



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



Mobile Terms of Use and Privacy Agreement

Last Updated: 14.10.2025

Introduction

Antalya Water and Wastewater Authority ("ASAT", "we", "our", or "the organization") is committed to protecting the privacy of users of its mobile application and processing their data securely. This **Mobile Terms of Use and Privacy Agreement** ("Agreement") outlines the terms you must follow when using the ASAT mobile application and how your personal data will be handled.

By using our mobile application, you agree to comply with these terms.

1. Mobile Application Use

a. User Account and Responsibilities

To use the application, you must provide accurate and up-to-date personal information. You are solely responsible for the security of your account. All actions taken through your account are your responsibility. You should not share your password with others and must take necessary precautions to protect your account from misuse.

b. Application Content and Usage

The mobile application is designed to enable you to perform various operations related to the water and wastewater services provided by ASAT. The application should only be used for legal and ethical purposes. By using the application, you agree not to:

- Interfere with or disrupt the application or its servers,
- Share illegal content through the application,
- Collect or distribute personal information of other users without consent,
- Violate the security of the application.

c. Prohibited Use

It is prohibited to use the application in any way that violates the laws of the Republic of Turkey, local regulations, or general morality. If you engage in any illegal activities, your right to use the application may be terminated, and legal action may be taken.

2. Privacy and Protection of Personal Data

a. Information Collected

Through the mobile application, we may collect the following types of personal data:

- Identity and contact information (Name, surname, phone number, email address, etc.),
- Subscription information (Subscriber number, facility details, etc.),
- Device and location data (subject to user consent),
- Application usage data (transaction history, click data, etc.).

b. Purpose of Data Use

The data we collect may be used for the following purposes:

- Providing, improving, and optimizing services and user experience,
- Evaluating user complaints and fulfilling requests,
- Tracking transaction history (water bills, payment transactions, etc.),
- Fulfilling legal obligations.

c. Data Security

ASAT takes all necessary technical and administrative measures to protect your personal data. Security measures are implemented to prevent unauthorized access, alteration, disclosure, or destruction of your personal data.

d. Data Sharing

Your personal data may be shared with third parties under the following circumstances:

- As required by law with authorized public institutions and organizations,
- With service providers (e.g., hosting services, call center services, etc.) solely for the purpose of service provision,
- As required by legal obligations with judicial authorities.

e. User Rights

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

- Learn whether your personal data is processed,
- Request information about your processed data,
- Request correction of incomplete or inaccurate data,
- Request deletion or destruction of your personal data.

f. Cookies

The mobile application may use cookies to enhance the user experience. Cookies are used to improve the functionality of the application and provide customized services based on user preferences. You can manage cookies through the settings of your device.

3. Changes and Updates

These Terms of Use and Privacy Agreement may be updated periodically. Any updates will be communicated through the mobile application or on ASAT's official website. By continuing to use the application, you accept the updated terms.

4. Disclaimer and Limitations of Liability

While ASAT strives to ensure the uninterrupted and error-free functioning of the application, the organization is not responsible for any service interruptions caused by technical issues, updates, or maintenance. ASAT shall not be held liable for any damages or losses arising from the use of the application.

5. Contact

If you have any questions or requests regarding these Terms of Use and Privacy Agreement, please contact us using 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>