,
- Your landline and mobile phone numbers,
- Your Business Partner number,



- Your national ID number,
- Your Tax Identity number,
- Your Bank Account Information,
- Your Passport Number

We hope you can provide us with the information listed above. However, if you do not wish to disclose your personal information, please do not provide it. If you choose not to provide the above-mentioned information to us, in some cases we may not be able to provide the service you have requested from us.

1.2 Information we collect about you: We retain information about your purchase history, your activity levels in the Partners Structure, your performance, new members you sponsor. We may automatically collect the following information each time you visit our website.

- Technical information, including your Internet Protocol (IP) address used to connect to the Internet from your computer, your login information, your internet browser type and version, your time zone settings, browser plug-in types and versions, operating system and platform;
- Information about your visit, including the Uniform Resource Locator (URL) stream that leads to our site, clicked on and off our site (with date and time); products you have viewed or searched for, page response times, download errors, visit times to certain pages, page interaction information (scroll, click, and mouseover), and methods used to exit the page, and any phone numbers used to call our customer service.

1.3 Information we obtain from other sources. We may collect information about you if you use any of the other sites we manage or any of the other services we offer. We may also receive information about you from third parties we work with (for example, our partners and contractors in technical, payment and delivery services, ad networks, analytics providers, search information providers, credit bureaus).

2. USE OF INFORMATION

We use your personal information for the following purposes and in line with KVKK:

- To fulfill our contractual obligations with you, including dispute resolution, fee collection and troubleshooting, and to provide the information, products and services you request from us.
- To provide you with information about products and services similar to those you have already purchased or requested information about;
- To provide your rights, benefits, remuneration and other conditions arising from the contractual relationship between us;
- To comply with Tax laws, social security laws, statistical obligations and other applicable regulations to which our cooperation is subject to.
- To audit and ensure your compliance with our policies and rules;



- To provide or allow selected third parties to provide information about products and services that we think will be of interest to you. We only provide you with information about products and services similar to those that are the subject of a previous sale or sales bargain by electronic communication methods (email or text message), and only with your consent. If you change your mind and do not want us to use your information in this way or share your information with third parties for marketing purposes, please: Tick the relevant box in your account or send an e-mail to (info@tr.fmworld.com) or contact customer service by calling (0 212 293 18 19).
- To notify you of changes to our services ;
- To ensure that the content of our website is presented in the most effective way for you and your computer ;
- FM WORLD Club members both FM WORLD Türkiye and other members of the Business Partners network (especially your sponsor) to ensure that it is effectively managed;
- Management and troubleshooting of our website, data analysis, testing, research, statistics and surveys for internal transactions;
- Ensuring that the content of our website is presented in the most effective way for you and your computer in order to improve our website;
- In order for you to use the interactive features of the service we offer at any time;
- To ensure the security of our website;
- To understand and measure the effectiveness of the advertisements we serve to you and others, and we also use these consumer satisfaction performance and similar studies to deliver advertisements.
- Suggestions for products or services that may be of interest to you or other users of the site, and to make recommendations;
- Respond to requests and legal requests from regulatory agencies or other competent authorities.

3. SHARING YOUR INFORMATION

3.1 We do not sell, rent or disclose your personal information for commercial purposes and we process it within the scope of KVKK and other legislation.

3.2 We may allow FM WORLD group companies (parent company and subsidiaries) to access and process your personal information to assist them in performing the activities listed in Article 3 (Use of Information) above.

3.3 We may allow the following selected third parties to access and process your personal information within a clearly defined scope and purpose:

- Business partners: suppliers and contractors with whom we cooperate to perform a contract with them or you. Some of these are: shippers, credit collection agencies, factoring service



providers, logistics service providers (such as sorting and packaging), customer support service providers, etc.

- Other members of the Partner network (especially your sponsor in our network and Brand Partners in your own team) involved in the effective management of our Partner network. If you do not want us to share your personal information with other Business Partners in the sales network for the stated purpose, please contact customer services by sending an e-mail to (info@tr.fmworld.com) or by calling Customer Services at (0 212 293 18 19).
- Advertisers and ad networks that need the information they need to select and serve ads that are appropriate for you and others. While we do not disclose personally identifiable information to our advertisers, we may provide aggregated data about our users (for example, we may inform them that their ads were clicked by 500 male users under the age of 30 on a given day). We may also use this aggregate data to enable advertisers to reach their target audiences (for example, newly joined Partners from a specific region).
- Analysis and search engine providers who support us in the development and optimization of our website.
- Credit registration offices for the purpose of evaluating your credit rating, if it is a condition of the contract you will make with FM WORLD Türkiye.
- Technical solution providers that enable us to deliver our messages to you, such as bulk email solutions providers (including marketing messages or customer satisfaction surveys we'll send to you if you give your consent), bulk email text messaging solutions providers.

