



**T.C.
ANTALYA BÜYÜKŞEHİR BELEDİYESİ
SU VE ATIKSU İDARESİ GENEL MÜDÜRLÜĞÜ
(ASAT)**



Mobile Application Privacy Policy

Last updated: 14.10.2025

Antalya Water and Wastewater Authority ("ASAT", "we", "our", or "the organization") values your privacy. This Privacy Policy outlines how your personal data is collected, used, stored, and processed when using the ASAT mobile application.

1. Information Collected

We may collect the following types of information through the mobile application:

a. Information Provided by the User

- First and last name
- Turkish National ID number
- Phone number
- Email address
- Address information
- Subscriber number, facility details

b. Automatically Collected Information

- Device information (operating system, model, device ID, etc.)
- Location data (subject to user consent)
- Application usage data (clicks, screen transitions, etc.)
- IP address and access time

2. Purpose of Data Use

The collected data may be used for the following purposes:

- Providing and improving services
- Evaluating user requests and complaints
- Notifying users about outages, maintenance, or water interruptions
- Managing subscription operations
- Analyzing the performance of the mobile application
- Fulfilling legal obligations

3. Data Sharing

Your personal data may be shared with:

- Authorized public institutions and organizations as required by law,

- Service providers (e.g., hosting services, call centers, etc.) solely for the purpose of service provision,
- Judicial authorities in accordance with legal obligations.

4. Data Security

ASAT takes necessary technical and administrative measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction.

5. User Rights (Under KVKK)

In accordance with the Turkish Personal Data Protection Law (KVKK No. 6698), you have the right to:

- Learn whether your personal data is processed,
- Request information about the data processed,
- Learn the purpose of data processing and whether it is used appropriately,
- Learn the third parties to whom your data is transferred,
- Request correction of incomplete or inaccurate data,
- Request deletion or destruction of your data under applicable conditions,
- Request that such actions be notified to third parties to whom the data has been disclosed,
- Object to the processing of your data if it leads to a negative result solely based on automated decision-making,
- Request compensation for damages in case of unlawful processing of your personal data.

6. Cookies

The mobile application may use cookies. Cookies are used to enhance user experience and ensure the proper functioning of the application. Users can manage cookies through their device settings.

7. Changes

This Privacy Policy may be updated periodically. Updates will be announced through the application or on ASAT's official website.

8. Contact

For any requests regarding your personal data, you can contact ASAT through the following communication channels:

Antalya Water and Wastewater Authority (ASAT)

Address: Fabrikalar Mah. Dumlupınar Bulvarı No:5 Kepez / Antalya

Phone : 0 242 310 12 00

Email : info@asat.gov.tr

Website: <https://www.asat.gov.tr>