

	Clarification Text For Web Site Visitors	Document Number	FRM00761
		First Publication Date	06/10/2021
		Revision Number	01
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As Metro Istanbul Sanayi ve Ticaret Anonim Sirketi ("**Company**" or "**METRO İSTANBUL**"), having the title of data controller, we attach great importance in processing your personal data and its protection in accordance with Personal Data Protection Law No. 6698 ("**KVK**") and its secondary regulations ("**KVK legislation**").

With this Clarification Text, we would like to inform you about the personal data processing activities carried out by our Company for our website visitors.

This Clarification Text cannot be interpreted as a prerequisite for the presentation of any product and/or service (or benefiting from any product and/or service).

1. Your Processed Personal Data and Its Collection Methods, Purposes of Processing and Reasons for Compliance with Law

Your personal data ("**personal data**") stated below are within the scope of receiving your complaints and requests by our company by hand, via e-mail via info@metro.istanbul or kvkk@metro.istanbul or via the call centre at +90 850 252 88 00 or via 153 white desk and social media or through application and request forms. It is obtained and processed automatically and non-automatically in written, physical or electronic media in connection with the purposes stated below, in a limited and measured manner and in accordance with the KVK legislation in line with the principles of KVKK.

If you forward your complaints, suggestions and requests to Metro Istanbul via a direct message (DM) on the social media, your information is processed for the purpose of carrying out customer service activities, primarily providing information, receiving your wishes and suggestions, and collecting complaints.

Social media platforms we use for complaints and requests are our official accounts at Twitter, Facebook, Instagram.

Table 1

Purposes of Processing	Personal Data	Reasons for Compliance with Law
Management of complaints and requests	Identity information (name, surname), contact information (phone number, e-mail address), other (request/complaint content), social media account information, voice recording.	Data processing is mandatory for our company to fulfil its legal obligations and for its legitimate interests.

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2. Sharing Your Personal Data with Third Parties

2.1. Domestic Transfer

Your personal data mentioned above is transferred in accordance with the purposes and legal compliance reasons mentioned below.

Table 2

Transfer Purposes	Reasons for Compliance with Law	Receiving Group
Execution of audit and reporting activities	Our company's fulfilment of its legal obligations	Istanbul Metropolitan Municipality
Managing legal processes		Authorised Public Institutions and Organisations

METRO ISTANBUL undertakes not to transfer your personal data to third parties without your **explicit consent**, except for the purposes above.

2.2. International Transfer

Since social media servers are located abroad, correspondence made via DM can be transferred abroad. You can reach us at our official e-mail address which is info@metro.istanbul or ALO 153 to keep your data domestically.

3. Protection, Storage and Disposal of Your Personal Data

Our Company processes your personal data for the period required for processing personal data, and in any case, it is retained until the end of the legal period. After the expiration of the retention period, your personal data is deleted, destroyed or anonymized from electronic and physical environments in accordance with the KVKK legislation in line with our Company's **Personal Data Protection and Privacy Policy, the Protection and Confidentiality of Private Personal Data Policy, and the Personal Data Retention and Destruction Policy.**

Our Company takes all necessary technical and administrative measures in accordance with KVKK legislation in order to prevent your personal data from being accessed by unauthorised persons, erroneous processing, disclosure, alteration/deletion of your personal data for unlawful reasons, and to ensure its protection and security.

In the event that your personal data is damaged and/or captured/disclosed by third parties as a result of attacks on our company's physical archive and/or servers and/or other systems, our Company will immediately inform you and the Personal Data Protection Board.

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4. Your Right to Obtain Information

Within the scope of Article 11 of the KVKK, you have the right to request the following by applying to our Company:

- (a) To find out if it has been processed.
- (b) To request information about if it has been processed.
- (c) To learn the purpose of processing and whether it is used in accordance with its purpose.
- (d) To be informed about the third parties to whom it has been transferred in the country or abroad.
- (e) To request correction if it is incomplete or incorrectly processed.
- (f) To request its deletion or destruction within the framework of the conditions stipulated in Article 7 of Law No. 6698.
- (g) To request notification of the transactions made pursuant to articles (d) and (e) to third parties to whom personal data has been transferred.
- (h) To object to the emergence of an unfavourable result because it is analysed exclusively by automated systems
- (i) To demand the compensation of the damage in case of loss due to unlawful processing.

5. Your Requests

If you have any questions or requests regarding the processing of your personal data within the scope of this Clarification Text, you can apply to our Company in one of the ways specified in the Form by filling out the **Application Form to the Data Controller** located at <https://www.metro.istanbul/>

Our company will finalise application requests within 30 (thirty) days at the latest, according to the nature of the request, in accordance with Article 13 of the KVKK. If the transaction requires cost, the tariff determined by the KVK Board will be applied. If your request is rejected, the reason(s) for the rejection will be stated in our article.

If you think that your personal data processed by our company is out of date, incomplete or inaccurate, please contact our Company immediately at metroistanbul@hs01.kep.tr or kvkk@metro.istanbul for your change notifications regarding your personal data.

This Clarification Text may be updated in order to comply with changing conditions and legal regulations. You can follow the updates at <https://www.metro.istanbul/>

Data Responsible

Metro İstanbul Sanayi ve Ticaret Anonim Şirketi

Mersis Number: 0481004100100010	Address: Yavuz Selim Mahallesi, Metro Sokak, No: 3 Esenler, İSTANBUL	E-mail: kvkk@metro.istanbul
		Web: www.metro.istanbul
		Phone Number: 0 850 252 88 00

I have read and understood the clarification text.