

CLARIFICATION TEXT FOR THE PROCESSING OF PERSONAL DATA – 444 6 465 CUSTOMER SERVICE CALL CENTER / HIDROMEK WHATSAPP ACCOUNT

The following information is provided in accordance with the provisions of the Law No. 6698 on the Protection of Personal Data ("LPPD") with regard to the processing of personal data by **Hidromek – Hidrolik ve Mekanik Makina İmalat Sanayi ve Ticaret Anonim Şirketi** ("Hidromek"), in its capacity as the controller of personal data processing.

Hidromek may process the personal data belonging to you. The items of personal data fall into the following categories: name – surname, contact information such as phone number, email address and the personal data obtained through phone calls and conversations.

The processing of your personal data by Hidromek is restricted to the following purposes:

- Addressing our customers by their names correctly,
- Following up on our customers' needs and complaints,
- Conducting after – sales services technical support,
- Establishing facts in an event of a dispute.

Your personal data may be transmitted to Hidromek's business partners (authorized dealers / distributors, authorized service shops) so that after – sales services to our customers can be performed. The personal data may be transferred to competent judicial authorities to resolve legal disputes.

The legal basis of collection of your personal data is specified in article 5, subparagraph 2 of LPPD, as *"processing of personal data of the parties of a contract is necessary, provided that it is directly related to the establishment or performance of the contract"* and *"processing of data is necessary for the legitimate interests pursued by the data controller, provided that this processing shall not violate the fundamental rights and freedoms of the data subject"*.

Hidromek may acquire your personal data electronically in / from phone calls or social networking application Whatsapp.

Enquiries regarding your rights stated in article 11 of the LPPD ("Rights of the Data Subject") must be submitted in writing to Hidromek addressed to Ahi Evran OSB Mahallesi Osmanlı Caddesi No:1 06935 Sincan / Ankara or in electronic form addressed to "hidromek@hs01.kep.tr" in accordance with "the Communiqué On The Principles And Procedures For The Request To Data Controller" . To deal with your enquiry, we may require proof of your identity.

For more information, please consult Hidromek's Privacy Policy on Processing of Personal Data by the following link below:

www.hidromek.com.tr