

## PRIVACY NOTICE PERTAINING TO THE PERSONAL DATA PROCESSING REGARDING APPLICATION FOR COMPLAINTS

Your personal data may be processed by any of the respective companies listed below (the "Company") and in any case by Entek Elektrik Üretimi A.Ş. ("Entek"), each as a data controller, in accordance with the Personal Data Protection Law No.6698 ("the Law"):

- **Entek Elektrik Üretimi Anonim Şirketi**  
Köseköy Mahallesi Yeni Demiryolu Caddesi No:70 Kartepe/Kocaeli registered to Kocaeli Chamber of Commerce with the registration number 16075
- **Eltek Elektrik Enerjisi İthalat İhracat ve Toptan Ticaret Anonim Şirketi**  
Köseköy Mahallesi Yeni Demiryolu Caddesi No:70 Kartepe/Kocaeli registered to Kocaeli Chamber of Commerce with the registration number 16074
- **Esinti Enerji Üretim Ticaret ve Sanayi Anonim Şirketi**  
Köseköy Mahallesi Yeni Demiryolu Caddesi No:70 Kartepe/Kocaeli registered to Kocaeli Chamber of Commerce with the registration number 36213
- **Enspire Enerji Yatırımları ve Hizmetleri Anonim Şirketi**  
Köseköy Mahallesi Yeni Demiryolu Caddesi No:70 Kartepe/Kocaeli registered to Kocaeli Chamber of Commerce with the registration number 32044

You may find detailed information regarding the processing of your personal data by our Company from the Policy on Protection and Processing of Personal Data by Entek Elektrik Üretimi Anonim Şirketi ("Policy") publicly available at <https://www.entekelektrik.com.tr/Media/Uploads/kvkkPolitikasi.pdf>.

### **Purposes and Legal Grounds of Processing Personal Data**

Your personal data may be processed for the below mentioned purposes ("Purposes") in accordance with the data processing conditions and limited with the purposes stated in Article 5 of the Law. Your name-surname, postal address, telephone number, e-mail address and other personal data that you transmit to the Company through filling out the complaint form on the Company's website electronically may be processed for the purposes listed below:

***Based on the legal reason that it is clearly stipulated by law and that it is mandatory for the data controller to fulfill its legal obligation:***

- Evaluating your applications that you have submitted to the Company by filling out a complaint form and finalizing them in accordance with the legislation and taking the necessary actions within this framework;
- Keeping the records of the applications you have made to our Company during the general statute of limitations in order to constitute evidence in possible disputes that may arise in the future; and

- Fulfillment of official institution requests and providing information to authorized institutions due to legislative requirements.

***Based on the legal reason that 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 data subject;***

- Follow-up on and execution of procedures for complaints and applications.

### **To Whom and What Purposes the Processed Personal Data May be Transferred**

Your personal data collected in line with the fulfillment of the above-mentioned Purposes may be transferred in accordance with the rules regarding the transfer of personal data specified in Article 8 of the Law and in line with the data processing conditions set forth under Article 5 of the Law, to our suppliers related to your application in order to finalize applications and complaints, to accommodate information requests, to ensure customer and third party satisfaction within the scope of our legitimate interests and to legally authorized public institutions, legally authorized private persons and lawyers and consultants from whom we receive legal consultancy services for the establishment, exercise and protection of a right and for the fulfillment of our legal obligations.

### **Method for Collecting Personal Data**

Your personal data is collected through the complaint form you submit electronically within the scope of fulfilling the above-mentioned Purposes.

### **Data Subject's Rights Specified under Article 11 of the Law**

We hereby declare that as personal data subjects, you are entitled to the following rights, set forth under Article 11 of the Law:

- To learn whether your personal data are being processed;
- To request information if your personal data have been processed;
- To learn the purpose of the processing of your personal data and whether they have been used accordingly;
- To learn which third parties domestic or abroad your personal data has been transferred to;
- To request rectification in case your personal data has been processed incompletely or inaccurately and to demand the operations in this regard be reported to third parties your personal data has been transferred to;
- To demand the erasure or destruction of your personal data in the event that the reasons for the processing no longer exist even though it was processed in accordance with the Law and other relevant provisions and to demand the operations in this regard be reported to third parties your personal data has been transferred to;
- To object to negative consequences to you that incur as a result of analysis of the processed personal data through solely automatic systems; and
- To demand compensation for the damages that you have suffered as a result of an unlawful processing of your personal data.

You may convey your requests concerning your rights listed- above, to our Company by contacting us at: <https://www.entekelektrik.com.tr/Media/Uploads/entek-iligili-kisi-basvuru-formu.pdf>. Depending on the nature of your request, your application will be concluded as soon as possible, within 30 days at the latest

and in principle, free of charge. However, if the process requires additional costs, a fee may be demanded according to the tariff determined by the Personal Data Protection Board.