

UNICONSULT DANIřMANLIK HİZMETLERİ LİMİTED řİRKETİ
INFORMATION NOTICE REGARDING THE PROCESSING OF
PERSONAL DATA BY THE CALL CENTER

This information notice has been prepared by Uniconsult Danışmanlık Hizmetleri Limited řirketi (“**Uniconsult**”), in its capacity as Data Controller, in order to fulfil its obligation to inform in accordance with Article 10 of the Law No. 6698 on the Protection of Personal Data (the “**Law**”) and the Communiqué on the Procedures and Principles to be Followed in Fulfilling the Obligation to Inform.

1. Identity of the Data Controller

Uniconsult, acting in its capacity as the “Data Controller” within the scope of the Law, processes your personal data. You may contact **Uniconsult** using the contact details provided below.

Address: Halaskargazi Cad. Çiftkurt Apt. 226/19 řiřli/ ISTANBUL

E-Mail: iletisim@uniconsult.com.tr

Phone Number: [0 \(212\) 805 09 00](tel:02128050900)

2. Categories of Data Subjects Whose Personal Data Are Processed

The data subjects covered by this Information Notice consist of *Potential Buyers of Products or Services and Actual Buyers of Products or Services* (individuals who contact Uniconsult), whose personal data are processed during voice calls conducted with **Uniconsult**.

3. Personal Data Processed

The personal data processed by **Uniconsult** in relation to the data subjects specified in Article 2 are as follows:

Identification Data	Name – Surname
Communication Data	Mobile Phone Number; if provided: Email Address, Landline Phone Number
Customer Transaction Data	Your Evaluations and Feedback Regarding Our Services, Requests and Complaint Information
Visual and Audio Recordings	Call Center Voice Recordings

4. Purposes of Personal Data Processing and the Legal Grounds for Data Processing Activities

The personal data collected electronically through the processing methods specified in Article 6 are processed solely for the purposes enumerated below and based on the legal grounds set forth in Article 5 of the Law concerning the conditions for the processing of personal data.

Processed Data	Purposes of Data Processing	Legal Grounds
Identification Data	• Conducting Communication Activities • Conducting and Supervising Business Operations • Managing Customer Relationship Processes • Ensuring Transaction Security • Receiving and Evaluating Suggestions for the Improvement of Business Processes • Tracking Requests and Complaints • Providing Information to Authorized Individuals, Institutions, and Organizations • Ensuring the Security of the Data Controller's Operations • Carrying Out Retention and Archiving Activities <i>(For the purposes of resolving requests and complaints, ensuring accurate addressal of the relevant individual, confirming the authenticity of calls, safeguarding the security of services and transactions, and maintaining the accuracy and currency of information; as well as improving, monitoring, and reporting on the services provided by the Data Controller, ensuring</i>	The processing of data being mandatory for the establishment, exercise, or protection of a right (Article 5/2-e), The processing of data being necessary for the legitimate interests of the data controller, provided that it does not infringe upon the fundamental rights and freedoms of the data subject (Article 5/2-f)

	<i>the safety of the relevant individual, Uniconsult employees, and other third parties against any acts, crimes, or behaviors contrary to applicable legislation; serving as evidence in potential disputes; fulfilling obligations related to obtaining, providing, reporting, and informing necessary information; conducting negotiation and settlement processes related to disputes; and facilitating the delivery of necessary information to the relevant individual upon their request for information from Uniconsult or in exercising their legal rights.)</i>	
Communication Data	• Conducting Communication Activities • Conducting and Supervising Business Operations • Tracking Requests and Complaints • Providing Information to Authorized Individuals, Institutions, and Organizations • Ensuring the Security of the Data Controller's Operations • Carrying Out Retention and Archiving Activities <i>(For the purposes of resolving requests and complaints, ensuring accurate addressal of the relevant individual, confirming the authenticity of calls, safeguarding the security of services and transactions, and maintaining the accuracy and currency of information; as well as improving, monitoring, and reporting on the services provided by the Data Controller, ensuring the safety of the relevant individual, Uniconsult employees, and other third parties against any acts, crimes, or behaviors contrary to applicable legislation; serving as evidence in potential disputes; fulfilling obligations related to obtaining, providing, reporting, and informing necessary information; conducting negotiation and settlement processes related to disputes; and facilitating the delivery of necessary information to the relevant individual upon their request for information from Uniconsult or in exercising their legal rights.)</i>	The processing of data being mandatory for the establishment, exercise, or protection of a right (Article 5/2-e), The processing of data being necessary for the legitimate interests of the data controller, provided that it does not infringe upon the fundamental rights and freedoms of the data subject (Article 5/2-f)
Customer Transaction Data	• Conducting and Supervising Business Operations • Receiving and Evaluating Suggestions for the Improvement of Business Processes • Conducting Communication Activities • Tracking Requests and Complaints • Managing Customer Relationship Processes	The processing of data being mandatory for the establishment, exercise, or protection of a right (Article 5/2-e),

