

PRIVACY POLICY

1. PURPOSE AND SCOPE This Privacy Policy outlines the data protection practices of Norm Pizza (Ferber Turizm AŞ) for personal information collected through normpizza.com and other platforms. This policy defines our obligation to protect the privacy of our valued customers and provides details about the information collected, its use, and how it is shared.

2. INFORMATION WE COLLECT Norm Pizza collects the following information to improve customer experience and fulfill your orders:

- **Personal Information:** Name, surname, address, phone number, email address.
 - **Order and Transaction Information:** Order details, delivery address, billing information.
 - **Technical Data:** IP address, browser type and version, cookie information.
 - **Usage Data:** Frequency of visits, on-site behavior.
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3. PURPOSES OF DATA USAGE The personal data collected may be used for the following purposes:

- To process your orders and ensure delivery.
 - To provide customer service.
 - To improve our products and services.
 - To notify you about promotions, discounts, and other marketing activities.
 - To comply with legal obligations.
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4. SHARING OF DATA Norm Pizza may share your personal data with third parties only under the following circumstances:

- With logistics companies for order delivery.
 - With banks and payment service providers for processing payments.
 - With authorized legal entities when required by law.
 - With solution partners for customer analysis and market research.
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5. DATA STORAGE AND SECURITY Norm Pizza stores personal data for the necessary duration in accordance with legal regulations and business requirements. Technological infrastructures and precautions are employed to ensure the security of your data.

6. CUSTOMER RIGHTS Our customers have the following rights regarding their personal data:

- To inquire whether their data is being processed.
- To request correction of incomplete or incorrect data.
- To request deletion or anonymization of data.
- To access and request portability of their data.
- To object to the processing of their data.

To exercise these rights, you can contact us at info@ferber.com.tr.

7. COOKIES Norm Pizza uses cookies to enhance your website experience. Cookies are used to record session details, remember preferences, and analyze traffic. You can disable cookies by adjusting your browser settings.

8. CHANGES TO THE PRIVACY POLICY Norm Pizza reserves the right to make changes to this Privacy Policy. Any changes will be effective upon publication on normpizza.com.

9. CONTACT INFORMATION For any questions or requests regarding this Privacy Policy, please contact us using the information below:

- **Norm Pizza (Ferber Turizm AŞ)**
- **Address:** Arnavutköy Mah. Francalacı Cad. No:13/A, Beşiktaş, Istanbul
- **Phone:** 0212 963 66 76
- **Email:** info@ferber.com.tr