We may also share your personal information with third parties:

- If we sell, buy or otherwise transfer any business or asset, we may disclose your personal information to the prospective seller, buyer or transferee of that business or asset.
- If our company or all of its assets are purchased by a third party, customers' personal information will also be among the transferred assets.
- If we have an obligation to disclose or share your personal information to comply with a legal obligation or to enforce or enforce our policies and/or terms of use and/or similar applicable agreements, or to protect our rights, assets or the safety of our customers and others. This includes exchanging information with other companies and organizations to prevent fraud and reduce credit risk.
- Persons or organizations permitted under the legislation and legal entities of public authority authorized by law to request information; our main shareholders, affiliates; This includes the 3rd parties we receive services from to carry out our commercial activities, the program partner organizations we cooperate with, banks and other 3rd parties.

4. HOW AND WHERE WE STORE YOUR PERSONAL INFORMATION

All information you provide to us and that we collect about you is stored on secure servers. All online payment transactions are encrypted using SSL technology and processed by third-party service providers. We do not store your credit or debit card information in online transactions.



The information we collect about you may be transferred to and stored in a location within or outside the European Economic Area (“EEA”) within the scope of KVKK. Such information may be processed outside of the EEA by personnel working for us or for one of our suppliers. Such personnel may engage in, among other things, fulfilling your order, processing payment information, processing your Marketing Plan claims and providing support services. By providing your personal information, you consent to these transfer, storage and processing processes. We take all reasonable measures to ensure that your information is treated securely and in accordance with this Privacy Policy and applicable laws.

Your personal data may be collected verbally, in writing or electronically through the Head Office, Company website, other electronic service providers, contracts, call center and alternative channels.

5. OBLIGATION OF ATTENTION

When we give you (or you choose a password for) a password to access certain areas of our website (“Account”), it is your responsibility to keep this password confidential. You should not share this password with anyone. If you share your password with other people, you will be responsible for all actions taken on your Account. If you lose control of your password, you may lose most of your control over your personal information and may be subject to legally binding actions. Therefore, if your password is disclosed for any reason, you must inform us immediately and change your password. We never ask for your password except during the login process. Our employees are subject to additional requirements in the field of data protection.

Unfortunately, the transmission of information over the Internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your information transmitted to our website; Any transmission is at your own risk. We use strict procedures and security features to prevent unauthorized access after your information reaches us.

6. YOUR RIGHTS

6.1 Marketing Information: You reserve the right to request that your personal information not be used for marketing purposes. We will usually notify you (before we receive your information) when we intend to use your information for such purposes or to share it with third parties who will use it for such purposes. You can exercise your right to prevent such processing of your information by ticking the appropriate boxes on the forms we use to collect your information. You can also exercise this right by checking the relevant box in your Account or by sending an e-mail to (info@tr.fmworld.com) or contacting customer service by calling (0 212 293 18 19).

6.2 Access, Correction and Deletion of Information: You reserve the right to access and request correction or deletion of your retained personal information. By logging into your account, you can view, review and change most of your personal information. We generally do not manually change your Personal Information as it will be difficult to achieve equivalence in remote access. Therefore, it is your responsibility to promptly change your personal information in case of changes or errors. If you submit your request to FM WORLD Türkiye Customer Services, we will close your account as soon as possible in accordance with the applicable legislation. We retain personal information in closed accounts for the purposes of complying with the law, preventing fraud, collecting debts, resolving disputes, assisting with investigations, and taking actions permitted by law.

6.3 Application: By applying to our company, your personal data; a) learning whether it has been processed, b) requesting information if it has been processed, c) learning the purpose of the



processing and whether it is used in accordance with its purpose, ç) knowing the transferred persons, d) requesting correction if it has been processed incompletely or incorrectly, f) To request deletion and destruction within the framework of the conditions stipulated in KVKK art. 7, f) to learn the transactions made within the scope of subparagraphs (d) and (e) listed above, g) to object to the emergence of a result against you because it is analyzed exclusively by automatic systems

7. AUTHORIZATION FOR THE PROCESSING OF PERSONAL INFORMATION – YOUR OBLIGATIONS

When you become a member of FM WORLD Club, we authorize you to process the personal information of other members of our Partner network under the following terms.

FM WORLD Türkiye authorizes you to process personal information for the scope and purposes defined in the Rules, and you undertake to process this information in accordance with the obligations stipulated in the relevant legislation and especially the rules regarding the processing and protection of the submitted data.

The sole purpose of processing personal information by you is to comply with the provisions of the Rules.

