

## Information on Protection of Personal Data, Data Security and Privacy Policy

Emar Satış Sonrası Müşteri Hizmetleri Sanayi ve Ticaret Anonim Şirketi (hereinafter referred to as the "Company"), in the capacity of "Data Controller" within the scope of the Personal Data Protection Law No. 6698 and related legislation, may obtain and process your personal data within the framework described below. The rights of "www.ecaservis.com.tr" and "ECA" mobile and web applications (www.ecaservis.com.tr and "ECA" mobile and web applications hereinafter referred to as "Applications") belong to the Company and this document has been prepared to ensure the information security of the users (the person using the Applications hereinafter referred to as "User") during the use of the applications and to inform the Users about information security. The Company has the right to change and re-publish the "Data Security and Privacy Policy" at any time and users should act in accordance with our current policy.

Please read the following conditions when using the Applications. When the User uses the Applications, the User is informed about the Protection of Personal Data and informed about the provisions of the Data Security and Privacy Policy.

### Obtaining Personal Data

Your personal data is obtained through verbal, written, visual or electronic media, call centre, website, Applications and similar channels in accordance with our field of activity in order to ensure efficient consumption of energy by using the Company's products and services and to contribute to a cost-effective sustainable life with smart technologies.

### Purpose of Processing Personal Data

Your personal data obtained from you may be processed for the following purposes in order to enable you to benefit from the Applications offered by the Company in the most effective way;

- Customising the usage habits of the Applications in accordance with your personal needs,
- Confirming your identity,
- Planning and management of the services required for the effective use of applications, efficient use of energy, informing about developments and improvements related to products and services,
- Fulfilment of legal and regulatory requirements, storage of your data you need to protect your rights,
- Preparation of all kinds of documents required or legal in return for our services,

## Your Rights Regarding the Protection of Personal Data

As a personal data owner;

- To learn whether your personal data is processed in accordance with the relevant legislation regarding your processed personal data,
- Request information if your personal data has been processed,
- To learn the purpose of processing personal data and whether they are used in accordance with their purpose,
- To know the third parties to whom personal data are transferred domestically or abroad,
- To request correction of personal data in case of incomplete or incorrect processing,
- In case of incomplete or incorrect processing of personal data, to request that third parties to whom personal data are transferred be notified of the transactions regarding the correction and/or deletion or destruction of personal data,
- To object to the emergence of a result to the detriment of the person himself/herself by analysing your processed personal data exclusively through automated systems,
- In case of damage due to unlawful processing of personal data, we inform you that you have the right to demand the compensation of the damage from us.
- You can also request the deletion or destruction of your personal data. You can uninstall the ECA Mobile Application in the Google Play Store and Apple App Store to delete your account.

## Data Security and Privacy Policy

You can visit the applications as often as you wish without sharing any personal information and get information about our products and services. If you wish to become a member, the information requested from you is provided only under your control.

The personal information we obtain from you is protected by us in accordance with the legislation and stored in carefully selected server service providers. The personal information in question will not be used without your knowledge or consent, outside the purposes and scope specified in this Data Security and Privacy Policy, and will not be shared with third parties without authorisation unless under legal obligation.

The Company undertakes to keep personal information strictly confidential, to regard it as a confidentiality obligation, to ensure and maintain confidentiality, to take the necessary measures and to take due care to prevent all or any part of your personal information from entering the public domain or unauthorised use or disclosure to a third party. However, despite the Company taking the necessary information security measures, the Company will not have any liability in the event that your personal information is damaged or seized by third parties as a result of attacks on the Applications or the system.

The Company transfers the information required for the operation of the process to the contracted cargo, virtual payment, installation and support companies in order to ensure that the orders of the users who shop through the applications are provided in the best way and to operate the payment, installation and support process.

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The Company may use personal information to inform its users about new products, services and campaigns, and to improve product and service delivery. The Company may use personal information for profiling, statistical studies, advertising, promotion, marketing and other communication activities provided that personal information is anonymised and may share it with third parties only within the scope of these studies. Users visit the applications by accepting these conditions.

In order to ensure the security of your personal information and our information, we strongly advise you not to share your username and password information with anyone.

Applications may be linked to other websites. In such a case, we state that you should carefully review the privacy and terms of use of the websites you visit, and we strongly remind you that we are not responsible for the Data Security and Privacy Policy of these websites.

The Company may obtain information about users' use of the website by using a technical communication file (Cookie). However, if users wish, they can change their browser settings so that the technical communication file does not arrive or a warning is given when the technical communication file is sent.

Users can request written information free of charge to find out what kind of information the Company keeps about them. Your requests for possible corrections, blocking or deletion of information - to the extent provided by law - are processed immediately.

We protect your personal data in full compliance with all technical and administrative security controls required by information security standards and procedures and at an appropriate level against possible risks. You are required to submit your rights or requests that you want to use within the scope of the above articles "in writing" or by other methods determined by the Personal Data Protection Board. If your application is made in writing and with a wet signed document; Emar Satış Sonrası Müşteri ve San. Tic. A.Ş. Esentepe Mahallesi, Kasap Sokak No: 15/1 Kat:1 34994 Şişli/İstanbul Turkey or you can send it to [emar@hs02.kep.tr](mailto:emar@hs02.kep.tr) with secure electronic signature.