

**BALIKESİR ELEKTROMEKANİK SANAYİ TESİSLERİ A.Ş.**  
**INFORMATIVE TEXT ON THE PROCESSING OF PERSONAL DATA OF**  
**CUSTOMERS / CUSTOMER EMPLOYEES**

**1. Data Controller**

Your personal data are processed by **Balıkesir Elektromekanik Sanayi Tesisleri A.Ş.** registered with **Balıkesir** Trade Registry Office under the registration number **5264** and having its registered office at **Organize Sanayi Bölgesi 7. cadde No:1 10100 Altıeylül - Balıkesir** (the “**Company**”), acting as the data controller, within the scope of the provisions of the Personal Data Protection Law no. 6698 (“**KVKK**”) and within the framework of this Informative Text on the Processing of Personal Data of Customers and Customer Employees (“**Informative Text**”).

Our Company respects your concerns about the protection of your privacy and your personal data. In this context, our Company processes your personal data in accordance with the provisions of all legislation regarding the protection of personal data, including the KVKK in particular, and ensures that your data are securely hosted and takes all necessary security measures against possible unlawful access to such data. This Informative Text clarifies the scope of processing of your personal data which are collected within the framework of sales and after-sales activities related with the products and/or services offered by or for and on behalf of our Company. Further information on the processing of your personal data by our Company is provided in the Company's Personal Data Protection and Processing Policy, accessible at [GDPR Policy.pdf \(besttransformer.com\)](https://www.besttransformer.com/GDPR_Policy.pdf).

**2. Method and Legal Reasons of Collection of Your Personal Data**

Your personal data are collected by our Company electronically and/or from physical media through our Company's websites, printed forms, call / contact center, e-mails, SMS, telephone, fax, cargo / mail and other methods (channels) that may be added in the future within the scope of the legal reasons for processing of personal data as specified in articles 5 and 6 of the KVKK, i.e., for the conclusion or performance of a contract, protection of legitimate interests, fulfilment of legal obligations and establishment, exercise or protection of a right.

**3. Categories of Your Personal Data Processed and Purposes of Processing of Your Personal Data**

The categories of your personal data processed in accordance with the personal data processing conditions specified in articles 5 and 6 of the KVKK and within the scope of the processes regarding the sales of products and services and provision of the related after-sales support services (e.g. return, repair and transportation of products), provision of customer information regarding products or services (e.g. legal information), and performance of the activities regarding issuance/cancellation of invoices and other accounting and financial transactions, customer relations management, evaluation and settlement of requests and/or complaints, ensuring customer satisfaction, information security, ensuring that data are accurate, unique and up-to-date, ensuring quality standards and fulfilling the obligations arising from contracts and the legislation, and the purposes of processing your personal data are explained below in detail.

| Personal Data Category          | Personal Data Processing Purposes   |
|---------------------------------|---|
| Identity Data                   | <ul style="list-style-type: none"> <li>• Conducting Financial and Accounting Affairs</li> <li>• Following up and Conducting Legal Affairs</li> <li>• Conducting Communication Activities</li> <li>• Conducting Business Continuity Activities</li> <li>• Credibility Check</li> <li>• Providing After-Sales Support Services for Goods/Services</li> <li>• Executing the Processes regarding the Sales of Goods/Services</li> <li>• Executing Customer Relations Management Processes</li> <li>• Conducting Activities for Customer Satisfaction</li> <li>• Organization and Event Management</li> <li>• Executing Contract Processes</li> <li>• Follow-up of Requests and Complaints</li> <li>• Implementing the Remuneration Policy</li> <li>• Executing Marketing Processes for Products/Services</li> </ul> |
| Communication Data              | <ul style="list-style-type: none"> <li>• Conducting Financial and Accounting Affairs</li> <li>• Conducting Communication Activities</li> <li>• Conducting/Auditing Business Activities</li> <li>• Conducting Business Continuity Activities</li> <li>• Providing After-Sales Support Services for Goods/Services</li> <li>• Executing the Processes regarding the Sales of Goods/Services</li> <li>• Executing Customer Relations Management Processes</li> <li>• Organization and Event Management</li> <li>• Executing Contract Processes</li> <li>• Follow-up of Requests and Complaints</li> <li>• Executing Marketing Processes for Products/Services</li> </ul>   |
| Customer Transaction Data       | <ul style="list-style-type: none"> <li>• Follow-up of Requests and Complaints</li> <li>• Providing After-Sales Support Services for Goods/Services</li> <li>• Executing Customer Relations Management Processes</li> <li>• Conducting Financial and Accounting Affairs</li> <li>• Executing the Processes regarding the Sales of Goods/Services</li> </ul>  |
| Financial Data                  | <ul style="list-style-type: none"> <li>• Conducting Financial and Accounting Affairs</li> <li>• Conducting/Auditing Business Activities</li> <li>• Executing the Processes regarding the Sales of Goods/Services</li> <li>• Conducting Business Continuity Activities</li> <li>• Executing Contract Processes</li> </ul>  |
| Risk Management Data            | <ul style="list-style-type: none"> <li>• Conducting Management Activities</li> <li>• Executing Risk Management Processes</li> <li>• Executing Customer Relations Management Processes</li> <li>• Executing Goods/Services Procurement Processes</li> <li>• Conducting Financial and Accounting Affairs</li> </ul>   |
| Physical Premises Security Data | <ul style="list-style-type: none"> <li>• Conducting Management Activities</li> <li>• Informing Authorized Persons, Agencies and Institutions</li> <li>• Conducting/Auditing Business Activities</li> <li>• Ensuring Physical Premises Security</li> <li>• Executing Emergency Management Processes</li> <li>• Conducting Occupational Health/Security Activities</li> <li>• Ensuring the Security of Data Controller Operations</li> </ul>  |

