Website and Account Privacy Notice

TRS Multilingual · Version 6.0 · Effective date: 25 October 2026

1. Who is responsible

Hayriye Öztürk, trading as TRS Multilingual, is the data controller for the website, account, applicant and business-contact information described in this notice.

TRS Multilingual is a sole proprietorship in Türkiye, with its registered virtual-office address at Ataturk Mah. Alemdag Cad. No: 140-144, Ic Kapi No: 19, Umraniye, Istanbul, Türkiye.

You can contact TRS Multilingual about privacy at info@trsmultilingual.com or by post at that address.

For customer project data, the project agreement defines whether TRS Multilingual acts as controller, joint controller or processor.

This notice covers website visitors, applicants, contributors, account holders, and client and partner contacts under the Turkish Personal Data Protection Law No. 6698 (KVKK) and, where applicable, the GDPR.

2. Information collected

TRS Multilingual collects information you provide through registration, your profile, applications, project submissions, platform messages and correspondence.

Account and profile information includes your name, username, e-mail address, phone number, date of birth, gender, country and main language.

Project and account records include assessment answers, submitted work, quality-review decisions, agreement versions and acceptance times, messages, earnings, and the payment information needed to pay for completed work.

Depending on the project, submitted work includes audio recordings, transcripts, annotations and the metadata described in the project notice.

Recordings and associated metadata can identify a person even when a delivery uses a participant code.

Business-contact information includes contact details and correspondence.

Website and account services also process technical information, such as IP addresses, requested pages and session cookies, to provide the service.

Contributor accounts are for adults aged 18 or over.

3. Purposes and legal bases

TRS Multilingual uses account and application information to provide accounts, check eligibility and age, assess applications and match contributors with projects.

TRS Multilingual uses project records to manage assignments, review work, deliver agreed project data and calculate payments.

TRS Multilingual uses correspondence and technical records to answer questions, operate and protect services, resolve disputes and meet legal obligations.

For processing necessary to enter into or perform an agreement, TRS Multilingual relies on the contractual basis permitted by KVKK Article 5 and GDPR Article 6, where applicable.

Legal obligations support required tax, accounting and statutory records; legitimate interests support service security, administration and the protection of legal claims, subject to your rights.

Where processing requires consent, including project-specific processing or special-category data where applicable, TRS Multilingual seeks separate consent for the stated purpose.

Providing required account information is necessary to create and operate an account; project participation depends on the information and terms described before that project starts.

The platform automatically scores objective assessment answers and uses audio-file comparisons to support quality checks.

You can ask TRS Multilingual to review a decision affecting you through the privacy contact below.

4. Project terms

Project notices, agreements and any separate consent form explain the recording purposes, recipients and conditions for that project.

Use after recording depends on the customer project agreement; contributors see the form before signing.

Project usage rights and recording consent belong in those documents and do not replace your statutory data-protection rights.

5. Recipients and international processing

TRS Multilingual shares the project data required for an assignment with the customer identified for that project.

TRS Multilingual uses Amazon Web Services (AWS), including the Frankfurt region for platform hosting and data storage, and Google Workspace for e-mail.

The separate Service providers and sub-processors page describes the provider scope, including legacy application storage.

TRS Multilingual may disclose information to public authorities where the law requires it.

Customers and providers may process information outside Türkiye, including in the European Union and other countries.

Storage in Frankfurt is an international transfer from Türkiye and does not by itself establish a lawful transfer basis.

International transfers are subject to KVKK Article 9 and, where applicable, GDPR Chapter V; you can contact TRS Multilingual for information about the recipients and safeguards relevant to your project.

6. Retention

TRS Multilingual retains personal information for as long as necessary for the purposes described here, subject to applicable legal retention requirements.

TRS Multilingual considers the account or project relationship, payment and contractual obligations, legal claims and required records when determining retention.

You can request deletion when retention is no longer justified; legal duties or the protection of legal claims may require continued retention of particular records.

7. Your rights and requests

Under KVKK Article 11, you can ask whether TRS Multilingual processes your data, obtain processing information, learn the purposes and recipients, request correction or deletion, and ask for notification of those changes to recipients.

You can object to a result against you arising solely from automated analysis and seek compensation for damage caused by unlawful processing.

Where the GDPR applies, you also have rights of access, restriction, portability and objection, subject to the conditions and exceptions in that law.

You can withdraw consent at any time without affecting the lawfulness of processing before withdrawal.

Send requests to info@trsmultilingual.com or the postal address above; account holders can also use the platform support categories for a data copy, deletion, objection or project-consent withdrawal.

TRS Multilingual may request information needed to verify your identity and must respond within the applicable statutory period, including 30 days under KVKK and one month under the GDPR, with any lawful extension explained.

For a KVKK complaint, first apply to TRS Multilingual, then use the Turkish Personal Data Protection Authority complaint procedure if the response is refused, insufficient or late.

Where the GDPR applies, you may complain to a supervisory authority, including in the country of your habitual residence, work or the alleged infringement.

8. Security and updates

The platform uses encrypted web connections and project access controls to protect personal information.

Hayriye Öztürk is responsible for privacy matters, and Batuhan Yaşar Kangal, Co-founder and CTO, is responsible for technical infrastructure, storage and information security.

TRS Multilingual may update this notice when its services, processing or legal requirements change.