

	<b>INFORMATION SECURITY MANAGEMENT SYSTEM</b>
	<b>CUSTOMER INFORMATION TEXT</b>

Dear Customers;

**ELBİR OTO YEDEK PARÇA İMALAT VE TİC. A.Ş.** , acting as the data controller , in accordance with Article 10 of the Personal Data Protection Law No. 6698 (“KVKK”) and the Communiqué on the Procedures and Principles to be Followed in Fulfilling the Information Obligation, in order to inform you, our natural person customers and/or the authorities and employees of our legal entity customers, about the purposes of processing your personal data, legal reasons, collection methods, to whom it may be transferred, and your rights under the KVKK.

### 1. Which Personal Data Do We Process?

Data Categories	Examples of Data Types Processed in This Category
<b>Identity Data</b>	Your name, surname, signature
<b>Contact Data</b>	Your phone number, full address, e-mail address
<b>Legal Transaction Data</b>	Information in correspondence with judicial authorities, information in the case file
<b>Customer Transaction Data</b>	Your invoice, bill, check information, order information, request information
<b>Physical Space Security Data</b>	Your security camera recordings
<b>Financial Data</b>	Your bank account information
<b>Marketing Data</b>	Your shopping history, survey and cookie records

### 2. For what purposes do we process your personal data?

Your Personal Data listed above;

- To be able to offer you our products and services,
- To carry out communication activities with you,
- To provide you with after-sales support services for goods/services,
- To be able to carry out activities aimed at customer satisfaction through customer relations and satisfaction management processes,

- To be able to follow up on your requests and/or complaints,
  - Our ability to carry out risk management processes,
  - To be able to carry out our logistics activities,
  - Our ability to carry out contract processes,
  - To enable our relevant business units to carry out the necessary work and carry out the related business processes in order to carry out the commercial activities carried out,
  - Being able to plan and implement commercial and/or business strategies and carry out financial and accounting affairs,
  - Ensuring the safety and security of our company's physical space and providing administrative and technical measures related to these,
  - To be able to carry out marketing analysis studies of our products/services,
  - To verify your identity information and documents when necessary and to take the necessary actions to prevent abuse , loss and fraud,
  - Storage in accordance with relevant legislation
  - To be able to fulfill our legal obligations to regulatory and supervisory institutions as required or made mandatory by legal regulations, and to carry out legal proceedings and legal processes,
- will be obtained, processed, recorded, stored, preserved and classified for its intended purposes .

### **3. To Whom and For What Purposes Do We Transfer Your Personal Data?**

In matters related to public security and legal disputes that may arise, in order to provide information to prosecutors, courts and relevant public officials upon request and in accordance with the legislation, and when necessary, within the scope of the purposes stated above, it may be transferred to authorized public institutions and organizations, to law firms with which we have agreements for the follow-up of legal processes, to financial advisors for the preparation of our company's financial statements, to banks for the execution of goods/service contracts, to cargo companies for the purpose of sending documents and products, and to companies from which we receive accounting support for the purpose of carrying out accounting affairs.

### **4. What are the methods of collecting your personal data and the legal reasons for doing so?**

Your personal data mentioned above may be processed for the legal reasons specified in Articles 5 and 6 of Law No. 6698, such as **(i)** it is clearly prescribed by law **(ii)** it is mandatory for the data controller to fulfill its legal obligation **(iii)** it is necessary to process personal data of the parties to the contract, provided that it is directly related to the establishment or execution of a contract **(iv)** it is mandatory for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms of the relevant person, within the scope

of the purposes specified in this Disclosure Text and in accordance with the General Principles listed in Article 4 of the Law below;

a) To comply with the law and the rules of honesty,

b) Provided that it is accurate and up-to-date when necessary,

c) For specific, clear and legitimate purposes ,

d) In a way that is relevant, limited and proportionate to the purpose for which they are processed,

e) **They will be processed, recorded, stored, preserved, classified and transferred** to the above-mentioned places when necessary, by automatic means (e-mail, on paper , with forms, by telephone, etc.) or, provided that they are part of any data recording system, by non-automatic means, to be kept for the period required for the purpose for which they are processed or as stipulated in the relevant legislation.

## **5. What are your rights regarding the processing of personal data and how can you access these rights?**

Article 20 of the Constitution establishes that everyone has the right to be informed about personal data concerning them. Article 11 of the Personal Data Protection Law (KVKK) enumerates the rights of personal data owners under the law.

You may submit your requests regarding your rights under the KVKK to **ELBİR OTO YEDEK PARÇA İMALAT VE TİC. A.Ş.** in writing in accordance with Article 5 of the “Communiqué on the Procedures and Principles for Application to the Data Controller” or by using the registered electronic mail (KEP) address, secure electronic signature, mobile signature, or the electronic mail address previously notified to the data controller by the relevant person and registered in the data controller’s system.

**Data Controller: ELBİR OTO YEDEK PARÇA MANUFACTURING AND TRADING INC.**

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