	• Conducting Activities Aimed at Customer Satisfaction • Providing Information to Authorized Individuals, Institutions, and Organizations • Ensuring the Security of the Data Controller's Operations • Carrying Out Retention and Archiving Activities <i>(For the purposes of resolving requests and complaints, ensuring accurate addressal of the relevant individual, confirming call verification, maintaining the security of services and transactions, and ensuring the accuracy and currency of information; improving, monitoring, and reporting on the services provided by the Data Controller; safeguarding the security of the relevant individual, Uniconsult employees, and other third parties against any acts, crimes, or behaviors contrary to applicable legislation; serving as evidence in potential disputes; and complying with obligations related to obtaining, providing, reporting, and informing necessary information in line with the requests and audits of authorized persons, institutions, and organizations.)</i>	The processing of data being necessary for the legitimate interests of the data controller, provided that it does not infringe upon the fundamental rights and freedoms of the data subject (Article 5/2-f)
Visual and Audio Recordings	• Conducting Communication Activities • Conducting and Supervising Business Operations • Receiving and Evaluating Suggestions for the Improvement of Business Processes • Tracking Requests and Complaints • Providing Information to Authorized Individuals, Institutions, and Organizations • Ensuring the Security of the Data Controller's Operations • Carrying Out Retention and Archiving Activities <i>(For the purposes of resolving requests and complaints, verifying calls, ensuring the security of services and transactions, maintaining the accuracy and currency of information, improving, monitoring, and reporting on the services provided by the Data Controller, safeguarding the safety of the relevant individual, Uniconsult employees, and other third parties against any acts, crimes, or behaviors contrary to applicable legislation, serving as evidence in potential</i>	The processing of data being mandatory for the establishment, exercise, or protection of a right (Article 5/2-e), The processing of data being necessary for the legitimate interests of the data controller, provided that it does not infringe upon the fundamental rights and freedoms of the data subject (Article 5/2-f)

	<i>disputes, and fulfilling the obligations to obtain, provide, report, and inform necessary information in accordance with the demands and audits of authorized persons, institutions, and organizations.)</i>	
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5. Transferred Personal Data and Recipient Groups

Pursuant to Article 8 of the Law, your personal data specified and processed under Article 3 are transferred in a proportionate and limited manner for the purposes set forth below and in connection with these purposes.

Transferred Data	Purposes of Data Transfer	Data Recipient Group(s)	Legal Grounds for Data Transfer
Identification Data Communication Data Customer Transaction Data Visual and Audio Recordings	For the purposes of fulfilling the obligation to provide information and documents to authorized persons, institutions, or organizations upon request, and conducting legal activities necessary for the exercise of legal rights such as litigation and the right to respond	Law firm providing legal consultancy services, To authorized public institutions and organizations, as well as judicial authorities, upon request	Necessity for the data controller to fulfill its legal obligations (Article 5/2-ç)

6. Method of Personal Data Collection

Your personal data, including information you have provided to Uniconsult, and voice recordings of calls made with the Uniconsult call center through the call center data recording system used throughout Uniconsult, are collected and processed by Uniconsult in compliance with the Law using the data collection methods specified below.

7. Your Rights as a Data Subject Under Article 11 of the Law

Pursuant to Article 11 of the Law, you may submit requests to Uniconsult concerning the following matters regarding your personal data:

- a) To inquire whether personal data are being processed,
- b) To request information if personal data have been processed,
- c) To learn the purpose of processing personal data and whether they are used in accordance with this purpose,
- d) To know the third parties, domestic or foreign, to whom personal data have been transferred,
- e) To request correction of personal data if they have been incompletely or inaccurately processed,
- f) To request the deletion or destruction of personal data within the framework of the conditions stipulated in Article 7,
- g) To demand notification of the actions taken pursuant to subparagraphs (e) and (f) to third parties to whom the personal data have been transferred,
- h) To object to the emergence of a result detrimental to the data subject by means of the exclusive analysis of processed data through automated systems,
- i) To claim compensation for damages arising from the unlawful processing of personal data.

If you submit your requests regarding your rights to Uniconsult using one of the methods specified below, Uniconsult will evaluate and conclude your request free of charge as soon as possible and no later than thirty days, depending on the nature of the request. However, should the process incur additional costs, a fee determined by the Personal Data Protection Board (“Board”) will be charged by Uniconsult in accordance with the applicable tariff. Pursuant to Article 13, paragraph 1 of the Law, you may submit your request to exercise the rights listed above to Uniconsult in writing or by other methods prescribed by the Board. Within this framework, the channels and procedures for submitting written applications to Uniconsult under Article 11 of the Law are explained below. To exercise your rights as outlined above, you must complete and sign the data controller application form, a sample of which is available at www.uniconsult.com.tr, and then submit this form or your original signed petition requesting the exercise of your rights;

- It may be submitted in writing, together with documents verifying your identity, to the address Halaskargazi Cad. Çiftkurt Apt. 226/19 Şişli/ISTANBUL,
- It may be sent to the above address via a notary public or by registered mail with return receipt,
- If your email address is registered within Uniconsult’s system, you may send it by email to iletisim@uniconsult.com.tr.