

CONTACT FORM PRIVACY NOTICE

This Privacy Notice has been prepared by **Aksa Jeneratör Sanayi A.Ş. (the “Company”)**, acting as the data controller, in order to inform you about the processing of your personal data within the scope of the requests, suggestions, and complaints you submit, in accordance with the Personal Data Protection Law No. 6698 (“**KVKK**”) and the applicable legislation.

1. Personal Data Processed and Scope of Processing

Personal data means any information relating to an identified or identifiable natural person. For example, your name and surname, eye color, telephone number, and bank account details are considered personal data. The processing of personal data refers to any operation performed on such data, including collection, recording, organization, storage, alteration, disclosure, transfer, deletion, destruction, or any other processing activity.

The personal data we process when you submit the contact form available on our website are set out below:

- Your basic identity data (full name), contact data (telephone number, email address, country, city, and district information) provided through the contact form, as well as the subject of your inquiry and any other information you include in your message, are processed by the Company.
- Where you provide your explicit consent, your customer transaction and marketing data obtained during your activities on our website may be processed.
- Where you provide your consent to receive commercial electronic communications, your identity and contact data are processed for the purpose of Execution of Product / Service Marketing Processes, and promotional, advertising, and marketing communications regarding the Company, its products, and services may be sent to you through the communication channels for which you have provided your consent.

2. Purposes and Legal Basis for the Processing of Your Personal Data

Your personal data collected through electronic forms are processed based on the legal grounds that the data subject has made his/her personal data public, the processing is necessary for the fulfillment of our legal obligations as the data controller, and the processing is necessary for the purposes of the legitimate interests pursued by the data controller. Personal data processed within the scope of our marketing and promotional activities are processed based on your explicit consent.

The purposes for which your personal data are processed in accordance with the law and the principles of good faith are set out below:

- Execution / audit of business activities
- Execution of post-sales support services for goods / services
- Tracking of requests / complaints
- Execution of customer relationship management processes
- Execution of activities for customer satisfaction
- Execution of communication activities
- Execution of loyalty processes for company / products / services
- Execution of marketing analysis studies
- Execution of advertising / campaign / promotion processes

- Execution of product / service marketing processes

3. Your Special Categories of Personal Data and the Scope of Processing

Special categories of personal data are exhaustively listed under the KVKK. Accordingly, data relating to race, ethnic origin, political opinion, philosophical belief, religion, sect or other beliefs, appearance and dress, membership of associations, foundations or trade unions, health, sexual life, criminal convictions and security measures, as well as biometric and genetic data constitute special categories of personal data. Such data may only be processed where one of the conditions set out in Article 6(3) of the KVKK is met.

For this reason, we kindly request that you do not include any special categories of personal data in the contact form.

4. Recipient Groups to Whom We Transfer Your Personal Data and the Purposes of Transfer

Your personal data may be transferred to recipients located in Türkiye on the legal grounds set out above.

The purposes of such transfers are set out in detail below:

Categories of Domestic Recipients	Purposes of Transfer
Competent Public Authorities and Public Institutions	• Execution / audit of business activities • Execution of activities in compliance with legislation • Providing information to authorized individuals, institutions, and organizations
Suppliers	• Execution / audit of business activities • Execution of post-sales support services for goods / services • Tracking of requests / complaints • Execution of activities for customer satisfaction
Kazancı Holding Group Companies	• Execution / audit of business activities • Execution of communication activities

5. Retention Period for Your Personal Data

Your personal data will be retained for the period prescribed under the applicable legislation or for as long as necessary to fulfill the purposes for which they are processed. Where the legal grounds requiring the processing of your personal data cease to exist, your personal data will be deleted, destroyed, or anonymized, either ex officio by the Company or upon your request, in accordance with the applicable legislation.

6. Your Rights as a Data Subject

A data subject refers to a natural person whose personal data are processed. As a data subject, you may exercise the rights set out in Article 11 of the KVKK in relation to your personal data processed under the KVKK.

7. How to Exercise Your Rights

To submit your requests and applications regarding your personal data, you may complete the [Data Subject Request Form](#) and submit it to the Company using one of the following methods;

- By sending the completed form, together with your handwritten signature and a copy of your identity document, to Rüzgarlıbahçe Mah. Özalp Çıkmaı No:10 Kavacık, Beykoz/İstanbul (the “**Company Address**”);
- By delivering the completed form in person to the Company Address upon presentation of a valid identity document,
- By signing the completed form with a secure electronic signature or mobile signature and sending it to kvkk@aksa.com.tr

In order to enable the Company to process your request in an efficient and timely manner, you are requested to clearly specify the right you wish to exercise under the Law and provide complete, accurate, and sufficiently detailed information regarding the subject matter of your request.

Please note that requests may only be submitted in relation to your own personal data. Where a request is submitted on behalf of another individual, the applicant must demonstrate that they are duly authorized to act on the data subject’s behalf by providing appropriate supporting documentation (such as a notarized power of attorney). Requests submitted without sufficient proof of authorization will not be taken into consideration.

8. Assessment of Your Request

Your request will be reviewed and assessed in accordance with the Law. The Company will respond to your request as soon as reasonably practicable and, in any event, no later than 30 days from the date on which your request is received.