



Güteryüz A.Ş.

CUSTOMER SATISFACTION SURVEY CLARIFICATION TEXT

Güteryüz A.Ş. We take utmost care for the protection and security of your personal data. With this awareness, all personal data of all persons associated with the Company, including those who benefit from our products and services as the Company, are in accordance with the Personal Data Protection Law No. 6698 ("KVK Law") and the European Union General Data Protection Regulation (GDPR) dated 25 May 2018. We attach great importance to its processing and preservation in accordance with the. With the full understanding of this responsibility, we process your personal data as "Data Controller" as defined in the Law, as explained below and within the limits prescribed by the legislation.

1. Data Controller, Data Processor and Data Protection Controller

As data controller and data processor in accordance with the Personal Data Protection Law No. 6698 ("KVK Law"); As a data processor in accordance with the GDPR, your personal data is processed by Güteryüz A.Ş. located at Engürücük Köyü Yeni Yalova Yolu No: 202 16600 Gemlik-Bursa / TURKEY. It may be processed by us within the scope explained below.

Data Controller:

Güteryüz Karoseri Otomotiv San. Ve Tic. A.Ş.

Engürücük Köyü Yeni Yalova Yolu No: 202 16600 Gemlik-Bursa / Türkiye

Phone: +90 224 524 85 10

Email: guleryuz@hs02.kep.tr

2. Collection, Processing of Personal Data and Purposes for Processing

Your collected personal data is carried out by our business units to make you benefit from the products and services offered by our Company; Customizing and recommending the products and services offered by our company according to your tastes, usage habits and needs; Ensuring that our company's human resources policies are implemented; Ensuring the legal and commercial security of our Company and the people who have business relations with our Company; Personal data will be processed within the framework of the personal data processing conditions, principles and purposes specified in Articles 5 and 6 of the KVK Law and the second part of the GDPR (Art. 5-Art. 11) within the framework of carrying out our commercial activities for the purposes of determining and implementing our company's commercial and business strategies.



In addition, your personal data may be processed when you use our call centers or our website to use the services of our Company or Group Companies, when you visit our Company or our website, when you participate in training, seminars or organizations organized by our Company, and when you apply for a job with our Company.

Your collected personal data will be processed by our business units to make the necessary efforts to benefit you from the products and services offered by our Company, to customize and recommend the products and services offered by our Company according to your tastes, usage habits and needs , ensuring security (administrative operations for communication carried out by our Company, physical security and control of the Company's locations, reputation research processes, event management, legal compliance process, audit, financial affairs, etc.), determination and implementation of our Company's commercial and business strategies and human resources of our Company For the purposes of ensuring the implementation of policies, personal data will be processed within the scope of the personal data processing conditions and purposes specified in Articles 5 and 6 of the KVK Law and the second part of the GDPR (Art. 5-Art. 11).

3. To whom and for what purpose the processed personal data can be transferred

Your collected personal data; Carrying out the necessary work by our business units to benefit you from the products and services offered by our Company, recommending the products and services offered by our Company by customizing them according to your tastes, usage habits and needs, ensuring the legal and commercial security of our Company and the people who have business relations with our Company (by our Company administrative operations regarding the communication carried out, ensuring the physical security and control of the Company's locations, business partner/customer/supplier (officials or employees) evaluation processes, reputation research processes, legal compliance process, audit, financial affairs, etc.), our Company's commercial and business strategies For the purposes of determining and implementing our Company's human resources policies and ensuring the execution of our Company's human resources policies, our business partners, suppliers, Company officials, shareholders, legally authorized public institutions and private persons, as per Articles 8 and 9 of the KVK Law and the second part of the GDPR (Art. 5-Art. 11) may be transferred within the framework of the specified personal data processing conditions and purposes.

4. Personal Data Collection Method and Legal Reason

Your personal data is obtained in all kinds of verbal, written or electronic media, in order to be able to offer the products and services we offer by the Company within the determined legal framework, in line with the purposes stated above, and in this context, to ensure that our Company can fully and accurately fulfill its contractual and legal responsibilities. Your personal data collected for this legal reason is subject to KVK within the scope of the personal data processing conditions and purposes specified in the second part of the GDPR (Art. 5-Art. 11) in Articles 5 and 6 of the Law, it can also be processed and transferred for the purposes specified in Articles (2) and (3) of this text.



5. Personal Data Owner's Rights Listed in Article 11 of Law No. 6698

As personal data owners, if you submit your requests regarding your rights to our Company using the methods set out below in this Information Text, our Company will finalize the request free of charge within thirty days at the latest, depending on the nature of the request. However, if a fee is stipulated by the Personal Data Protection Board, the fee in the tariff determined by our Company will be charged. In this context, personal data owners;

- Learning whether personal data is processed or not,
- Requesting information if personal data has been processed,
- Learning the purpose of processing personal data and whether they are used for their intended purpose,
- Knowing the third parties to whom personal data is transferred domestically or abroad,
- Requesting correction of personal data in case of incomplete or incorrect processing and requesting that the action taken in this context be notified to third parties to whom personal data has been transferred.
- Requesting the deletion or destruction of personal data in case the reasons requiring processing no longer exist, even though it has been processed in accordance with the provisions of the Personal Data Protection Law and other relevant laws, and requesting that the action taken in this context be notified to third parties to whom personal data has been transferred,
- Object to the emergence of a result against the individual by analyzing the processed data exclusively through automatic systems,
- They have the right to demand compensation for the damage if they suffer damage due to unlawful processing of personal data.

Your request, which includes the necessary information to identify you in order to exercise your above-mentioned rights and your explanations about the rights you request to exercise among the rights specified in Article 11 of the KVK Law; By filling out the Application Form at <https://www.kvkk.info.tr/clients/guleryuz>, you can personally deliver a signed copy of the form to the address Engürücük Köyü Yeni Yalova Yolu No: 202 16600 Gemlik/Bursa / TURKEY along with documents proving your identity, or notary public. or by other methods specified in Law No. 6698, or you can send the relevant form to guleryuz@hs02.kep.tr with a secure electronic signature.