Privacy Notice

International Customers Guests and Visitors

Amesia Gıda Tarım Hayvancılık Nakliye Sanayi ve Ticaret Limited Şirketi

Prepared on 27 November 2026 | Version 1.0

1. Who we are and what this notice covers

Amesia Gıda Tarım Hayvancılık Nakliye Sanayi ve Ticaret Limited Şirketi (Amesia, we, us) is the controller of personal data used for our customer relationships, enquiries and visits to our premises. This notice explains how we handle information about individual customers, representatives of business customers, guests and visitors, including people outside Türkiye.

The GDPR provisions described here apply where the relevant processing falls within its territorial scope. Foreign nationality or a visit to Türkiye does not, by itself, make the GDPR applicable. Turkish Personal Data Protection Law No. 6698 and other applicable laws may also apply. Separate notices may provide details for CCTV, cookies, events or other specific activities.

2. Contact us

Privacy enquiries and rights requests: kvkk@amesia.com.tr
Registered electronic mail address: amesia.gida@hs03.kep.tr
Postal contact: Buğdaylı Mah. Zübeyde Hanım Cad. No: 109, Merzifon, Amasya, Türkiye
Website: https://www.amesia.com/

3. Information we may collect

Depending on your interaction, information may include your name; business role and organisation; email, telephone and correspondence details; delivery and billing addresses; order, delivery, payment status, invoice and return records; messages, enquiries, complaints and feedback; and records needed to verify and respond to a privacy request.

For visits, information may include your name, organisation, host, purpose of visit, entry and exit times, and vehicle registration if needed for access. Where CCTV operates, images may be recorded in signed areas. Any CCTV recording must be explained in the notice available at the relevant location. We do not require a passport copy merely because a visitor is a foreign national.

When you use our website, technical information may include IP address, device and browser details, security logs and cookie identifiers, depending on the technologies actually used. The relevant cookie notice and preference controls explain any optional tracking.

4. Where information comes from

We normally receive information from you when you contact us, order products, communicate with our staff or visit. We may also receive relevant information from your employer, a person arranging your visit or order, delivery and payment providers, or public business contact sources. Where Article 14 applies, we provide the relevant source and category information within the applicable timeframe, normally no later than one month and, if earlier, at first contact or first disclosure, unless a lawful exception applies.

5. Why we use information and our legal grounds

We identify a legal ground for each purpose. We do not treat your acceptance of this notice as consent to all processing.

Orders and customer service

To respond to pre-contract requests, accept and fulfil orders, organise delivery, process returns and provide support, we rely on Article 6(1)(b) where you are the contracting individual. For contacts acting for a business, we rely on Article 6(1)(f): our legitimate interest in administering business relationships.

Enquiries and complaints

We use correspondence to answer questions, investigate concerns and resolve disputes. The ground is Article 6(1)(b) where necessary for your contract, or Article 6(1)(f), our legitimate interest in responding to communications and resolving issues.

Premises and visitor security

We use proportionate visitor records and, where operated, CCTV to manage access and protect people, property and information. The ground is Article 6(1)(f), our legitimate interest in safe premises and incident investigation, subject to assessment of your rights.

Accounting and legal obligations

We use transaction records for accounting, reporting and lawful authority requests. Article 6(1)(c) applies only where the obligation has a qualifying EU or Member State law basis under Article 6(3). A Turkish law obligation does not automatically qualify; where GDPR applies, any reliance on Article 6(1)(f) is separately assessed for necessity and balancing.

Marketing

Where consent is required, we use Article 6(1)(a) for promotional emails, messages or optional tracking. We obtain the relevant choice separately. You may refuse or withdraw it without losing ordinary purchasing or visitor services.

Security and legal claims

We use necessary logs and records to prevent misuse, investigate incidents and establish, exercise or defend legal claims under Article 6(1)(f). Our interests are service security, fraud prevention and protection of legal rights.

