

CUSTOMER PRIVACY NOTICE

This Customer Privacy Notice has been prepared by **Aksa Jeneratör Sanayi A.Ş.**, **Aksa Satış ve Pazarlama A.Ş.**, **Aksa Ankara Makina Satış ve Servis A.Ş.**, and **Aksa Anadolu Yakası Makine Satış ve Servis A.Ş.** (hereinafter collectively referred to as the "**Company**"), each acting as the data controller depending on the company from which you receive services. This Notice is provided to inform you about the processing of your personal data in accordance with the Law No. 6698 on the Protection of Personal Data ("**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.

Your personal data processed through electronic and physical forms, and the circumstances in which they are processed, are set out below:

- Your basic identity information (first name, last name, Turkish ID number, signature) are processed for the purpose of completing your purchase transactions.
- Where you act on behalf of a corporate customer, and you provide a signature circular, power of attorney, and/or a copy of your identity document to demonstrate your authority to sign, your identity data (Turkish ID number, full name, mother's name, father's name, Turkish ID card number, date of birth, place of birth, nationality, and document expiry date) are processed.
- Your contact information (telephone number, email address, business address) are processed for the purpose of communicating with you regarding your purchase transactions.
- Your contact information (address) and financial data (IBAN number and bank account details) are processed for the performance of contractual obligations, payment, and invoicing processes.
- Where you provide your explicit consent, your customer transaction and marketing data may be processed to personalize, improve, and enhance your service experience; conduct profiling and analytical activities; develop our services in line with your needs; measure the effectiveness of our marketing activities; and determine our marketing strategies.
- Where you provide your consent to receive commercial electronic communications, your identity and contact data are processed to send you promotional, advertising, and marketing communications regarding the Company, its products, and services 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 are processed on the legal grounds that such processing is necessary for the establishment and/or performance of a contract, is expressly provided for by law, and is necessary for the fulfillment of our legal obligations as 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 of Finance and Accounting Operations

- Execution / Audit of Business Activities
- Execution of Post-Sales Support Services for Goods / Services
- Execution of Goods / Services Sales Processes
- Execution of Customer Relationship Management Processes
- Tracking of Requests / Complaints
- 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. 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 Finance and Accounting Operations • Execution of Goods / Services Sales Processes • 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 • Monitoring and Execution of Legal Affairs • Execution of Goods / Services Procurement Processes • Execution of Post-Sales Support Services for Goods / Services • Execution of Customer Relationship Management Processes • Tracking of Requests / Complaints • Execution of Communication Activities

4. Retention Period for Your Personal Data

Your personal data are retained for the period prescribed under the applicable legislation or for as long as required by the purposes of processing. Where the legal grounds requiring the processing of your

personal data cease to exist, your personal data will be deleted, destroyed, or anonymized automatically or upon your request.

5. 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.

6. 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 Çıkmazı 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.

7. 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.

COMPANY	COMPANY ID AND ADDRESS INFORMATION
AKSA JENERATÖR SANAYİ A.Ş.	Mersis No: 0034000863000015 Address: Rüzgarlıbahçe Mah.Özalp Çıkmazı No:10 Kavacık Beykoz İstanbul
AKSA SATIŞ VE PAZARLAMA A.Ş.	Mersis No: 0478004093800025 Address: Rüzgarlıbahçe Mah.Özalp Çıkmazı No.10 Kavacık Beykoz İstanbul
AKSA ANKARA MAKİNA SATIŞ VE SERVİS A.Ş.	Mersis No: 0148008045800019 Address: Öveçler 1309. Sokak No:7/A Çankaya/Ankara
AKSA ANADOLU YAKASI MAKİNE SATIŞ VE SERVİS A.Ş.	Mersis No: 0034038969800022 Address: Küçükyalı Mah. Aydınevler Aşık Veysel Sok. Ak Plaza No.24 Maltepe/İstanbul