

## **CLARIFICATION TEXT ON THE PROCESSING OF PERSONAL DATA FOR DATA SUBJECTS WHOSE PERSONAL DATA IS COLLECTED THROUGH THE CALL CENTER**

Within the scope of the Law No. 6698 on the Protection of Personal Data ("KVKK") and the Communiqué on the Procedures and Principles to be Followed in Fulfilling the Disclosure Obligation, Derindere Turizm Otomotiv San. And Tic. A.Ş. in its capacity as Data Controller and presented to you.

### **PURPOSE OF PROCESSING PERSONAL DATA**

Identity (Name-Surname), Contact (Phone, Email, Address), Customer Transaction (Suggestion, request, complaint information), Audio and Audio Recordings (Voice Recording) data collected by you through the Call Center of our company to communicate with you regarding your Request / Complaint / Opinion / Suggestions and to ensure follow-up (Follow-up of Requests and Complaints), will be processed by our Company for the purposes of fulfillment of order services (Execution of Customer Relationship Management Processes) in accordance with the law and good faith, in connection with the purpose for which they are processed, limited and measured, in accordance with the principles of retention for the period stipulated in the relevant legislation or required for the purpose for which they are processed.

### **METHOD OF COLLECTING PERSONAL DATA and LEGAL REASON**

Your personal data specified in this Clarification Text are collected electronically / aurally through the Call Center of our Company and processed completely or partially automatically based on the legal reason that data processing is mandatory for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms of the data subject, as stated in Article 5 of the KVKK.

### **TRANSFER OF PERSONAL DATA**

Your personal data in question is processed by our Company only within the scope of the above-mentioned purpose, and may be shared with domestic and foreign institutions and organizations from which service / support / consultancy is received or cooperated in order to fulfill the issues that cannot be carried out by our company and require expertise within the conditions specified in Article 8 of the KVKK, and with authorized public institutions and organizations due to the requests of official authorities.

Except for this issue, your personal data in question is kept by our Company by taking all kinds of administrative and technical measures to be taken regarding data security, and is not shared or sold to third parties.

### **YOUR RIGHTS ARISING FROM THE LAW ON THE PROTECTION OF PERSONAL DATA**

As the owner of personal data, you have the rights specified in Article 11 of the KVKK. You can use your rights in accordance with the Communiqué on the Procedures and Principles of Application to the Data Controller by submitting your rights in writing to Maslak Mahallesi Eski Büyükdere Caddesi No:27 Orjin Maslak İş Merkezi Sitesi K:6/62 34485 Sarıyer/İSTANBUL. For more detailed information, please visit <https://beta.drd.com.tr/en/legal-center#personal-data-protection-and-process-policy> .