

PRIVACY POLICY

Version 2.0 · Effective Date: 29 September 2026

This English version is provided for information purposes. In the event of any discrepancy between the Turkish and English versions, the Turkish version shall prevail.

1. Purpose and Scope

1.1 This Privacy Policy sets out the principles for ensuring the confidentiality and security of customer and visitor information in the services provided by Berke FİNCANCI – AnkSOFT Bilişim ve Telekomünikasyon Hizmetleri ("AnkSOFT") via www.anksoft.net and the Customer Panel.

1.2 Detailed information on the processing of personal data is provided in the KVKK Personal Data Protection Notice. This Policy applies together with that document.

2. Security of Payment Information

2.1 Payments made by credit and debit card are carried out through the secure payment infrastructure of licensed payment institutions and banks. Card details are neither seen, recorded nor stored by AnkSOFT.

2.2 AnkSOFT will under no circumstances request card details or passwords from the Customer by telephone, e-mail or support ticket. Should you encounter any such request, you are kindly requested to report it to AnkSOFT immediately.

3. Account and Password Security

3.1 Customer Panel passwords are stored in irreversibly encrypted form; AnkSOFT personnel cannot see Customer passwords.

3.2 Changes by the Customer to identity and contact details such as first name, surname, e-mail address and country are subject to AnkSOFT's approval, for the purpose of preventing the creation of fake accounts and account takeover attempts.

3.3 A Customer who has lost access to its account may regain access to it, provided that it completes the verification procedures requested by AnkSOFT.

3.4 The mobile telephone number provided by the Customer for communication and security purposes is used for the purposes of account verification, emergency notifications and the prevention of fake accounts.

4. Identity Verification

4.1 AnkSOFT may, where it deems necessary for the purpose of preventing payment fraud and cybercrime, request an identity document and/or payment verification from the Customer. The relevant order or service may be suspended until verification is completed.

4.2 Documents submitted for identity verification are stored in areas that are not accessible from the internet, are reviewed solely by authorised AnkSOFT personnel for verification purposes and are not used for any other purpose. Documents submitted through the identity verification system are reviewed through a system that keeps access logs and provides watermarked viewing.

5. Billing Information

5.1 AnkSOFT requests the Customer's first name, surname, address, Turkish identity number or tax office and tax number for the purpose of issuing invoices pursuant to Tax Procedure Law No. 213 and related legislation.

5.2 Keeping billing information accurate and up to date is the responsibility of the Customer. The Customer shall be responsible for the consequences of providing false information, and AnkSOFT reserves the right to take legal action in such cases.

6. Log and Access Information

6.1 Pursuant to Law No. 5651 on the Regulation of Publications on the Internet and Combating Crimes Committed by Means of Such Publications and related legislation, AnkSOFT records the IP addresses from which the Customer Panel is accessed, session information and transaction logs, and retains them for the period prescribed by the legislation.

6.2 For the purpose of ensuring information security and preventing cyber attacks, traffic directed at the website and infrastructure is analysed by automated security systems.

6.3 Domain name searches made through the website are not used for marketing purposes and are not shared with third parties.

7. Access to Customer Data

7.1 Data hosted by the Customer on the server, hosting and game server services it rents belong to the Customer. AnkSOFT does not access such data except at the Customer's request or with the Customer's consent, in cases where access is mandatory for the technical maintenance of the service, for investigations of abuse and security breaches, and upon requests from competent authorities.

7.2 Access details shared by the Customer in the context of a support ticket are used solely for the purpose of resolving the relevant ticket. The Customer is advised to change such passwords once the work has been completed.

8. Sharing of Information with Third Parties

8.1 AnkSOFT does not sell or rent Customer information, nor does it share it with third parties for marketing purposes.

8.2 Customer information may be shared only with service providers whose involvement is mandatory for the performance of the service (payment institutions, domain name registries, data centres and the like), within the scope specified in the KVKK Personal Data Protection Notice, and, where the Customer has given explicit consent or there is a legal obligation, with competent public institutions and organisations, Chief Public Prosecutor's Offices and courts.

8.3 The website, the Customer Panel and Customer information may be hosted and processed on servers owned or rented by AnkSOFT, whether located in Türkiye or abroad. Clause 7 of the Personal Data Protection Notice applies in this respect.

9. Artificial Intelligence-Assisted Services

9.1 AnkSOFT may make use of artificial intelligence-assisted systems for the purpose of accelerating support services and improving their quality. The principles governing the use of these systems are set out in Clause 5 of the KVKK Personal Data Protection Notice.

10. Retention of Accounts and Information

10.1 AnkSOFT may close or anonymise customer accounts that have no active service, for the purpose of preventing unnecessary accumulation of data. Records subject to statutory retention obligations shall continue to be retained for the relevant periods.

10.2 The Customer may request the closure of its account and the erasure of its personal data by the method specified in the KVKK Personal Data Protection Notice.

11. Minors

11.1 AnkSOFT services are intended for persons who have reached the age of 18 and have legal capacity to act. Persons under the age of 18 may purchase services only with the consent of their parent or guardian.

12. Breach of the Policy

12.1 Where the Customer breaches its obligations relating to account security, creates an account using information belonging to another person, or attempts to pass the identity verification processes by means of misleading information or documents, AnkSOFT has the right to suspend the service or terminate the agreement in accordance with the provisions of the Service Agreement.

13. Updates

13.1 AnkSOFT may update this Privacy Policy. The current version is published at www.anksoft.net and enters into force on the date of publication.