

## PRIVACY AND SECURITY POLICY FOR ONLINE SERVICES

For the purpose of the Online Services project, wherein Aydem Elektrik Perakende Satış A.Ş. (hereinafter referred to as "AYDEM") holds the intellectual property rights, the following Privacy Rules and Policy shall apply for any matters concerning the confidentiality, safeguarding, processing, utilization, and other relevant aspects of the users of the Online Transactions. The following regulations are designed to safeguard "confidential information" disclosed from one party (hereinafter referred to as "disclosing party") to another party (hereinafter referred to as "receiving party"), encompassing information proprietary to the disclosing party and/or third parties operating within the confines of business objectives. Such information is exchanged between the parties exclusively within the realm of business objectives.

AYDEM hereby commits to refraining from trading users' personal data and to exclusively employing data of the users of Online Services in the following ways and in accordance with the following objectives. Furthermore, AYDEM retains the prerogative to share information of users to competent legal entities, upon formal request of the latter.

In addition to the previously delineated particulars, the personal data of users of Online Services, encompassing their name, surname, title, birthdate, Turkish Identification Number, Tax Identification Number, mobile contact details, email address, contract account number, gender, marital status, address, educational attainment, inclinations, purchasing patterns, and geolocation data, may be retained in accordance with legal frameworks governing personal data protection and electronic commerce regulations.

Each user accessing <https://online.aydemperakende.com.tr/> ("Website") or using any information on the Website shall be deemed to have read and accepted the provisions contained in the Privacy Rules and Policy. Details on the implementation of the contract is provided in the subsequent clauses.

- 1. All types of data available on the Website shall remain the property of AYDEM. Any data available on the Website, including the code and software, may not be modified, copied, reproduced, republished, transmitted, distributed, translated into another language or installed on another computer.
- 2. AYDEM does not provide an assurance of continuous, uninterrupted availability of Online Services on 24/7 basis, nor does it undertake any commitments or pledges pertaining to services or performance in this context.
- 3. In instances where the revelation of information is imperative for the utilization of a service or amenity, the Application may intermittently request users' consent to disclose such information, contingent upon the pertinent institution or transactions. Users who opt against consenting to information disclosure in this context might encounter limitations in accessing certain portions or entirety of the pertinent feature, service, or facility. Nevertheless, this protocol is not universally administered for the purpose of availing oneself of the customary utilization, functionalities, services, and amenities provided by Online Services.
- 4. In each of the aforementioned scenarios, upon the user's request and in accordance with the extent and timeframe stipulated by the prevailing laws at any given moment, all interactions involving personal data and/or communications pertaining to the user on AYDEM's platforms shall be terminated within the legally defined timeframe. This includes the removal of your information from the data repository of Online Services, except for information that is mandated to be retained by legal requirements and/or can be legally retained. Alternatively, such data will be rendered anonymous to the extent that identity information is not discernible.
- 5. AYDEM cannot be held accountable by users for activities associated with the processing of their personal data during the duration and scope mandated by the pertinent prevailing legislations. This includes the transmission of data to designated recipients, rectification of incomplete or inaccurate data, notification of any rectifications made (if applicable) to pertinent third parties, erasure or destruction of data, consequences arising from automated data analysis leading to adverse outcomes, and any potential harm resulting from the illicit processing of data.

- 6. AYDEM has diligently implemented requisite safeguards to ensure the security of information and transactions input by users within the application. These precautions have been meticulously executed within AYDEM's own system infrastructure, utilizing the current technological capabilities available, commensurate with the characteristics of the conveyed information and conducted transactions. However, given that the said information is also stored within the smart devices owned by the individuals themselves (with certain data exclusively residing on their devices), it remains the user's duty to enact the essential precautions to ensure comprehensive protection and impede unauthorized access.
- 7. All issues related to information security, confidentiality, use of personal data, data processing, transfer and communication are specified in detail here and in the ONLINE TRANSACTIONS MEMBERSHIP AGREEMENT. AYDEM retains the prerogative to effectuate modifications deemed essential in these matters. Such alterations shall become effective upon dissemination via the internet and other suitable means. Users who continue to utilize Online Services shall be deemed to have embraced the revised stipulations.
- 8. Through the utilization of the Website, the User explicitly acknowledges, affirms, and commits to having perused this comprehensive Privacy Rules and Policy, comprehended its entirety, and affirms consent to all its provisions. AYDEM retains the authority to decline the application request of a user who contravenes the Privacy Rules and Policy, and/or to rescind an internet-executed contract, while also reserving the prerogative to initiate legal and/or penal actions against said user.
- 9. The user maintains the entitlement to engage AYDEM for inquiries regarding additional subjects related to Online Services. Your applications and requests in these matters shall be addressed within the legally stipulated maximum timeframes, or in certain instances, they may be declined, accompanied by an explanation of the rationale. To facilitate consultation and potential conflict resolution, we cordially urge you to communicate with the AYDEM Contact Center through the phone number 0850 800 0 186 or the email address [bilgi.aydemperakende@aydemenerji.com.tr](mailto:bilgi.aydemperakende@aydemenerji.com.tr). Both parties mutually acknowledge that the Courts and Enforcement Offices in Izmir and Denizli, within the Republic of Türkiye, shall have exclusive jurisdiction for settlement of any disputes that may arise from the implementation or interpretation of this AGREEMENT.
- **10. CREDIT CARD SECURITY**

Aydem Elektrik Perakende shall place utmost emphasis on the security of credit card holders making electricity bill payments through the website <https://online.aydemperakende.com.tr/>, ensuring that customers' credit card information is never stored within our current system. Transactions are conducted within fully secure environments, ensuring encryption and protection of all forms of customer information. Such information is exclusively employed in strict compliance with the instructions dictated by the sales transaction process. Data pertaining to the utilized credit card during shopping is subjected to **256-bit SSL (Secure Sockets Layer)** protocol encryption independent of our shopping platforms, and subsequently forwarded to the relevant bank for validation. Upon approval of the card's usability, the shopping process proceeds accordingly. Since no information about the card can be viewed and recorded by us, third parties are prevented from obtaining card information under any circumstances. Aydem Elektrik conducts thorough verification against credit card fraud for the security of online credit card payments and other information, and if deemed necessary, the credit card holder customer or the pertinent bank may be contacted for information validation. The customer must be aware that shopping may proceed once the card's usability has been verified.