#### **4. Transfer of Your Personal Data to Third Parties resident at Home and/or Abroad**

Within our Company, your personal data can only be accessed by our employees with limited access authorization in terms of the purposes explained above and only to the extent necessary for fulfilment of their duties.

On the other hand, in accordance with the personal data processing conditions set forth in articles 8 and 9 of the KVKK, your personal data collected may be transferred:

- *to our suppliers* for the purposes of provision of products and/or services (e.g. provision of services such as data hosting, information technologies and law, call center, cargo/transportation services) in order to conduct the Company activities;
- *to our business/solution partners* for the purposes of establishing and conducting common business processes;
- *to potential buyers, sellers or other parties that are the addressees of the relevant transaction as well as their employees, consultants and database service providers involved in the relevant process and subject to non-disclosure obligations* for the purposes of conducting our Company's legal and financial due diligence activities in case of any possible company mergers, acquisitions, joint ventures, demergers and any other structural changes;
- *to legally authorized institutions and legally authorized private persons* for the purposes of fulfilling our Company's legal obligations and establishing, exercising or protecting any right of our Company.

#### **5. Period of Processing of Your Personal Data**

Your personal data collected during our Company activities are stored and destroyed in accordance with the general principles and regulations specified in our Company's policies and procedures regarding storage and destruction of personal data prepared pursuant to the provisions of the Constitution, the KVKK, the Regulation on Deletion, Destruction or Anonymization of Personal Data and other relevant legislation.

In this context, your personal data will be destroyed in cases where all of the personal data processing conditions specified in articles 5 and 6 of the KVKK cease to exist. Accordingly, the processing of your personal data will be continued during the legal limitation periods following the application for and/or provision of any product and/or service. For your requests regarding the destruction of your personal data, we kindly request you to review the section 6 of this Informative Text.

#### **6. Your Rights under KVKK**

We inform you that you have the following rights as a data subject pursuant to article 11 of the KVKK:

- To learn whether your personal data are processed or not;
- If processed, to request information regarding the processing of your personal data;
- To learn the purpose of processing of your personal data and whether your personal data are used for intended purposes or not;
- To know the third parties to whom your personal data are transferred at home or abroad;
- To request for correction of your personal data if they have been processed incompletely or inaccurately, and to request for notification of the action taken accordingly to the third parties to whom your personal data have been transferred;
- To request for erasure or destruction of your personal data if the reasons requiring their processing cease to exist even though they have been processed in accordance with the Law and

the provisions of other relevant laws, and to request for notification to the third parties to whom your personal data have been transferred of the actions taken accordingly as well as the actions taken for correction of your personal data if they have been processed incompletely or inaccurately;

- To object to any results that may arise to your detriment through the analysis of your processed data exclusively via automated means;
- To request for compensation of any loss or damages that you may incur due to unlawful processing of your personal data.

You can submit your applications for your aforementioned rights to our Company in accordance with the provisions of the Communiqué on the Procedures and Principles regarding Application to Data Controller (in writing or electronically via registered electronic mail (KEP) address, secure electronic signature, mobile signature or your e-mail address that you have previously notified to our Company and already registered in our systems, and together with the information/documents\* verifying your identity which will allow our Company to identify that you are the real right holder (Turkish identity number or passport number for citizens of other countries, residential address/workplace address for correspondences, mobile phone/phone/fax numbers, e-mail address, etc.)) by completing the Data Subject Application Form accessible at <http://www.besttransformer.com/Yeni/KisiselVeriler.aspx>. Your applications will be concluded free of charge as soon as possible and within 30 (*thirty*) days at the latest, depending on the nature of your request; however, if the transaction requires an additional cost, a fee may be charged to you according to the tariff that will be determined by the Personal Data Protection Board.

\* We would like to remind you that no special categories of personal data (e.g. religion or blood group data) should be provided in such documents.