

## Privacy Policy

This privacy policy sets out how RETA Ltd. Sti. uses and protects any information that you give RETA Ltd. Sti. when you use this website.

RETA Ltd. Sti. is committed to protecting the privacy of all our website visitors. It is important that our customers understand the following privacy agreement, outlining the steps we have taken to ensure high standards of data protection are maintained. Please take your time to read the document to fully appreciate the efforts we go to keep your details secure.

RETA Ltd. Sti. may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 26<sup>th</sup> February 2020.

If a customer places an order on the website, they agree to the collection, use and distribution of this information under the terms of this policy.

### Information you provide

When you visit the [www.retaforeigntrade.com](http://www.retaforeigntrade.com) website, register or purchase directly from us, you may be asked to provide some personal details. You will be asked to disclose information concerning your name, contact details, debit and/or credit card details so we can get in touch with you when needed.

What personal data do we collect/hold:

- Your name
- Your delivery and invoice address
- Special delivery instructions
- Your phone number
- Your IP address
- Your order details
- Your payment history (no card details are kept)
- Your email address

Why we collect information about you:

- So that we can process your order
- So that we can update you on your order
- So that we can send you newsletters, promotions and product updates (only if you subscribe)
- So that we can continuously improve to ensure you have the best user journey and customer experience

Calls may be recorded to +90 (0)312 4342462 with the intention of monitoring customer service standards and providing staff training.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### How your information is used

Your information is secure and will not be disclosed to others, but will be used in the following circumstances. It will be used to contact you about delivered goods and request a selected address. It will also be used to bill you for any website purchase when needed.

There may be times when you are contacted with a feedback request, asking if you would kindly comment on the websites' services. You will also be notified with any significant changes or

developments to the website and services. Because this information is important and sometimes critical to user experience, we ask you do not opt out of receiving these communications.

Based on your past interests on our website, we may contact you via email with promotional deals and discounts for recommended products. If you no longer wish to receive these updates, please do let us know at [sales@retaforeigntrade.com](mailto:sales@retaforeigntrade.com)

#### Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [sales@retaforeigntrade.com](mailto:sales@retaforeigntrade.com)

#### Disclosure of your information

We will not sell, distribute, or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the EU's General Data Protection Regulation (GDPR). If you would like a copy of the information held on you, please write to RETA Ltd. Sti. , Alsancak Mah. 2138 Sok. No: 13/18, 06790 Etimesgut – Ankara, Türkiye. If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

As mentioned in our 'how your information is used' section, there may be times when you are contacted with offers and promotions on deals of interest through email marketing. If you change your mind about being contacted, you can change your mind at any time.

Some countries outside the European Economic Area have different data protection laws to the ones here in Türkiye. For this reason, we always do our research to make sure your information is used in accordance with this privacy policy.

Unless required to do so by law, we will never share or otherwise distribute your information without your consent.

#### Tracking of customer visits:

RETA Ltd. Sti. analyses customer journeys in an anonymous form using Google Analytics and Google Remarketing. The data gained cannot be traced back to individual visitors.

#### Cookies

Cookies are small amounts of information which can be transferred from our website, product or service and stored on your computer. The most common use is to help maintain the performance of a website, as well as to provide general usage information to the website providers.

Unless you have let us know you would not like to receive cookies, our system will issue cookies on the website every time someone visits. We use these cookies to improve the quality of our website offering and to personalise the content for users. If you wish to reject these cookies and, therefore, not benefit from the above features, please follow the relevant instructions found at [www.aboutcookies.org](http://www.aboutcookies.org). Or, if you would like to you can email us at [sales@retaforeigntrade.com](mailto:sales@retaforeigntrade.com)

#### Security & Data Retention

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

#### Accessing & Updating

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us at [info@duelgmbh.de](mailto:info@duelgmbh.de).

#### Changes to our Privacy Policy

Any changes to our privacy policy in the future will be posted to the website and, where appropriate, through e-mail notification.

#### Contact

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to [sales@retaforeigntrade.com](mailto:sales@retaforeigntrade.com).

Please tick if you would like to receive details of our products and services in the future by email [tick box]

By ticking the appropriate box you confirm that you agree to our using your information for the stated purpose in accordance with this Privacy Policy.