

	CUSTOMER DISCLOSURE FORM	Document No.	KVK-A-FRM.001
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**Customer Disclosure Form as per the Legislation on the
Protection of Personal Data**

1. Data Controller's Identity

At Aydem Elektrik Perakende Satış A.Ş. ("**Aydem**" or the "**Company**"), we kindly bring the following to your attention under our liability to inform you to ensure that we can act in accordance with the Personal Data Protection Law No. 6698 (the "**Law**") and the related regulations regarding the personal data we obtain from you as the data controller.

2. Processing of Personal Data and the Purposes for Processing

Your personal data is processed to ensure that our Company can offer the best services possible, although the purpose may vary depending on the services and commercial activities offered by Aydem. For the purpose hereof:

Your personal data (your identity, contact details, customer transaction details, personal data) and sensitive personal data (as per the Regulation on Electricity Market Consumer Services, such data can be indirectly obtained from your medical reports, and the religion and blood type details can be indirectly obtained from your identity card and/or driver's license copy, if shared by you) are processed in a limited manner for

carrying out the subscription contract processes; following up the after-sales support services, customer relations management processes, customer satisfaction activities, legal/financial/accounting processes, and any requests/complaints; ensuring that the activities are in compliance with the Electricity Market Law and the secondary legislation, as well as other applicable regulations; conducting advertising/campaign/promotion/survey activities as part of the marketing analysis efforts and the marketing processes for the services offered; carrying out/auditing business activities; making audits; conducting activities to ensure business continuity; carrying out risk management processes; carrying out strategic planning activities; informing the authorized persons, entities and organizations if requested; carrying out communications activities; carrying out storage and archiving activities; carrying out information security processes and ensuring compliance with the policies and procedures of the Company and of the Aydem Holding group companies which the Company is affiliated with. Your personal data may also be transferred to physical archives and information systems to be stored in both digital and physical environments.

3. Parties to Whom the Personal Data Processed may be Transferred, and the Related Purposes

For the purposes set out in Article 2 of this Disclosure Form, and depending on and limited to the reasons for transfer within the scope of the Law and the related regulations, your personal data collected may be transferred to the Energy Market Regulatory Authority and other governmental bodies and organizations; independent audit companies; law offices and attorneys; agencies; banks; our business partners; systems of home-based information technology companies that we receive services from and collaborate with, including our suppliers; our Company's domestic shareholders and group companies to carry out the operational processes and to get support from them and to databases used jointly with these companies.

*Full Name
Signature, Date*

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4. Method and Legal Basis for Collecting Personal Data

As you are a customer of our Company, your personal data may be collected from the verbal or written information you provided to our Company through automated or non-automated means, from governmental bodies and agencies, from social media platforms, from the applications and software and the closed circuit camera systems used for the Company's activities; for and limited to the legal reasons stipulated in Article 5 of the Law including express stipulation by law, establishment and performance of contracts, legal liabilities of the data controller, presence of an express consent, and legitimate interests of the data controller.

5. Your Rights under Personal Data Protection

As per the legislation on personal data protection, you have the rights to find out if your personal data has been processed; request information regarding the processing of your personal data if processed; find out the purpose for processing the personal data and if the data is used by us in line with such purposes; find out the third parties to whom your personal data is transferred at home and abroad; request correction if your personal data was processed incompletely or incorrectly and request that the third parties to whom the data was transferred (if transferred) be informed of such procedure; request deletion or destruction of your personal data if the conditions that require processing of such data are no longer valid and request that the third persons to whom the data was transferred (if transferred) are informed of such procedure; raise an objection if you believe that there is a consequence to the detriment of you due to the fact that the processed data was analyzed by automated systems exclusively; and request compensation if you incur any loss due to unlawful processing of your personal data.

According to the Law, for your applications regarding your personal data, you can fill out the form available at <https://aydemperakende.com.tr/>, and

- deliver it to Adalet Mah. Hasan Gönüllü Bulvarı No:15/1 Merkezefendi, DENİZLİ, ensuring that your identity is authenticated; or
- send it to aydem.perakende@hs02.kep.tr; or
- send it to kvk.aydem@aydemenerji.com.tr from your email address registered at our Company; or
- submit it via other methods stated in the Law and the applicable legislation, ensuring that your identity is authenticated.

As per Article 13 of the Law, our Company shall conclude application requests as soon as possible and, in any case, within 30 (thirty) days at the latest depending on the nature of the request. If the process incurs any cost, the tariff determined by the Personal Data Protection Board shall apply. If the request is rejected, the reason(s) for rejection shall be justified in writing or in electronic environment.

*Full Name
Signature, Date*

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Contract Account No. :
Email :@.....
GSM No. : 0 5....
ETSO (EIC) :
Unique Code :