

## **Terms of Conditions of ALO 174 FOOD LINE Webchat of the Ministry of Food, Agriculture and Livestock:**

**1.** This service contains the online webchat service to be rendered to the consumers for the services they receive from ALO 174.

### **2. Definitions**

Online Support (Web Chat): The internet environment through which the information are given to the clients within the content of the issues and information specified by ALO 174 from the services rendered via ALO 174 by having text chat with the Consumer Representatives on chat environment.

Consumer: The person using the webchat service provided by ALO 174.

Consumer Representative: The person providing the fulfillment of the information requests received by the Consumer in webchat environment in direction with the authorizations granted by ALO 174.

Logins: Each correspondence through which the consumers get service on the website.

**3.** When a consumer logins on webchat interface belonging to the website provided by ALO 174, it is deemed that the consumer has read, understood, accepted and undertaken the Terms of Conditions.

**4.** ALO 174 renders service to the consumers according to the Terms of Conditions. The Consumers benefit from the services rendered by ALO 174 according to the Terms of Conditions.

**5.** The consumers accept and declare that ALO 174 has the right to record and keep the actions they made on internet while receiving service.

**6.** The consumers reserve the right not to enter the personal information when getting online webchat service. The consumers declare and undertake that the personal and other information given during login in order to benefit from the service are exact under the laws.

**7.** The consumers accept that they enter all information including personal information entered in ALO 174 Webchat Interface at their own request, own accord and own free will. The Consumers understand and accept that the information is entered on the internet. For this reason, ALO 174 is responsible for ensuring the safety of this information under no circumstances. ALO 174 shall not be considered responsible for any inconvenience and/or illegality concerning the confidentiality and non-sharing of the personal information of the Consumers that may occur in consequence of the access to the consumer data by the unauthorized persons. The consumers accept in advance not to consider ALO 174 responsible for any loss incurred due to the utilization of this service and also not to claim compensation due to any loss incurred.

**8.** ALO 174 is responsible for determining and updating the service content rendered to the consumers through Webchat.

**9.** The Consumers are responsible for the accuracy of all personal information given during the correspondences of the Webchat and also the information given concerning the service they receive from ALO 174. In case that this information is wrong or incorrect, ALO 174 does not have any responsibility.

**10.** The personal information given either when entering the online Webchat Service or during the webchat sessions shall be deemed as the information of the consumer. ALO 174 reserves the right to store, keep and use then on behalf of the consumer.

**11.** In case that the consumer exhibits an attitude against the laws of the Republic of Turkey, indivisible integrity of the state with its country and nation, intellectual property rights, rules on commercial competition,

public moral and good moral and personal rights, ALO 174 has the right to shut down the session and/or not to render service to the same client. The financial and moral responsibilities that may occur under these circumstances belong to the consumer.

**12.** The consumer should pay attention that any confidential or personal factors are not available in the content of the session due to the internet being a media environment. The opinions and thoughts declared, written and used on the internet are completely the users' own opinions and bind the opinion holder. These opinions and thoughts have no concern or connection with ALO 174. ALO 174 shall not be responsible for the conflicts that may arise otherwise.

**13.** ALO 174 recourses the compensations to be incurred from the demand for personal rights of the third persons to the consumer.

**14.** The consumers, who benefit from ALO 174 services, accept and undertake to comply with this hereby terms of conditions and additionally the terms of conditions of all main and sub-pages belonging to ALO 174 indicated and updated in the pages of ALO 174.

**15.** In case of conflicts concerning the Terms of Conditions, the Courts of Ankara are authorized.