6. Sensitive information and photographs

Please do not send health information, identity documents or other sensitive information unless needed for a specific arrangement. If you ask us to accommodate an allergy or health-related need, we limit the information requested and, where applicable, obtain explicit consent under Article 9(2)(a), unless another specific Article 9 condition applies. We explain the purpose and retention before collecting it.

Identifiable photographs or videos intended for publicity are handled separately from access control or CCTV. Where we rely on consent for publication, we request it separately and explain the channels and intended use. Attending a visit alone is not consent to promotional publication.

7. Whether you must provide information

Information necessary to fulfil an order, deliver products or arrange safe access may be needed for that service. If it is not supplied, we may be unable to complete the relevant transaction or visit. We indicate required fields and explain any legal requirement when collecting the information. Marketing and optional preferences are voluntary.

8. Who may receive information

Access is limited to people who need the information for the relevant purpose. Depending on the transaction, recipients may include authorised staff; contracted IT, hosting and communication providers; payment providers and banks; delivery and logistics providers; accountants, auditors, legal advisers and insurers; and competent authorities where disclosure is lawfully required or justified. Their role as processor or independent controller depends on the service. Data is not shared with Amasya DSYB, Merzifon Sütbir or other associated organisations merely because an organisational relationship exists; any sharing requires its own purpose and lawful ground.

9. International processing and transfers

Amesia operates in Türkiye, and information submitted directly to us may be processed there. Direct provision of data by an individual to a Turkish company is not, by itself, a Chapter V transfer between an exporter and importer. Transfers by an EEA organisation to Amesia, and onward disclosures that fall under Chapter V, require a separate assessment.

Where Chapter V applies, the relevant transfer must use an applicable adequacy decision, appropriate safeguards such as applicable standard contractual clauses and any necessary supplementary measures, or a narrowly applicable Article 49 derogation. Consent is not used as a routine substitute for transfer safeguards. Before a relevant transfer, we provide the destination, the applicable mechanism, the existence or absence of adequacy and how to obtain the safeguards, with necessary confidential information redacted. Contact our privacy address for details relevant to your data.

10. How long we keep information

Retention depends on the record and its purpose. Order and invoice records are kept for applicable accounting and tax periods and relevant claims periods. Enquiries are kept until resolved and for a proportionate follow-up or claims period. Visitor records are kept for the access and security period identified in the visitor notice; CCTV footage follows the recording period stated in the local CCTV notice. An incident or legal hold may justify restricted retention for longer.

Marketing information is used until you unsubscribe or the relevant purpose ends; a minimal suppression record may be retained to honour your objection. Consent and rights-request records are kept as necessary to evidence compliance and handle related claims. We delete or anonymise records when no justified retention ground remains. You may ask for the period or criteria applicable to a particular record.

11. Your rights

Where GDPR applies, and subject to its conditions and exceptions, you may request access, correction, erasure, restriction and portability. You may object to processing based on legitimate interests on grounds relating to your situation. You may object at any time to direct marketing, including related profiling; that marketing processing must then stop. You may withdraw consent at any time without affecting earlier lawful processing.

Send requests to the privacy contact above. We may request proportionate identity verification. We normally respond within one month of receipt. Where legally permitted for complex or numerous requests, this may be extended by two further months; we explain the extension within the first month. Requests are generally free, subject to the GDPR rules on manifestly unfounded or excessive requests.

You may complain to the competent supervisory authority, particularly in the EU or EEA country of your habitual residence, place of work or the alleged infringement. Contacting us first is welcome but is not a condition for exercising that right. Authority contact details are available at https://www.edpb.europa.eu/about-edpb/about-edpb/members_en.

12. Further information and changes

Any solely automated decision producing legal or similarly significant effects requires a specific explanation of its logic, significance, consequences and applicable safeguards before it is used. If a GDPR representative or data protection officer is required or appointed, their details must be supplied with the relevant notice. You may contact our privacy address for assistance. Material changes to processing are communicated as required, including before use for a new purpose.