

COOKIE POLICY

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About Cookies

Why and How Do We Use Cookies?

We use cookies to provide you with the best experience possible while you navigate on our website. Cookies allow you to apply for online products and services and use our instruments with a “find” feature such as Branches/ATMs.

We receive your prior consent to use cookies when you visit this website. It is possible for you to change your preferences regarding the use of cookies. Your personal data is collected due to your visit to our website or use of our application and through cookies on the electronic environment whenever data processing is obligatory to meet the legitimate interests of HSBC Bank A.Ş. (“**HSBC**”) upon the establishment of a contract with you or the performance of an established contract.

Please continue reading this Cookie Policy for further information on the advantages of cookies and how we use them.

What are cookies?

Cookies are defined as small text files that are placed and stored on your computer, smart phone or another device with internet connection as you visit a website. Cookies allow a website to recognize the device of a user.

At HSBC, we use cookies for various reasons, including to identify user preferences, make user website visits efficient and perform other important security checks. Certain functions allowed by cookies can also be done using similar technologies. Therefore, despite this text referring to cookies, it also covers alternative mechanisms.

How do cookies make our website more useful and safer?

We use cookies to protect your privacy during your visit to our website. They are also used to help you fill out online application forms securely.

Cookies also ensure us to adapt the content of our website according to your areas of interest. For example, they help us show you the services you may be interested in rather than showing promotional messages related to the products you already have.

Finally, we use “analytical” cookies to improve the performance of our website. These cookies help us understand what users like or dislike and how we can provide them with a better performance.

As for the links placed on our website that direct you to other websites, please keep in mind that such websites have their own privacy and cookie policies to manage the use of the information they provide. As HSBC does not bear any responsibility or liability as to the privacy policies of such websites, we recommend you to read those policies.



How do we work with trusted third parties?

Third parties are trusted suppliers of HSBC. Among them are business partners which offer important services for our website such as insurance companies and other business partners which help us improve our website by providing us with statistical information about the most frequently visited pages.

Our website will only show advertisements related to the HSBC brand. You will not be shown any advertisement about other companies. Of course you can still see HSBC advertisements while navigating on the websites of other companies. Some of them will be general advertisements regarding our campaigns while some will be those adapted to your potential areas of interest based on the previously conducted network scanning activities. Such advertisements will be easily identifiable as on the corner of the page will appear a small, blue colored AdChoices icon.

How Do We Improve Our Emails?

We use email analysis and reporting tools so that we can know how many of our emails are opened and which links are clicked the most. Knowing which articles and texts are disliked by our customers helps us improve our content and make our emails more appealing to them.

We apply strict security standards and procedures in order to prevent unauthorized access to information about you. HSBC would never ask you to verify your personal details such as user identity, password or account numbers via email or any other means. If you receive such a request, please call us at 0850 211 0 111 or contact us using the address [Reach Us](#).

If you want to unsubscribe to our marketing email list, please click on the link which you will see at the bottom of our marketing emails.

What are your rights related to the processing of your data through cookies?

You have the following rights as per Personal Data Protection Law No. 6698:

- To find out whether your personal data is processed or not;
- To request information if processed;
- To find out the purpose of the personal data processing and whether the data is used for the intended purpose;
- To learn about the third parties to whom your personal data is transferred at home or abroad;
- To demand correction in the event of incomplete or incorrect processing of your personal data and to request the notification of such procedure to the third parties to whom your personal data was transferred;
- To demand the deletion or destruction of your personal data if the reasons for processing are no longer valid even if the processing was legal at the first place and to request the notification of such procedure to the third parties to whom your personal data was transferred;
- To object to any outcome to your detriment, through the analysis of processed data exclusively via automatic systems;
- To demand recovery of losses should any losses arise due to illegal processing of personal data.

Please [click here](#) for further information about the protection of your personal data and the exercise of your related rights.



Manage your cookie preferences

Important - Please sign out from your online banking session to change your cookie preferences.

The Cookies We Use At HSBC

Strictly Necessary Cookies

These cookies are highly important for us to provide core features on our website such as using online tools, logging in safely, saving your favorite articles and maintaining your cookies preferences.

Functionality and Performance Cookies

These cookies will be activated in case you accept the use of cookies and provide extra functions on the website such as helping us remember your past preferences. They not only ensure us to monitor the performance of our website, thus allowing for regular improvements but also provide us with the opportunity to conduct tests on the website using different models to enhance user experience. These cookies can also be used to help us show important customer service messages.

Customized Content Cookies

These cookies will be activated in case you accept the use of cookies and allows us to show you contents that are related to you and your areas of interest based on your previous usage of our website. They also help us measure efficiency both on HSBC websites and other websites and provide you with the products you may be interested in.

Frequently Asked Questions

Can cookies transfer my personal details to others?

Information that you share via the application forms available on HSBC website is in no way shared with any other company.

Do cookies put my security at risk when I use online banking?

The cookies we use are completely safe. In fact, many cookies are only used for ensuring important security features such as protecting your data and accounts.

How can I manage my cookie preferences?

You can delete the cookies found on your computer and prevent cookies from being stored/placed on your internet explorer. Deleting cookies will also delete your preferences on the relevant website. However when you block cookies completely please note that many websites and digital platforms including those websites belonging to HSBC may not work properly.

Can I deactivate all cookies?

You can use your browser settings to deactivate all cookies for this website and others. The “help” function on your browser will tell you how to do that.


To Deactivate Personalized Ads:

Internet Explorer > Settings > Internet Options > Privacy > Advanced Settings.

Google Chrome > Ad Settings > Web-Wide Ad Personalization > Turn Off.

To Control Cookies On Your Mobile Device:

For Apple devices:

- Follow these steps to clear your browser history and cookies: **Settings > Safari > Clear History and Website Data.**
- If you want to delete cookies but keep history: **Settings > Safari > Advanced > Website Data > Remove All Website Data.**
- If you do not want past data to be kept while visiting websites:
 - You can activate private browsing by following these steps: **Safari >  icon > Private > Done.**
 - To block cookies: **Settings -> Safari > Block All Cookies.**

For Android devices:

- Follow these steps to clear your cookies: **Chrome App > Settings -> Privacy > Clear Browser Data > Cookies, Media Licenses and Website Data > Clear Data**
- Follow these steps to allow or block cookies: **Chrome App > Settings > Website Settings > Cookies.**

However please note that cookies are used frequently to activate and improve certain functions of our website. Deactivating certain cookies will affect the functionality of our website.