

CUSTOMER CLARIFICATION TEXT

CLARIFICATION TEXT ACCORDING TO THE LAW ON THE PROTECTION OF PERSONAL DATA

In accordance with this Law on the Protection of Personal Data, the Clarification Text ("Customer Clarification Text") acts as the data controller of Tekkart Bilişim Hizmetleri Ticaret A.Ş. ("Tekkart") in accordance with the Law on the Protection of Personal Data No. 6698 ("Law") in order to make explanations and inform by Tekkart, about the processing of personal data of Tekkart users.

You can access more detailed information on the processing of your personal data that you share with Tekkart from the Personal Data Protection and Privacy Policy on our homepage.

1. Personal Data Collected

Your personal data collected by Tekkart, your data that you share within the scope of your legal relationship with Tekkart are classified in the categories of Communication, Financial, Location, Transaction Security, Request/Complaint Management, Transaction, and accounting.

Data on race, ethnic origin, political opinion, philosophical belief, religion, sect or other beliefs, appearance and clothing, membership in associations, foundations or unions, health, sexual life, criminal convictions and security measures, and biometric and genetic data are of private personal data. Tekkart does not collect and process your private personal data in any way. We also do not want you to share such data. Do not share your private personal data, no matter what interaction it takes within the scope of your relationship with Tekkart.

2. Purpose of Processing Personal Data

Your personal data mentioned above will be processed for the following purposes and in a limited and measured manner.

i Within the scope of fulfilling the contract regarding the service offered by Tekkart;

Performance of the contract you have established with Tekkart

Follow-up of other processes of the contract

Delivery of documents and materials to be used in transactions within the scope of the contract

ii. Within the scope of planning and executing the activities required to increase the user experience of the products and services offered by the company and to recommend and introduce them to the relevant people by customizing them according to their liking, usage habits and needs;

iii. Planning and executing the relevant processes in order to obtain the highest benefit from the products or services offered by the company, to increase the user experience, and within this scope, making instant notifications by Tekkart, targeting, profiling and analysis by identifying user habits, offering you discounted campaigns, presenting customized content , digital marketing, targeting, remarketing (on-site remarketing), advertising

Planning and execution of sales, marketing and optimization processes to improve user experience.

iv. Within the scope of carrying out the necessary works by our business units and executing the relevant business processes in order to benefit the relevant people from the products and services offered by the company and to increase the experience of these users;

Planning and execution of sales processes of products and / or services

Planning and/or execution of after-sales support services activities

Planning and execution of user relationship management processes

Follow-up of user requests and/or complaints

Follow-up of contract processes and/or legal requests

v. Within the scope of ensuring the legal, technical and commercial occupational safety of the Company and the persons who have a business relationship with the Company;

Planning and execution of company audit activities

Planning and execution of operational activities necessary for ensuring that company activities are carried out in accordance with company procedures and/or relevant legislation

Ensuring the security of company operations

Ensuring data is accurate and up-to-date

Giving information to authorized institutions based on legislation

vi. In order to carry out the commercial activities carried out by the company, the necessary studies are carried out by our relevant business units and the related business processes are carried out;

Follow-up of finance and/or accounting works

Follow-up of legal affairs

Planning and execution of business activities

Planning and execution of corporate communication activities

Planning and execution of logistics activities

Planning and execution of production and/or operation processes

Planning and execution of work safety processes

3. Method and Legal Reason for Personal Data Collection

Your personal data is collected by Tekkart through channels such as e-mail, related websites and mobile applications, social media accounts that you allow Tekkart to access, electronically and through the call center or physically via mail/cargo.

Your personal data is in line with the purposes specified in article 2 of this Clarification Text,

It may be processed based on the following legal reasons specified in Article 5 of the Law:

Explicitly stipulated in the law

Obligatory for us to fulfill our legal obligations arising from the contract

The personal information you provide has been made public by you

It is mandatory to process your personal data for the establishment, exercise or protection of a right

Obligatory for our legitimate interests, provided that it does not harm your fundamental rights and freedoms.

4. The Purpose of Transfer with the Parties to which Personal Data may be Transferred

Your personal data collected by Tekkart may be shared with our domestic affiliates, shareholders, business partners, legally authorized public institutions and private individuals in accordance with Article 8 of the Law, for the purposes detailed in article 2 of the Clarification Text and based on the legal reasons specified in article 3. Your personal data may be hosted on our domestic and international servers.

5. Your Rights Regarding Your Personal Data

Within the scope of Article 11 of the Law, you have been granted the following rights regarding your personal data:

Learning whether your personal data is processed,

If your personal data has been processed, requesting information about it,

Learning the purpose of processing personal data and whether they are used in accordance with the purpose,

Knowing the third parties to whom your personal data is transferred, in the country or abroad,

Requesting correction of your personal data in case of incomplete or incorrect processing and requesting notification of the transaction made within this scope to the third parties to whom the personal data has been transferred,

Requesting the deletion or destruction of your personal data in the event that the reasons requiring it to be processed disappear even though it has been processed in accordance with the provisions of the Law No. 6698 and other relevant laws, and requesting the notification of the transaction made within this scope to the third parties to whom your personal data has been transferred,

Objecting to the emergence of a result against you by analyzing your processed data exclusively through automated systems,

To request the compensation of the damage in case you suffer damage due to the unlawful processing of your personal data.

You can access more detailed information on the processing of your personal data that you share with Tekkart from the Personal Data Protection and Privacy Policy on our homepage.

As personal data owners, you can forward your requests regarding your rights to info@tekkart.com.tr in accordance with Tekkart Personal Data Protection and Privacy Policy. Applications that do not meet the conditions determined by the Personal Data Protection Authority within the scope of the relevant legislation will not be evaluated unless the additional information is completed that may be requested from you to meet the conditions.

Tekkart will conclude the request free of charge as soon as possible and/or within thirty days at the latest, depending on the nature of the request. However, we would like to remind you that if an additional cost arises due to the fulfillment of your requests, the fee in the tariff determined by the Personal Data Protection Board may be requested.

Tekkart reserves the right to unilaterally update this Customer Clarification Text in case of business or legal requirements. We recommend that you visit our homepage regularly to get the most up-to-date version of this text.

Tekkart Bilişim Hizmetleri Ticaret A.Ş.