

CUSTOMER CLARIFICATION TEXT ON THE PROCESSING OF PERSONAL DATA

Data Officer: Tanair Uluslararası Taşımacılık Ltd. Şti.

Address: Yıldız Posta Cad. Ay Yıldız Sitesi A Blok No:30 Kat:4 D:12 Gayrettepe, İstanbul

Tanair Uluslararası Taşımacılık Ltd. Şti. with registered office address Yıldız Posta Cad. Ay Yıldız Sitesi A Blok No:30 Kat:4 D:12 Gayrettepe, İstanbul and the taxpayer to the Mecidiyeköy Tax Office with number, Data Supervisor with Mersis number ... attaches great importance to ensuring the security of your personal information you have provided to them.

As Tanair Uluslararası Taşımacılık Ltd. Şti. ("**The Company**"), we have prepared this disclosure text to inform you, our valued customers, regarding the processing, storage and transfer of your personal data within the framework of the Law No. 6698 on Protection of Personal Data ("**KVKK**"), EU General Data Protection Regulation (GDPR) and related legislation and legal regulations.

1. What personal data is being processed and what are the purposes for which your personal data is being processed?

Within the scope of our activities, we collect your data below from our customers and process them for the purposes specified.

2. Data Categorization:

Credentials	Name, surname, TR ID number, date of birth, birthplace, marital status, Passport information, Nationality information, license plate information, Province, county, Volume, Serial No
Contact Information	Phone number, e-mail address, address, Kep address, etc.
Financial Information	Such as tax identification number, credit card information, Bank IBAN number, bank account number, billing information
Physical Space Safety Information	As recorded images with camera recordings
Gender Data	Gender
Family Members and Relatives Information	Family members and relatives information
Audio and visual recordings	Such as photo(s) taken at events and posted on the website
Legal Process Information	Such as information found in judicial correspondence with authorized public bodies

Customer transaction information	Such as Order Information, request information, Complaint Information
Marketing Data	Such as the data obtained by survey work
Health Data	Health related data such as Food allergy, Height ,Weight ,Body Mass Index Within the scope of pandemic measures, whether they have a chronic illness, Covid-19 or not and/or whether they have contact or not
Travel Data	Data on whether they had travelled abroad in the last 14 days or not

3. The Purposes for Which Personal Data is Processed

Data Category	Purpose of Data Processing	Legal Reason for Data Processing
Physical Location Security Information	Ensuring Physical Space Security	Clearly stipulated in the law on the protection of personal data article 5 clause f paragraph 2a
Credentials, Contact Information	<ul style="list-style-type: none"> • Execution of Emergency Management Processes • Execution of Finance and Accounting • Conduct of communication activities • Conduct / Audit of Business Activities • Execution of Goods/Services Sales Processes • Execution of Goods/Services Production and Operation Processes • Execution of Customer Relationship Management Processes • Organization and Event Management • Monitoring of Insurance Transactions • Execution of contract processes 	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract

	<ul style="list-style-type: none"> • Follow-Up of Claims/Complaints 	
Credentials, Contact Information, Financial Information	<ul style="list-style-type: none"> • Execution of Finance and Accounting • Carrying Out Activities in Accordance with The Legislation • Execution of Goods/Services Sales Processes • Execution of contract processes 	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Customer Transaction Information	<ul style="list-style-type: none"> • Conduct / Audit of Business Activities • Follow-Up of Claims/Complaints • Execution of Goods/Services Sales Processes 	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Gender	Conduct / Audit of Business Activities	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Family Members and Relatives Information	Conduct of communication activities	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Audio and visual recordings	Execution of Goods/Services Production and Operation Processes	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Identity, Communication	<ul style="list-style-type: none"> • Execution of Information Security Processes • Carrying Out Activities in Accordance with The Legislation • Providing information to Authorized Persons, Institutions and Organizations 	The Law on the Protection of Personal Data article 5 clause f paragraph 2ç; Obligation to Fulfill Legal Liability

Physical Location Security Information	Ensuring Physical Space Security	The Law on the Protection of Personal Data article 5 clause f paragraph 2ç; Obligation to Fulfill Legal Liability
Legal Process	<ul style="list-style-type: none"> • Follow-up and execution of Legal Affairs • Execution of contract processes • Providing information to Authorized Persons, Institutions and Organizations 	The Law on the Protection of Personal Data article 5 clause f paragraph 2ç; Obligation to Fulfill Legal Liability
Family Members and Relatives Information, gender	Providing information to Authorized Persons, Institutions and Organizations	The Law on the Protection of Personal Data article 5 clause f paragraph 2ç; Obligation to Fulfill Legal Liability
Gender	Execution of Goods/Services Production and Operation Processes	The law on the protection of personal data article 5 clause f paragraph 2f; 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 person concerned.
Physical Location Security Information	Ensuring Physical Space Security	The Law on the Protection of Personal Data article 5 clause f paragraph 2f; the necessity of processing data for the legitimate interests of the data principal
Audio and visual recordings	Providing Security of Movable Goods and Resources Ensuring the Security of Chief Data Officer Operations	The Law on the Protection of Personal Data article 5 clause f paragraph 2f; the necessity of processing data for the legitimate interests of the data principal
Physical Location Security Information	Ensuring Physical Space Security	The Law on the Protection of Personal Data article 5 clause f paragraph 2f; the necessity of processing data for the legitimate interests of the data principal
Travel Data	Providing information to Authorized Persons,	The Law on the Protection of Personal Data article 5 clause 1 with your explicit consent,

