

NOTICE Regarding Personal Data Processed in Request/Complaint Processes

This Notice aims to inform our users about the conditions regarding the processing of personal data obtained by filling out the contact form and/or through our call center by the users of the platform managed by Marsa Yağ Sanayi ve Ticaret A.Ş. (“Company”).

Our Company shows utmost care to ensure that the personal data belonging to you, our users, are stored in compliance with the Personal Data Protection Law No. 6698 (“Law”), secondary regulations and the decisions of the Personal Data Protection Board.

Data Controller : Marsa Yağ Sanayi ve Ticaret A.Ş., MERSIS No: 0612-0594-2160-0030, registered office: Kısıklı Mah. Ferah Cad. Yıldız Holding Placid Building No:1a Üsküdar, İstanbul

The companies under direct or indirect control of Yıldız Holding A.Ş. and/or its shareholders are the Yıldız Holding group companies.

Which Data of Yours Are Processed?

When you fill out the contact form and/or start a call with our call center, the data listed below are processed electronically by automated methods.

*Your name and surname **among your data in the identity category;***

*Your mobile phone number, email address and address information **among your data in the contact category;***

*Your request/complaint information data **among your data in the customer transaction category***

For What Purposes Do We Process Your Data?

*Your identity, contact, customer transaction and audio data listed above and obtained during communication are processed for the purposes listed below based on the legal grounds of “**being mandatory for data processing for the establishment, exercise or protection of a right**” and “**being mandatory for data processing for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms of the data subject.**”*

- Evaluate and conclude the request/complaint,
- Create request statistics,
- Execute customer relationship management processes and improve services,
- Evaluate service quality,
- Create and manage request and complaint records and record them to improve our service quality,
- pursue and conclude legal affairs,
- Use records as evidence,
- Examine and audit our business activities and ensure their security.

*Your identity, contact, customer transaction and audio data listed above and obtained during communication are processed for the purposes listed below based on the legal ground of “**being mandatory for the data controller to fulfill its legal obligation.**”*

- handle retention and archival processes,
- provide information to authorized person, entities and authorities,
- Ensure that our activities are carried out in compliance with the legislation.

Your identity, contact, customer transaction and audio data listed above and obtained during communication are processed for the purposes listed below based on the legal ground of “provided that it is directly related to the establishment or performance of a contract, processing of personal data belonging to the parties of the contract is necessary.”

- Provide after-sales support services for goods and services.

To Whom Are Your Data Transferred?

Your data in the categories of identity, contact, customer transaction, visual and audio data are transferred to suppliers providing call center services and infrastructure and information technology services, and to companies under direct and/or indirect control of Yıldız Holding A.Ş. and its shareholders for the purposes of executing business processes and monitoring legal and audit activities, based on the legal ground of “being mandatory for data processing for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms of the data subject.”

Your data in the categories of identity, contact, customer transaction, visual and audio data may be shared with authorized public institutions and organizations upon request for the purposes listed below based on the legal grounds of “being mandatory for the data controller to fulfill its legal obligation” and “being explicitly stipulated by law.”

- Manage and steer legal affairs
- Ensure that our activities are carried out in compliance with the legislation.
- Carry out storage and archiving activities
- Provide information to authorized persons, institutions and organizations

What Are Your Rights Regarding Your Personal Data and How Can You Exercise These Rights?

As part of Article 11 of the Law regulating the rights of the data subject, the rights you may exercise by applying to the Company regarding the protection and processing of your personal data are as follows.

- a. learn if your personal data is processed or not,
- b. if your personal data has been processed, to request relevant information,
- c. learn the purpose of processing of your personal data, whether they are used in line with intended purpose,
- d. know the third parties to whom your personal data are transferred domestically or abroad
- e. request your missing or inaccurately processed information be corrected.
- f. request, if legal conditions are met, your personal data be erased, deleted or destroyed,
- g. request that the processes carried out pursuant to subparagraphs (d) and (e) be notified to the third parties to whom the personal data have been transferred
- h. lodge an appeal if any analysis made by exclusively automated means on your personal data arises adverse consequences for you.
- i. request compensation for the damages you suffer due to the unlawful processing of personal data.

To use your rights as defined in Article 11 of the Law, you may submit your applications to the Company through the contact addresses below.

E-mail : marsa.kvkk@marsa.com.tr

Registered Electronic Mail Address : marsa@hs01.kep.tr

Address : Kısıklı Mah. Ferah Cad. Yıldız Holding Placid Building No:1a Üsküdar, İstanbul