

	<b>ONLINE SERVICES CENTER DISCLOSURE AND EXPLICIT CONSENT FORM</b>	Document No.	KVK-A-FRM.029
		Issue Date	08.11.2023
		Revision No.	0
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Please be advised that unless specifically requested, the ID card photocopy or other documents provided to us **do not** contain the following sensitive personal data.

- i. Race
- ii. Ethnicity
- iii. Political opinions
- iv. Philosophical belief
- v. Religion, sect or other beliefs
- vi. Appearance, association, foundation or union membership
- vii. Health and sexual life
- viii. Conviction and safety measures related data
- ix. Biometric and genetic data

Aydem Elektrik Perakende Satış AŞ (“**Company**”) acts as the Data Controller under Personal Data Protection Law no. 6698 (“**KVKK**”). Please find below statements regarding the processing and protection of your personal data to fulfill the duty of disclosure under Article 10 of KVKK.

### 1) Purpose of Processing Your Personal Data

Your personal data will be processed electronically in order to execute contract, membership, subscription and tariff procedures, provide after-sales support services, carry out customer relations management processes, manage customer satisfaction-related activities, follow up requests and complaints, carry out information update activities, conduct activities compliance with the Electricity Market Law and secondary legislation, as well as other relevant regulations. Additionally, upon your express consent, to perform analysis and segmentation studies to improve company services and ensure customer satisfaction conduct advertisement/campaign/promotion and survey studies within the scope of marketing analyses and the marketing processes for the service provided, fulfill marketing processes for company products and services, and provide you with general and special offers (including the customization and introduction of products and services according to the data subject’s preferences, usage habits and needs), perform communication activities and contact you for such purposes.

### 2) Your Personal Data Processed

**Identification Details** : Name, surname, Turkish ID number, mother’s name, father’s name, date of birth, passport number, signature, ID card photocopy

**Contact Details** : Domicile information, phone number, e-mail address

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**Financial Details** : Bank account details, IBAN

**Customer Transaction Details** : Request details, subscriber number, installation number, contract account number

**Legal Procedure and Compliance Details** : Debt enforcement, garnishment and alimony details

**Other Information** : Industrial registry certificate, company's VAT number, company's tax office, company address, company phone number, martyr and veteran relative tariff details, inheritance declaration, power of attorney, cookies information

### 3) Method and Legal Basis for the Collection of Personal Data

Your personal data shall be collected through petitions and documents provided electronically via Online Services Center, and shall be processed within the framework of the following legal grounds:

**i. Conducting contracting, membership, subscription and tariff processes**

Your identification details, contact details, financial details and other relevant data collected physically and electronically shall be physically and electronically processed for this purpose, on the condition that it is expressly provided for by the laws, as stipulated in Article 5/2/(a) of KVKK; that the 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, as stipulated in Article 5/2/(c) of KVKK; that it is necessary for compliance with a legal obligation to which the data controller is subject, as stipulated in Article 5/2/(ç) of KVKK; and that data processing is necessary for the establishment, exercise or protection of any right, as stipulated in Article 5/2/(e) of KVKK.

**Managing post-sale support services for goods and services, including responding to petitions and applications:** Your personal details, your identification details, financial information and other electronically collected data shall be processed both physically and electronically for this purpose,, on the condition that the 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, as stipulated in Article 5/2/(c) of KVKK; and that processing of data is necessary for the legitimate interests pursued by the data controller, ensuring that such processing shall not violate the fundamental rights and freedoms of the data subject, as stipulated in Article 5/2/(f) of KVKK.

**ii. Carrying out collection cancellation transactions and refund processes in cases such as bill cancellation or incorrect payment due to errors issuing paid energy consumption bills**

Your personal details, your identification details, financial information and other electronically collected data shall be processed physically and electronically for this purpose, on the condition that the processing of personal data of the parties of a contract is necessary,

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provided that it is directly related to the establishment or performance of the contract, as stipulated in Article 5/2/(c) of KVKK; and that processing of data is necessary for the legitimate interests pursued by the data controller, ensuring that such processing shall not violate the fundamental rights and freedoms of the data subject, as stipulated in Article 5/2/(f) of KVKK.

**iii. Carrying out the legal evaluation process of objection applications**

Your identification details, contact details, financial information, legal procedures and compliance details and other relevant data collected both physically and electronically will be processed , on the condition that it is necessary for compliance with a legal obligation to which the data controller is subject, as stipulated in Article 5/2/(ç) of KVKK; and that data processing is necessary for the establishment, exercise or protection of any right, as stipulated in Article 5/2/(e) of KVKK.

**iv. Carrying out the reporting process of written applications submitted to the Company**

Your personal details, your identification details, financial information and other information collected physically and other relevant data collected both physically and electronically will be processed , on the condition that it is expressly provided for by the laws, as stipulated in Article 5/2/(a) of KVKK; that it is necessary for compliance with a legal obligation to which the data controller is subject, as stipulated in Article 5/2/(ç) of KVKK; and that processing of data is necessary for the legitimate interests pursued by the data controller, ensuring that such processing shall not violate the fundamental rights and freedoms of the data subject, as stipulated in Article 5/2/(f) of KVKK.

