

## CLARIFICATION TEXT WITHIN THE SCOPE OF PROTECTION OF PERSONAL DATA AND PRIVACY POLICY

As Kentkart Group Companies (hereinafter referred to as “Kentkart”), we want to enlighten our customers, consumers and users about our mobile application and customer services within the scope of the protection and process of personal data with regards to Personal Data Protection Law No. 6698 (hereinafter referred to as “KVKK”) and relevant legislation.

The data you shared with us as a consumer, subscriber, customer, supplier, employee, employee candidate, visitor, Kentkart user may be used to fulfill our commercial activities and our obligations arising from the legislation, it can be processed in connection with our service purposes and in a measured manner, transferred to third parties at domestic and overseas, stored and used for profiling within the scope of performance evaluation solutions offered to customers in accordance with KVKK.

### 1. Processing Method and Purposes of Your Personal Data

#### 1.1. Methods of Processing Data

Your personal data will be processed;

1. As stipulated by the law and rule of good faith
2. Relevant with, the purposes of processing, in a limited and measured manner
3. Accurately and being up to date,
4. For specific, explicit and legitimate reasons
5. Retained and processed for the period of time stipulated by relevant legislation or the purpose for which it is processed.

#### 1.2. Purposes for Processing Personal Data

Your personal data obtained by the company will be processed within the scope described below:

1. The identity and contact information; To fulfill requirements of human resources, information security activities and requirements within the scope of the Labor Law, Occupational Health and Safety Law, Social Security Law and related legislation and other laws and legislation, obligations arising from employment contracts and legislation for employees, planning of human resources activities, training, for the purpose of carrying out activities such as organizations, events and trainings
2. Identity information including name, surname, TR identity number, father's name, date of birth, place of birth that they have specified on the cards personalized by Kentkart users, and Contact information including address, contact number, e-mail address optionally indicated by our users; To carry out our activities related to our electronic and contactless payment services and our storage / archive management activities, the name, surname,

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3. Contact information including identity information and address and telephone numbers: will be processed in order to fulfill the requests of Kentkart users for the return of the defective card balance and to ensure the security of the data controller operations.
4. In case Kentkart users use the mobile application NFC, the identity information containing the TR ID number in order to verify the discount card information, the identity information containing the name, surname and contact information containing the address and phone numbers in order to fulfill the request for the cancellation of the NFC feature they have defined,
5. In order to provide better service to our consumers, customers and subscribers, to get to know them better, to respond to their needs faster by understanding their needs, to improve our communication with them provided that it is directly related to the establishment or performance of the service contract regarding the services to be provided and for the purpose of processing the personal data of the parties to the contract, identity information including name, surname and contact information including address and telephone numbers
6. Identity information containing the name and surname information defined by Kentkart users in the mobile application, and contact information containing the phone number and e-mail address for the purpose of performing the Mobile Application registration and password information transactions,
7. In order to offer our products and services, to manage our supply chain and purchasing activities for our production and service activities, to inform our consumers, customers and subscribers regarding our services, to carry out our advertising and marketing activities, to provide trainings to our customers regarding the services they use, to analyze and present appropriate offers, regarding our products and services, to measure the satisfaction of our customers and conduct surveys for these purposes, the identity information containing the name, surname and contact information containing the telephone number and e-mail address that you have informed as a customer, supplier, subscriber, consumer,
8. In order to respond to the requests and notifications sent by our Kentkart users to the customer services via mail and/or phone, identity information containing the name and surname will be processed to be able to address correctly the person who calls and the telephone number and e-mail address to respond the requests and notifications you have informed to the customer services via e-mail contact information
9. In order to carry out marketing analysis, to carry out advertising / campaign / promotion processes, to carry out strategic planning activities, the identity information containing the name, surname and contact information containing the phone number and e-mail address that you have specified in the form as a potential service / product buyer or candidate partner,

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10. During the use of the mobile application, stop and bus location, occupancy status, upcoming vehicle information, waiting times, etc. Location information will be processed as long as you allow it in the application in order to provide information with regard to the vehicle and to assist in the management of the journey, vehicle and parking lot location.
11. Location information will be processed in order to monitor the use of company vehicles for the safety of the employees and the execution of business activities,
12. Employees' payroll information, disciplinary investigation, entry/exit document records, resume information, performance evaluation reports , reference letters, employment contracts, embezzlement forms informations inside of the personal file informations are processed in order to meet the requirements of the Labor Law, Occupational Health and Safety Law, Social Security Law and other relevant laws, or to carry out internal operations in accordance with the relevant legislation/law, ,
13. In order to ensure the legal security of real/legal persons who are in commercial relations with our company, legal transaction information including information in correspondence with judicial authorities and information in the case file,
14. Customer transaction information including customer requests, notifications and call center records transmitted to us within the scope of our services are processed in order to provide a quick response to feedback, requests and complaints from our users, to resolve them and to continue our services without interruption.
15. In order to carry out the commercial activities carried out in accordance with the legislation, the necessary studies by the relevant business units and the related business processes, to carry out the after-sales support activities, to develop and test these services; Customer transaction information including customer requests, orders and call center records will be processed within the scope of software development, preparation of statistical reports and various analyzes.
16. In order to ensure physical space safety and related occupational health and safety activities, physical space security information including camera records, employee and visitor entry/exit registration informations,
17. In order to carry out our access authorizations in accordance with commercial agreements, to maintain after-sales support activities, to resolve and follow-up customer requests and complaints; physical space security information, including in-vehicle camera recordings,
18. Transaction security information including IP address information, entrance and exit information to website / interface screens, device identifier data are processed in order to carry out and control the activities in accordance with the legislation and to fulfill the access authorization requests and audits of our employees and customers.
19. Financial information including salary details, payroll, premium progress payments, premium amounts, details of execution proceedings and debt information, bank passbook, minimum living allowance information, private health insurance amount are processed in order for us to carry out human resources activities.

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20. The last 4 digits of your credit card is processed if necessary for the purpose of meeting the service requests submitted by the Kentkart user in order to verifying the transactions, and ensuring the security of the data controller operations.
21. Professional experience information including diploma information, course/training/event participation certificates, transcript information are processed for the purpose of planning human resources activities and managing the activities in accordance with the legislation.
22. The student information defined by Kentkart users for discount card applications and personalized cards are processed in order to carry out activities related to our electronic and contactless payment services.
23. To provide the best service within the scope of hardware, software and other online or offline services, to develop software in order to develop and test these services, to make R&D investments by determining the needs, to perform system maintenance and developments, to improve their management and to continue our business activities; marketing information including order history information, survey information, cookie records, customer requests, orders and feedback are processed.
24. Visual records information containing photographs that Kentkart users have defined on the cards personalized are processed in order to carry out our business activities, after-sales support, storage and archive management activities.
25. Visual and audio recordings including passport photos, event visuals and videos are processed in order to carry out human resources activities.
26. Religious information is processed in cases where a photocopy of the identity document is required in order to carry out human resources activities and to carry out the activities in accordance with the legislation.
27. In order to fulfill the obligations arising from the employment contract and legislation for the employees, to carry out the fringe benefits and benefits processes for the employees, and to perform other human resources activities, information regarding the disability of the employees, blood group, blood group card information, etc. health informations including personal health informations are processed.
28. In order to carry out activities related to our electronic and contactless payment services, the disabled information defined by Kentkart users for discount card applications and personalized cards are processed.
29. Criminal conviction and security measures information are processed in order to follow up the legal affairs and use our right of defense when necessary.
30. Within the scope of the epidemic, biometric data collected by face recognition device are processed in order to match and monitor the body temperature data of the employees.

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31. Within the scope of the epidemic, the body temperature of the visitors are measured by the relevant devices and the visual records obtained through the device are processed.
32. Data belong to our suppliers, customers, users and subscribers may be processed within the scope of the stated purposes in order to fulfill our contractual obligations in terms of goods / services purchase or sale contracts signed with real / legal persons or all contracts signed without limitation on any subject.

### 2. Your Personal Data That We Process

The data that you share with us as a subscriber, customer, supplier, employee, employee candidate, visitor, Kentkart user and can be found below are processed by us or by third parties we have authorized, within the scope of our various services and obligations and the communication through on our website.

1. Identity data includes name, surname, mother/father name, mother's maiden name, date of birth, place of birth, marital status, identity card serial number, TR ID number.
2. Contact data includes address, e-mail address, contact address, registered e-mail address (KEP), telephone number.,
3. Location information that shows the location of the current location,
4. Personal information includes payroll information, disciplinary investigation, employment document records, resume information, performance evaluation reports,
5. Legal transaction informations including information in correspondence with judicial authorities, information in the case file, etc. ,
6. Customer transaction informations includes call center records, invoice, promissory note, check information, order informations, request and complaint information, personalized card usage and filling information.
7. Entry/exit registration information of employees and visitors, in-house and in-vehicle camera recordings, etc. physical location security information, including images and recordings.
8. Informations includes transaction security information including IP address information, website login/exit information, access authorizations, etc. ,
9. Financial information including financial and salary details, payrolls, premium progress payments, premium amounts, file and debt information regarding execution proceedings, bank passbook, minimum living allowance information, private health insurance amount
10. Diploma information, courses attended, vocational training information, certificates, transcript information, etc. professional experience information
11. Marketing information includes shopping history information, personalized card usage and filling information, survey, cookie records, information obtained through campaign work.

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12. Visual and audio recording information including personalized card profile photo, passport photo in the personal file, employee activity, organization records, portal visual records
13. Religion information from the presentation of the old identity information,
14. Disability status and information about this condition, blood group information, personal health information, health information
15. Biometric data obtained through facial recognition device
16. Criminal conviction and security precaution informations.

### 3. Transfer of Personal Data

Your personal data may be shared with our group companies within the above-mentioned purposes, in accordance with the KVKK and applicable legislation, and by anonymizing when required. In addition, for the purpose of offering our products and services and improving the service we provide, and limited to our business partners and suppliers, our business contacts, our performance assistants and subcontractors, or regulatory supervisory institutions and official authorities and may be transferred abroad/domestic if there is a necessity resulting from the regulatory supervisory agencies, official authorities and relevant legislation.

### 4. The Method of Assembly and Legal Reasons of Personal Data

Your personal data may be gathered verbally, written or electronically within the scope of purpose stated above.

Your personal data, collected by Kentkart or real person or legal entity who process data on behalf of Kentkart through our website, electronic and contactless payment devices, tracking and security systems, management systems, information systems, storage units and other electronic devices, various contracts, applications and application markets, online operation centers, complaint forms, the forms you submit through our web site, telephone calls with our support line, electronic mail, application forms, orally, in writing or electronically, written or verbal communication .

Your personal data is processed by Kentkart in order to present our commercial activities and ensure continuity in our activities, and to fully and accurately fulfill our responsibilities stipulated by law.

### 5. The Rights of Data Subject

In accordance with the principles set forth in KVKK and relevant legislation you have the right;

1. To learn whether his personal data are processed or not,
2. To request information if his personal data are processed,
3. To learn the purpose of his data processing and whether this data is used for intended purposes,

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4. To know the third parties to whom his personal data is transferred at home or abroad,
5. To request the rectification of the incomplete or inaccurate data, if any,
6. To request the erasure, anonymise or destruction of his personal data
7. To request it to be notified to third parties if the erasure, anonymise or destruction of the personal data is requested,
8. To object to the processing, exclusively by automatic means, of his personal data, which leads to an unfavourable consequence for the data subject,
9. To request compensation for the damage arising from the unlawful processing of his personal data.

You may transmit your request to use these rights written, through a notary, on electronic environment or using a different method ( if there is any ) determined by Turkish Data Protection Authority (KVKK)

You may transmit; your written request, "Kentkart Application Form within the scope of KVKK" by filling it explicitly, clearly and with a document to provide identification,

To the main address of the data controller in the [attached](#) list, by hand, by mail or notary, with wet signature,

By signing with a secure electronic signature issued under the Electronic Signature Law No. 5070, to the cap address of the data controller in the [attached](#) list,

By sending it to [kvkk.info@kentkart.com.tr](mailto:kvkk.info@kentkart.com.tr) by e-mail with Secure Electronic Signature or Mobile Signature.

To e-mail address [kvkk.info@kentkart.com.tr](mailto:kvkk.info@kentkart.com.tr) via secure electronic signature or mobil signed e-mail.

The application containing your explanations regarding the right you have as the personal data owner and which you will make and request to use in order to use the above-mentioned rights; the application should include identity and address information, documents proving your identity should be attached to the application, and "Personal Data Protection Law Information Request" should be defined in the subject part of the envelope/notification or e-mail.

kentkart

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