

**ALKAŞ**  
**DIGITAL PLATFORM**  
**QUERY FORM DISCLOSURE**

The present Disclosure specifies the terms below, applicable to the processing of your personal data, by ALKAŞ Perakende Hizmetleri Tic. A.Ş. (“Alkaş” or “Firm”) located at the address “Nisbetiye Mahallesi Nisbetiye Cad. No: 24/16 Beşiktaş/Istanbul” as the data controller, in accordance with the Personal Data Protection Law No. 6698 (“Law”) and applicable regulations.

**1. Purpose of processing personal data**

Your ID and contact details provided by you when you fill out the query form are processed for review and consideration of customer complaints and requests, contacting the customer, and achieving customer satisfaction.

**2. Recipients of processed personal data and purpose of transfer**

The purpose of data transfer is often parallel to the purpose of processing personal data. Our Firm may share the personal data it gathers, with entities and organizations it works with, and over the cloud with domestic / foreign entities (subject to your explicit consent) with whom contracts are signed for sending of commercial electronic messages for the purposes of carrying out the Firm’s business, and with government agencies and relevant business partners upon request.

**3. The process and legal grounds of personal data collection**

Personal data (ID and contact details) gathered in the context of filing requests and complaints are gathered as the relevant person fills out the query form on the website. Such personal data are processed as per the legal grounds applicable where it is necessary to process the data based on our legitimate interests, provided that the fundamental rights and freedoms of and the permission extended by the relevant person upon filing the request and complaint are respected, as per the Law no. 6698.

**4. Procedure for filing applications with the data controller, and your rights**

Under article 11 of the Law, you are entitled to a) learn if your personal data is processed or not, b) demand information if such data was processed, c) learn the purpose of processing and compliance with the purpose in use, d) learn about the third party recipients inside/outside the country, e) demand revisions in case of incomplete/inaccurate registration, f) demand deletion/destruction under the conditions stipulated in article 7 of the Law, g) demand the forwarding of the procedures applied under sub-paragraphs (e) and (f) above, to third parties the data was transferred to, h) file objections against any unfavorable results which may arise due to analysis through completely automated systems, i) demand remedy for any damages you may incur due to illegal processing, with respect to your personal data, by filing an application with our company.

You can submit your information requests and applications to us by filling out the Query Form on our website or sending them to the address “Nisbetiye Mahallesi Nisbetiye Cad. No: 24/16 Beşiktaş/Istanbul”.

The Firm shall respond to your requests free of charge for the initial request, as soon as possible, and within a maximum of thirty days at latest. However, subsequent requests regarding the same matter, or initial requests which necessitate specific expenditures may lead to charging of a fee. Our firm can either accept the request and implement it, or may reject it with justification, through due process.

In case the application submitted through the process described above is denied, or in case the response provided is deemed inadequate, or in case the response is not provided within the applicable time frame, the applicant can file a complaint with the Personal Data Protection Board (“**Board**”) within thirty days to follow the delivery of the response, and in any case, within sixty days to follow the date of the initial application. However, complaints cannot be filed before exhausting the options available through applications.

The Board shall review the matters under its jurisdiction, either upon receiving a complaint, or on an ex officio basis upon learning about a claimed violation. Upon receiving a complaint, the Board shall review the request and issue a response to the relevant parties. The request shall be deemed denied in case no response is provided within sixty days to follow the date of the complaint. In case a violation is found through the review effected ex officio, or upon complaint, the Board shall rule for the elimination, by the data controller, of the violations thus found, and shall notify the parties about its ruling. This ruling shall be complied with, without delay and within a maximum of thirty days. In case damages which are difficult or impossible to compensate occurs, or in case of clear violations of law, the Board may rule for the discontinuation of data processing or data transfers abroad.

We would like to note the diligent approach embraced for protecting your data at our Firm and thank you for your trust.