**v. Carrying out information update processes**

Your identification details, financial information, marketing details, customer transaction details and other relevant data collected both physically and electronically will be processed , on the condition that it is expressly provided for by the laws, as stipulated in Article 5/2/(a) of KVKK; that the 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, as stipulated in Article 5/2/(c) of KVKK; and that it is necessary for compliance with a legal obligation to which the data controller is subject, as stipulated in Article 5/2/(ç) of KVKK

**v. Carrying out campaigns, personalized offers, tariffs and marketing processes designed for customers**

Your identification details, financial information, marketing details, customer transaction details and other relevant data collected both physically and electronically will be processed , on the condition that processing of data is necessary for the legitimate interests pursued by

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the data controller, ensuring that such processing shall not violate the fundamental rights and freedoms of the data subject, as stipulated in Article 5/2/(f) of KVKK.

**vi. Carrying out customer satisfaction and performance evaluation data analysis and reporting process**

Your identification details, marketing details, customer transaction details and other relevant data collected both physically and electronically will be processed, on the condition that it is expressly provided for by the laws, as stipulated in Article 5/2/(a) of KVKK; and that processing of data is necessary for the legitimate interests pursued by the data controller, ensuring that such processing shall not violate the fundamental rights and freedoms of the data subject, as stipulated in Article 5/2/(f) of KVKK.

**4) Transfer of Your Personal Data**

To the extent of the pursuance of the foregoing purposes and without going beyond such purposes, your personal data shall be shared, by ensuring your data safety and with the Company taking necessary measures in accordance with Articles 8 and 9 of KVKK, your personal data may be disclosed to::

- i. distribution companies and relevant official institutions and organizations as expressly provided for by the laws, as stipulated in Article 5/2/(a) of KVKK;
- ii. official and administrative authorities including but not limited to the Energy Market Regulatory Authority (EMRA), EXIST (Energy Exchange Istanbul), TEİAŞ (Turkish Electricity Transmission Corporation), Capital Markets Board (CMB), Central Registration Agency (MKK), the Turkish Ministry of Energy if it is necessary for compliance with a legal obligation to which the data controller is subject, as stipulated in Article 5/2/(ç) of KVKK,
- iii. Aydem Enerji group companies, our business partners, information technology companies and suppliers we receive services from, if processing of data is necessary for the legitimate interests pursued by the data controller, ensuring that such processing shall not violate the fundamental rights and freedoms of the data subject, as stipulated in Article 5/2/(f) of KVKK;
- iv. our legal representatives, consultants, relevant official institutions and organizations such as courts, enforcement offices, notaries, if data processing is necessary for the establishment, exercise or protection of any right, as stipulated in Article 5/2/(e) of KVKK, as well as other legal entities that hold the controlling authorities via Online Services Center,
- v. through the servers of an information technology companies providing services for the aforementioned processes, under conditions specified in Article 9 of KVKK.

**5) Your Rights under Article 11 of KVKK and Our Contact Details**

We hereby inform you that you have the following rights regarding your personal data as per Article 11 of the Law:

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- i. to learn whether your personal data is processed or not;
- ii. to request information regarding the processing of your personal data; to learn the purpose of the processing of your personal data and whether such personal data is used for the intended purpose;
- iii. to know the third parties to whom your personal data is transferred in country or abroad;
- iv. to request the rectification of the incomplete or inaccurate data, if any, and to request reporting of the operations carried out as per this paragraph to third parties to whom your personal data have been transferred;
- v. to request the erasure or destruction of your personal data under the conditions where the grounds for processing no longer exist, even though it has been processed as per the Law and other relevant legal provisions, and to request reporting of the operations carried out as per this paragraph to third parties to whom your personal data have been transferred;
- vi. to object to decisions that are solely based on automated processing and have legal effects concerning you; ; and
- vii. to seek compensation for damages arising from the unlawful processing of your personal data.

To exercise these rights , you can submit your requests with regards to your rights by filling out the DATA SUBJECT APPLICATION FORM UNDER PERSONAL DATA PROTECTION LAW, which is available on our website: <https://www.aydemperakende.com.tr/bilgi/kisisel-verilerin-korunmasi>, or by sending the form to our following email address or postal address in a manner that meets the terms determined by the Personal Data Protection Authority and through the methods as determined by the Personal Data Protection Authority. Your request shall be handled on a free-of-charge basis as soon as possible, but within 30 days at the latest, depending on its nature.

- a. Postal Address: Adalet Mah. Hasan Gönüll Bulvarı No:15/1 Merkezefendi
- b. E-mail: [kvk.aydem@aydemenerji.com](mailto:kvk.aydem@aydemenerji.com)

**I have read and understand the Disclosure Form.**

**Date** : \_\_/\_\_/20\_\_

**Full Name** : \_\_\_\_\_

**Signature** : \_\_\_\_\_

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### EXPLICIT CONSENT FOR THE PROCESSING OF PERSONAL DATA

In accordance with the Online Services Center Disclosure Form, Aydem Elektrik Perakende Satış AŞ (“**Company**”) requests your explicit consent regarding the following matters within the scope of the processing your personal data under the personal data protection legislation:

**Notification of Commercial Electronic Messages** You will be contacted and sent commercial electronic messages for communication purposes and for the implementation of marketing processes for the company’s products and services, the presentation of general and special customer offers (including the customization and introduction of products and services according to the data subject’s preferences, usage habits and needs), and the processing of my personal data for communication purposes as part of analysis and segmentation efforts, as well as advertising/campaign/promotion/survey activities within the scope of marketing analyses and processes in order to improve the Company’s services and ensure customer satisfaction.

**I accept**

Short Message

Email

Call Center

**I do not accept**

Full Name:

Date:

Signature: