

OPET FUCHS MADENİ YAĞ SANAYİ TİCARET ANONİM ŞİRKETİ
MANAGEMENT OF REQUESTS AND COMPLAINTS

CLARIFICATION TEXT ON THE PROCESSING AND PROTECTION OF PERSONAL DATA

a) Data Controller

In accordance with the Law No. **6698** on the Protection of Personal Data (“**Law**”), Opet Fuchs Madeni Yağ Sanayi Ticaret Anonim Şirketi (“**Company**” or “**Opet Fuchs**”), acting with the capacity of Data Controller, may process your personal data under the following scope:

For detailed information on the processing of your personal data, please visit <https://www.opetfuchs.com.tr/en/legal/personal-data-protection> to access to Opet Fuchs Madeni Yağ Sanayi Ticaret Anonim Şirketi Policy on Protection and Processing of Personal Data (“**Policy**”).

b) Purpose of Data Processing

Your personal data collected hereunder may be processed by the Company in accordance with the personal data processing conditions set forth in Articles 5 and 6 of the Law for the following purposes (“**Purposes**”) in order to receive, evaluate and conclude your opinions, suggestions, requests and complaints forwarded to our Company.

c) Purpose of Data Transfers and Permitted Parties

Your personal data collected hereunder may be transferred to our suppliers, legally authorized public institutions and legally authorized private persons in order to receive, evaluate and resolve your opinions, suggestions, requests and complaints forwarded to our Company as well as to Koç Holding A.Ş. for the audit of business operations of our Company in accordance with data processing conditions set forth in Article 5 of the Law and data transmission rules set forth in Article 8 of the Law.

d) Method and Legal Bases of Collecting Personal Data

Your personal data may be collected in the physical environment through your visits to our dealers and business partners or in the electronic environment via web sites, telephone or social media pursuant to the personal data processing conditions set forth in Article 5 of the Law.

e) Rights of Data Subject under Article 11 of the Law

We would like to inform you that you are entitled to the following rights pursuant to Article 11 of the Law:

- Learning whether your personal data are processed,

- Requesting information on such processing if your personal data are processed,
- Learning the processing purpose of your personal data and whether such collected data are used for the intended purpose,
- Learning the identity of third parties domestic or abroad to whom such personal data are transferred ,
- Requesting correction of any personal data which is processed incompletely or inaccurately, and requesting this correction to be notified to third parties to whom personal data was transferred,
- If the reasons for processing personal data are no longer applicable, although such data were processed in compliance with the Law and other applicable legal provisions, requesting such personal data to be deleted or destroyed and requesting third parties to whom personal data were transferred to be informed of this process,
- Filing an objection against an outcome which is against your interests as a result of analysis of the processed data exclusively with automated systems, and
- Demanding compensation for the damages that you have suffered as a result of unlawful processing of the personal data.

You may convey your requests concerning your rights listed above, to our Company by utilizing the Data Subject Application Form available at <https://www.opetfuchs.com.tr/en/contact-us/contact-form> Depending on the nature of your request, your applications will be resolved free of charge as soon as possible and within thirty days at the latest. However, if the transaction requires an additional cost, you may be charged according to the tariff set by the Personal Data Protection Board.