



COMMUNICATION CLARIFICATION TEXT

As **Master Assistances Danışmanlık ve Dış Ticaret A. Ş.**, (to be referred to hereinafter as "**Master Assistances**"), we attach importance to the security of your personal data that we process, in the capacity of the data controller defined in the Law on Protection of Personal Data No. 6698 (to be referred to hereinafter as the "**Law**" or "**KVKK**"). Therefore, we would like to inform you about the processing of your personal data.

Purpose of Processing Your Personal Data, Legal Reason and Collection Method

Your personal data is processed in accordance with the Law and secondary regulations, within the framework of the following purposes and legal reasons:

Through the contact form at <https://masterassistances.com/iletisim.php>, your personal data such as "Name-Surname, E-mail, Message Content" are necessary for carrying out communication activities, tracking requests/complaints, and fulfilling support services on the subject of the request. The legitimate interest of the data controller will be processed based on legal grounds in accordance with paragraph f of article 2 of clause 5 of the Law, limited to the purposes of conducting research/examinations and providing information and support services to you.

Transferring of personal Data

Master Assistances will be entitled to transfer your personal data processed in line with the above purposes and legal reasons to authorized public institutions and organizations, limited to informing authorized public institutions and organizations, in accordance with clause 5/2-ç of the Law.

Your Rights on your Personal Data

In respect with your personal data, you are vested with following rights;

- Learning whether your personal data is processed,
- If your personal data has been processed, requesting information about it,
- Learning the purpose of processing personal data and whether they are used in accordance with such purpose,
- Knowing the third parties to whom your personal data is transferred inland or abroad,

- Requesting correction of your personal data if it is incomplete or incorrectly processed,
- Requesting the deletion or destruction of your personal data within the framework of the conditions stipulated in the KVKK legislation,
- When you request the deletion or destruction of your personal data with the correction of incomplete or inaccurate data, requesting this situation to be notified to the third parties to whom we have transferred your personal data,
- Objecting to the emergence of a result against the person himself by analyzing the processed data exclusively through automated systems, and
- If you are exposed to damage due to unlawful processing of personal data, requesting the indemnification of such damage.

How can you exercise your rights?

You can relay any applications and requests related to your personal data to Master Assistances by using the *Related Party Application Form* in our website;

- To send the form signed originally together with a copy of your ID card to the address: “Büyükdere Mahallesi, Hançerli Çavuş Sokak, No:28, PK. 34453 Sarıyer/İstanbul”,
- Applying in person to Master Assistances with a valid identity card,
- By sending it to info@masterassistances.com from the e-mail address previously notified to Master Assistances by the Related Person and registered in our system.

Pursuant to the Communiqué on the Procedures and Principles of Application to the Data Controller, following information have to be available in the application of the related party: name, surname, signature if the application is in written, T.R. identification number, (passport number if the applicant is a foreigner), residence or workplace address subject to notification, e-mail address, telephone number and fax number, if any, subject to notifications.

The subject requested must be clearly and comprehensibly stated in the application, which includes explanations regarding the right that the Related Party will make and request to use the above-mentioned rights. Information and documents related to the application must be attached to the application.

Although the subject of the request must be related to the person of the applicant, if acting on behalf of someone else, the applicant must be authorized and this authority must be documented (power of attorney). If the application is within the scope of special quality data, the applicant must be specifically authorized in this regard in accordance with clause 10 of the



Regulation on Personal Health Data. In addition, the application must include identity and address information, and documents confirming identity must be attached to the application.

Requests made by unauthorized third parties on behalf of others else will not be considered.

When Will Your Requests Regarding the Processing of Your Personal Data Be Answered?

Your claims to rights regarding your personal data are evaluated and answered within 30 days at the latest from the date they are received by the relevant department. In the event that your application is evaluated negatively, the reasons for the reasoned refusal will be communicated to you mainly via e-mail or postal mail to the address you specified in the application, and if possible, by the method in which the request was made.