

## **CLARIFICATION TEXT FOR PERSONAL DATA PROCESSING**

ZAREN GRUP SAĞLIK VE TURİZM SANAYİ TİCARET ANONİM ŞİRKETİ takes the necessary security measures to ensure that your personal data is collected, stored and shared in accordance with the law and to protect your privacy.

The purpose of the company; Pursuant to Article 10 of the Personal Data Protection Law No. 6698 and in line with your satisfaction, to inform you in the most transparent way about the way your personal data is collected, the purposes of processing, the shared persons, legal reasons and your rights.

### **1- Data Controller**

In accordance with the Law No. 6698 on the Protection of Personal Data (“Law No. 6698”), your personal data; It will be collected and processed within the scope described below by ZAREN GRUP SAĞLIK VE TURİZM SANAYİ TİCARET ANONİM ŞİRKETİ (“COMPANY”) as the data controller.

### **2- For What Purpose Personal Data Will Be Processed**

Personal data in categories such as identity information, contact information, customer information, customer transaction information, transaction security information, legal transaction and compliance information and marketing sales information from parties such as customers, employees, potential customers, employee candidates, business partners and suppliers by the COMPANY can be collected.

Your collected personal data may be transferred by our Company to our business partners, suppliers, legally authorized public institutions and authorized private individuals in accordance with the basic principles stipulated in the Law and within the personal data processing conditions specified in Articles 8 and 9 of the Law.

- a. To provide you with the services of the COMPANY, fulfilling our obligations to you, arranging records and documents, complying with information storage, reporting, informing, tax and other obligations stipulated by local and international legal legislation,
- b. To offer you special advertisements, campaigns, advantages and other benefits for sales and marketing activities to increase service quality,
- c. To manage infrastructure and business operations and complying with internal policies and procedures, including those linked to auditing, finance and accounting, invoicing and collections, computing systems, data and website hosting, business continuity and records, document and print management,
- d. To communicate with you for information processing requirements, its system structure, the necessity of information processing support services received, and to provide you with the necessary information regarding this service,

- e. To measuring and increasing customer satisfaction, complaint management, receiving your opinions and suggestions about new services and/or services, receiving your problem-error notifications, informing you about products and services, complaints and requests,
- f. To purchase services (transfer service, hourly transfer service and purchase from other services of the company) through our website or mobile application, to perform your payment transactions, Providing logistics cooperation with 3rd parties and shipping products, suggesting services that may interest you, online behavioral advertising and marketing, customer portfolio management, measuring and improving service quality, communication, optimization, auditing, risk management and control, promotion, analysis, identification of interests, marketing, sales, advertising, communication,
- g. Comparative service offer, modeling, existing or new product studies and developments, use of your personal data in all kinds of services that will be provided to you within the scope of the law and relevant legislation governing the works written in the COMPANY's articles of association, which is the subject of your disclosure to the COMPANY,
- h. To comply with the information retention, reporting and disclosure obligations stipulated by official institutions, to fulfill the requirements of the contracts and to fulfill the legal obligations of the COMPANY regarding the use of these services,
- i. In line with the purpose of determining and implementing the commercial and business strategies of the COMPANY; Managing financial operations, communication, market research and social responsibility activities, purchasing operations (demand, offer, evaluation, budgeting, contract), internal system and application management operations, legal operations carried out by the COMPANY,
- j. Comply with applicable laws and regulatory obligations (including those outside your country of residence), including anti-money laundering and anti-terrorism laws, comply with due process, and review, evaluate and respond to requests from government and government authorities (including those outside your country of residence). will be processed in accordance with the personal data processing conditions and purposes specified in Articles 5 and 6 of the Law No. 6698.

### **3- To Whom And For What Purpose The Processed Personal Data Can Be Transferred**

Your collected personal data; Limited to the realization of the above-mentioned purposes;

- a. To the business partners and suppliers of the COMPANY,
- b. Persons or organizations permitted by Tax Procedure Law, Social Security Institution legislation, Court of Accounts, Law on the Prevention of Laundering of Proceeds of Crime, Law on the Prevention of Money Laundering, Turkish Commercial Law, Code of Obligations and other legislation,
- c. Legally authorized public institutions and organizations, administrative authorities and legal authorities,

- d. To foreign companies and affiliates,
- e. Real or legal persons with whom we receive services and cooperate in service comparison, analysis, evaluation, advertising and the realization of the above-mentioned purposes, to the program partner institutions and organizations, to the institutions with which we have an agreement to send the messages we send to our customers, to the cargo companies that deliver the orders to you may be transferred within the framework of the personal data processing conditions and purposes specified in Articles 8 and 9 of the Law No. 6698.

#### **4- Method And Legal Reason For Personal Data Collection**

Your personal data is collected by the COMPANY from COMPANY Headquarters, applications made through contracted websites, other institutions that we provide support services to, and real or legal entities that are processed under all kinds of legislation or contracts, our website and mobile especially through channels such as our application, call centers, social media accounts, verbally, in writing or electronically or other channels that may be established in the future for the above-mentioned purposes within the framework of the legal legislation, within the scope of the performance of the contract.

#### **5- Rights of Personal Data Owners Enumerated in Article 11 of Law No. 6698**

As a personal data owner, we inform you that you have the following rights in accordance with Article 11 of the Law:

- i. Learning whether your personal data is processed,
- ii. If your personal data has been processed, requesting information about it,
- iii. Learning the purpose of processing your personal data and whether they are used in accordance with the purpose,
- iv. Knowing the third parties to whom your personal data is transferred, in the country or abroad,
- v. If your personal data has been processed incompletely or incorrectly, to request that they be corrected and to request that the process carried out in this context be notified to the third parties to whom your personal data has been transferred,
- vi. Requesting the deletion or destruction of personal data and requesting the notification of the transaction made in this context to the third parties to whom your personal data has been transferred in the event that the reasons that require to be processed disappear, despite the fact that it has been processed in accordance with the Law and the provisions of other relevant laws,
- vii. Objecting to a result against you by analyzing the processed data exclusively through automated systems,

viii. If you suffer damage due to the unlawful processing of your personal data to request compensation for the damage.

You can submit your request regarding the exercise of your above-mentioned rights pursuant to Article 13 of the Law No. 6698 and the Communiqué No. 30356 on the Procedures and Principles of Application to the Data Controller dated 10.03.2018. Your request must be in Turkish and in writing, by using the registered e-mail (KEP) address, secure electronic signature, mobile signature or the e-mail address previously notified to the COMPANY and registered in our system. In the applications, only information about the applicant will be given, and it will not be possible to obtain information about other family members and third parties.

The COMPANY reserves the right to verify your identity before replying.

In the applications to be made;

- a. Your name, surname and, if the application is written, your signature,
- b. For citizens of the Republic of Turkey, your TR identity number, if you are a foreigner, your nationality, your passport number or your identity number, if any,
- c. Your place of residence or workplace address for notification,
- d. Your e-mail address, telephone and fax number, if any,
- e. The subject of your request must be included, and the information and documents related to the subject, if any, must be attached to the application.

According to the nature of your request, information and documents that will allow identification must be provided to us in a complete and accurate manner. In the event that the requested information and documents are not provided as required, problems may occur in the conduct of the researches to be carried out by the COMPANY in accordance with your request, in a complete and qualified manner. In this case, the COMPANY declares that it reserves its legal rights. For this reason, your application must be submitted in a way that is complete and includes the requested information and documents, depending on the nature of your request.