Your main obligations are:

- To process the personal information entrusted to you by FM WORLD Türkiye only within the scope of the above-mentioned data processing purpose,
- Refrain from activities that make personal information available in a way not specified in the Privacy Policy, unless otherwise required by the binding law provisions,
- After the termination of your relationship with FM WORLD Türkiye (deletion of your Business Partner registration), immediately return the personal information that has been deposited and delete such information from the electronic data carriers you have registered for the purpose of fulfilling the above-mentioned goal.

We reserve the right to control the methods you use to protect the personal data entrusted to you. You are obligated to provide us with the opportunity to perform such an inspection promptly, if we so request.

You undertake to answer all our questions promptly and accurately regarding the processing of personal information entrusted to you within the scope of the Privacy Policy and Rules, especially the measures you have taken to protect personal information.

In particular, in order to process personal information in IT systems and in hard copy format in accordance with the scope and purpose defined in the Rules, and to authorize your collaborators to process the data under civil law contracts, you have contracted that such persons will comply with all conditions binding on you regarding data processing and protection; and We authorize you, provided that such sub-processors are approved by us.

During the exchange of files containing personal information between you and FM WORLD Türkiye, security will be ensured with encrypted personal data protection methods while the files are transmitted over the public network.



We reserve the right to terminate your Partner registration and seek compensation if you use Personal Information in violation of the provisions of this Privacy Policy.

We do not accept any responsibility for your obligations that may arise against third parties or persons authorized by you to process personal information due to the processing of personal information in violation of this Privacy Policy and Rules.

8. COOKIES

Our website may use cookies (small files placed on website users' computers) to distinguish you from other users of our website. This allows us to provide you with a good experience while browsing our website and to improve it. Cookies are used to analyze the flow of information; we use services to personalize content and ads, measure ad effectiveness, and promote trust and security.

Some cookies contain Personal Information – for example, a cookie allows your username to be remembered when you press the "remember me" button while logging in. Rather than identifying users, most cookies collect more general information such as how users access and use systems, or the user's location.

We offer some services that can only be accessed using cookies. In general, cookies perform four different functions:

Basic Cookies

Some cookies are necessary for the system to work. For example, some cookies allow us to identify registered users and give them access to the entire system. If a registered user chooses to block these cookies, the User may not be able to access all the content of the system.

8.1 Performance Cookies

Some cookies can be used to analyze how users use the system and to monitor system performance. This allows us to deliver a quality experience by customizing the content offered and quickly identifying and resolving issues that may arise. For example, performance cookies can be used to track which pages are more popular and to determine why some pages are getting error messages. These cookies can also be used to highlight products and website services that are of interest to users based on their use of the System.

8.2 Functional Cookies

Functional cookies allow us to remember some user preferences.

8.3 Behavioral Advertising Cookies

We may use cookies to serve ads related to Users and their interests to Users. FM WORLD may also use third party cookies for market research, revenue tracking, improving site performance and monitoring compliance with these terms and conditions and copyright policy.

Users can always block cookies if their internet browsers allow it; however, blocking cookies may affect the operation of some FM WORLD Türkiye Systems. You can find detailed information on how to block cookies [here](#).

You can find detailed information about how companies use cookies [here](#).



8.4 Google Analytics

We use Google Analytics to understand how visitors interact with our sites and apps. This means that when you visit our website or use one of our mobile apps, your browser automatically sends certain information to Google. This includes, for example, the web address of the page you are visiting and your IP address. You will find in detail how Google technology collects and processes data following this link: <https://www.google.com/policies/privacy/partners>

If you do not want Google Analytics to be used in your browser, you can install the [Google Analytics browser add-on](#). You can find more information about Google Analytics and the Google privacy policy [here](#).

9. CHANGES TO OUR PRIVACY POLICY

Any changes we will make to our Privacy Policy in the future will be published on our website and you will be notified by e-mail or another method when necessary. Changes will also be accessible from our institution. Changes will take effect on the date of publication. Using our website or placing an order following the publication of the change in our Privacy Policy will mean that you accept such changes.

10. CONTACT AND COMPLAINTS

You can forward your questions, comments and requests regarding our Privacy Policy to our customer service or to our e-mail address: info@tr.fmworld.com

If you think that we do not comply with this Privacy Policy or if you want to receive information within the scope of the "Your Rights" article; You can send an e-mail to info@tr.fmworld.com or contact our customer service at (0212 293 18 19), or send an e-mail to the above-mentioned address. Please describe in as much detail as possible in which aspects you think the Privacy Policy has been violated. Your complaint will be processed immediately.

11. OTHER PROVISIONS

11.1. Nothing in this Privacy Policy Text can limit your rights guaranteed by KVKK.

11.2. This Privacy Policy Text is subject to Turkish Law and will be interpreted accordingly.

11.3. We may change this Privacy Policy Text from time to time by publishing the updated version on our website.

