

TOFAŞ TÜRK OTOMOBİL FABRİKASI ANONİM ŞİRKETİ

PRIVACY NOTICE ON THE PROCESSING OF CUSTOMERS' PERSONAL DATA AND EXPLICIT CONSENT STATEMENT

Pursuant to the Law on the Protection of Personal Data No. 6698 ("Law"), your personal data may be processed by **TOFAŞ Türk Otomobil Fabrikası Anonim Şirketi** ("Company") as the **data controller**, within the scope explained below.

Detailed information regarding the purposes of processing your personal data by our Company can be accessed through the **TOFAŞ Türk Otomobil Fabrikası A.Ş. Personal Data Protection and Processing Policy**, available at: https://www.tofas.com.tr/KisiselVerilerinKorunmasi/Documents/Tofas_KVK_Islenmesi_Politikasi_Koc_V4.pdf

Purposes and Legal Grounds for Processing Personal Data

Your personal data collected may be processed based on the following purposes ("**Purposes**") and legal grounds, within the scope of the data processing conditions and purposes specified in **Articles 5 and 6 of the Law**.

On the legal ground that processing is necessary for the establishment or performance of a contract and for the data controller to fulfill its legal obligations:

- Updating customer contact information,
- Creating sales records in the system and performing billing activities related to the sales,
- Providing after-sales support services.

On the legal ground that data processing is necessary for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms of the data subject:

- Conducting customer relationship management,
- Tracking financial transactions,
- Managing events,
- Carrying out necessary work by our business units for enabling related persons to benefit from the products and services offered by our Company, including sales and marketing activities, and conducting related business processes,
- Carrying out necessary activities by our business units to realize commercial activities conducted by our Company and conducting related business processes,
- Ensuring the legal, technical, and commercial/occupational security of our Company and the related persons who are in a business relationship with our Company,
- Determining and implementing the commercial and business strategies of our Company,
- Conducting and recording video calls with our Customer Contact Center consultants upon your request.

On the legal ground that data processing is necessary for the establishment, exercise, or protection of a right:

- Receiving, evaluating, and resolving your requests and complaints.

On the legal ground that data processing is necessary for fulfilling obligations in the fields of employment, occupational health and safety, social security, social services, and social aid:

- Processing of your health data through disability information obtained during calls with our Customer Contact Center consultants, for the purpose of conducting such calls in a personalized manner.

Based on your explicit consent:

- Processing of your identity, contact, and marketing data for the purpose of carrying out marketing activities of our Company's products and services, including profiling and analysis, and offering or promoting customized products and services according to your preferences, usage habits, and needs,
- Processing of your identity and contact data for sending commercial electronic messages such as advertisements and promotions through your preferred communication channel within the scope of your communication consent.

To Whom and For What Purpose Processed Personal Data May Be Transferred

Your personal data collected may be transferred, within the scope of fulfilling the Purposes, to our suppliers within the framework of our legitimate interests, to our financial consultants in relation to financial processes where explicitly required by law and for the fulfillment of our legal obligations, to legally authorized public institutions and legally authorized private persons, to our business partners and suppliers whose servers are located abroad based on the standard contractual clauses published by the Personal Data Protection Board, and based on your explicit consent, to service providers engaged for carrying out communication and promotional activities, in accordance with the personal data processing conditions stipulated under Articles 5 and 6 and the transfer provisions set forth under Articles 8 and 9 of the Law.

Method of Collecting Personal Data

Your personal data are collected by our Company, within the scope of the Purposes stated above, electronically through our websites, online membership/communication/application forms, call centers, mobile applications, SMS, e-mail channels, and physically through in-person meetings and printed forms.

Rights of the Data Subject under Article 11 of the Law

Pursuant to Article 11 of the Law, you have the following rights concerning your personal data:

- To learn whether your personal data are processed,
- If your personal data have been processed, to request information in this regard,
- To learn the purpose of the processing of your personal data and whether they are used in accordance with their purpose,
- To know the third parties to whom your personal data are transferred domestically or abroad,
- To request correction of your personal data if they are incomplete or inaccurate, and to request that such correction be notified to the third parties to whom the personal data have been transferred,
- To request the deletion or destruction of your personal data within the framework of the conditions stipulated by law, and to request that such deletion or destruction be notified to the third parties to whom the personal data have been transferred,
- To object to any result arising to your detriment through the analysis of processed personal data exclusively by automated systems,
- To request compensation for damages in case you suffer a loss due to unlawful processing of your personal data.

Your requests regarding your rights listed above may be submitted to our Company by filling out the Data Subject Application Form available at [Protection of Personal Data](#) link. Our Company will conclude the request as soon as possible and at the latest within thirty (30) days, free of charge depending on the nature of the request. However, if the process requires an additional cost, a fee will be charged according to the tariff determined by the Personal Data Protection Board.