	Institutions and Organizations	
Healthcare	Providing information to Authorized Persons, Institutions and Organizations	The Law on the Protection of Personal Data article 5 clause 1 with your explicit consent,
Healthcare	To provide personalized service	The Law on the Protection of Personal Data article 5 clause 1 with your explicit consent,
Identity Data, Communication Data	Execution of Activities for Customer Satisfaction Execution of Advertising / Campaign / Promotion Processes	The Law on the Protection of Personal Data article 5 clause 1 with your explicit consent,
Identity Data, Communication Data, Marketing	<ul style="list-style-type: none"> • Execution of Company/Product / Service Commitment Processes • Conducting Marketing Analysis Studies • Taking and Evaluating Suggestions for Improvement of Business Processes • Execution of Marketing Processes of Products/Services 	The Law on the Protection of Personal Data article 5 clause 1 with your explicit consent,

4. To whom and for what purpose personal data may be transferred

Recipient Group	Transfer Purpose	Legal Reason for The Transfer
Authorized public institutions and organizations	<ul style="list-style-type: none"> • Security Unit under the identity Reporting Act • Courts, Public Prosecutors and police departments in case of written request • Ministry of Tourism and Revenue Administration under supervision 	The Law on the Protection of Personal Data article 5 clause f paragraph 2ç; Obligation to Fulfill Legal Liability

Business Partner (Banks, financial advisors)	<ul style="list-style-type: none"> • Giving information about credit card collection, refund of fees to the bank • Audit of financial records 	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Business partner (financial advisor)	Approval of financial and financial statements by accounting company (SMMM)	The Law on the Protection of Personal Data article 5 clause f paragraph 2ç ; Obligation to Fulfill Legal Liability
Business Partner (Broker Insurance Company)	Monitoring of Insurance Transactions	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Supplier (e-mail service supplier)	Delivery of Correspondence information such as purchase of goods and services, establishment of accommodation agreement, notification	The Law on the Protection of Personal Data article 5 clause f paragraph 1f ; Explicit Consent
Supplier (Car Rental Company, tour company, Transport Company)	<ul style="list-style-type: none"> • In order to fulfill these demands when you have demands such as car rental, city tour • Delivery of your dispatch information to the shipping company while shipping the goods 	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Supplier (Information Systems supplier company)	To provide Information Technology Support Services	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Shareholders	Conduct / audit of business activities	The law on the protection of personal data article 5 clause f paragraph 2 c; Establishment and Conclusion of the Contract
Supplier (Measurement and Evaluation Specialist)	Customer satisfaction etc. market research, etc. studies	The Law on the Protection of Personal Data article 5 clause 1 Explicit Consent

Authorized public institutions and organizations	Providing information to authorized public institutions and organizations, such as the Ministry of Health, per request due to the pandemic	The Law on the Protection of Personal Data article 5 clause 1 Explicit Consent
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5. Methods of Collecting Your Personal Data

Your personal data as set out above ; printed/electronic forms, contracts/agreements, E-Mail, reports, contacts, events, Wi-Fi ,security cameras, car license plate, partners, and face to face interviews depending on the method by means of physical or electronic form will be collected and processed within the purposes specified above, and is transmitted.

6. What are the rights of contacts to their personal data and how they can exercise those rights

By applying to us as the person concerned in accordance with the Law on the Protection of Personal Data article 11 you have the rights;

- To learn whether personal data is processed or not,
- To request information about personal data if it has been processed,
- To learn the purpose of processing personal data and whether they are used conforming the purpose,
- To know the third parties which personal data is transferred domestically or abroad,
- If your personal data is incomplete or improperly processed, request that they be corrected and that the transaction in this context be notified to third parties that your personal data has been transferred,
- In the event that the reasons for processing your personal data for consideration within the scope of the purpose, duration and constitutional principles are eliminated, you must request the deletion or destruction of your personal data and request that the transaction carried out in this context be notified to third parties to whom the personal data was transferred, even though it has been processed in accordance with,
- To object the occurrence of a result against the person himself/herself by analyzing the processed data exclusively through automated systems,
- To claim damages in the event of a corruption due to the processing of personal data in a way that violates the law.

If you wish, your applications and requests regarding your personal data can be:

- By using the Application Form,
- By sending a petition with an original signature and a photocopy of identity to the address of Yıldız Posta Cad. Ay Yıldız Sitesi A Blok No:30 Kat:4 D:12 Gayrettepe, İstanbul,
- By applying to our company's commercial center address, Yıldız Posta Cad. Ay Yıldız Sitesi A Blok No:30 Kat:4 D:12 Gayrettepe, İstanbul with a valid ID card.,
- By sending an email/application form to our e-mail address *info@tanair.com.tr*

In accordance with the communiqué on the procedures and principles of application to the data officer, the person concerned, name, last name in the application, if the application is written signature, T.R. ID number (in case of foreign applicant, passport number), notification mainly residential or business address on the basis of the notification e-mail address, telephone number, and fax number on the topic of demand information should be available.

The person concerned must clearly and explicitly state their claims in the application, which includes explanations of their rights to exercise the above-mentioned rights. Information and documents regarding the application must be attached to the application.

Although the subject of the request must be related to applicant, if the applicant is acting on behalf of someone else, the applicant must be specially authorized in this regard and this authority must be documented (special power of attorney). In addition, the application must contain identity and address information and documents confirming the identity must be attached to the application.

Requests made by unauthorized third parties on behalf of someone else will not be taken into consideration.

7. How Long Will Your Requests Regarding Processing Your Personal Data Be Answered

Your requests regarding your personal data will be evaluated and answered within 30 days at the latest starting from the date they reach us. If your request is evaluated negatively, the reasons for the rejection are sent to the address you specified in the application via e-mail or mail.