

## CUSTOMER CLARIFICATION TEXT

This Clarification Text is within the scope of the Communiqué on the Procedures and Principles to Be Followed in the Fulfillment of the Personal Data Protection Law No. 6698 ("KVKK") and the Disclosure Obligation, has been prepared by Poliday İnşaat ve Turizm San. Tic. A.Ş. ("Tasigo Hotels") which is registered to the address of Dede Mahallesi Haktanır Sokak No:4 Odunpazarı / Eskişehir to inform you. in the capacity of data controller.

### 1. Your Processed Personal Data

Identity Information (such as name, surname, TR ID number, passport number, license plate information, date of birth, gender, signature)

Personal Data Processing Condition	Personal Data Processing Purpose
<ul style="list-style-type: none"> <li>- It is necessary to process the personal data of the parties to the contract, provided that it is directly related to the establishment or performance of a contract</li> <li>- Obligatory for Tasigo Hotels to fulfill its legal obligations</li> </ul>	<ul style="list-style-type: none"> <li>-Execution of communication activities</li> <li>-Execution of goods / services sales processes</li> <li>-Execution of customer relationship management processes</li> <li>-Carrying out activities for customer satisfaction</li> <li>-Execution of contract processes</li> <li>-Follow-up of requests / complaints</li> </ul>

Contact Information (such as mobile phone number, e-mail address)

Personal Data Processing Condition	Personal Data Processing Purpose
<ul style="list-style-type: none"> <li>- It is necessary to process the personal data of the parties to the contract, provided that it is directly related to the establishment or performance of a contract</li> <li>- Obligatory for Tasigo Hotels to fulfill its legal obligations</li> </ul>	<ul style="list-style-type: none"> <li>-Execution of communication activities</li> <li>-Execution of goods / services sales processes</li> <li>-Execution of customer relationship management processes</li> <li>-Carrying out activities for customer satisfaction</li> <li>-Execution of contract processes</li> <li>-Follow-up of requests / complaints</li> </ul>

Customer Transaction Information (such as reservation number, room number, check-in/out date, survey information)

Personal Data Processing Condition	Personal Data Processing Purpose
<ul style="list-style-type: none"> <li>- Explicit Consent</li> </ul>	<ul style="list-style-type: none"> <li>-Execution of marketing processes of products / services</li> </ul>
<ul style="list-style-type: none"> <li>- It is necessary to process the personal data of the parties to the contract, provided that it is directly related to the establishment or performance of a contract</li> </ul>	<ul style="list-style-type: none"> <li>-Execution of goods / services sales processes</li> <li>-Execution of goods / services production and operation processes</li> <li>-Execution of contract processes</li> </ul>
<ul style="list-style-type: none"> <li>- Obligatory for Tasigo Hotels to fulfill its legal obligations</li> </ul>	<ul style="list-style-type: none"> <li>-Follow-up of requests / complaints</li> </ul>

Physical Venue Security Information (such as camera footage)

Personal Data Processing Condition	Personal Data Processing Purpose
Data processing is mandatory for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms of the data subject.	-Ensuring physical space security -Ensuring the security of movable property and resources

Transaction Security Information (such as website login/logout information, traffic information (connection time/duration, etc.) and IP address)

Personal Data Processing Condition	Personal Data Processing Purpose
- Expressly stipulated in laws - Obligatory for Tasigo Hotels to fulfill its legal obligations	-Execution of information security processes -Execution of activities in accordance with the legislation

Financial Information (such as credit card information, bank account information)

Personal Data Processing Condition	Personal Data Processing Purpose
- It is necessary to process the personal data of the parties to the contract, provided that it is directly related to the establishment or performance of a contract - Obligatory for Tasigo Hotels to fulfill its legal obligations	-Conducting finance and accounting affairs -Execution of goods / services sales processes -Execution of contract processes

Family Members Information (such as first name, surname, T.C. identification number, passport number, date of birth)

Personal Data Processing Condition	Personal Data Processing Purpose
- The processing of personal data belonging to the parties to the contract is necessary, provided that it is directly related to the establishment or performance of a contract - Tasigo Hotels must fulfill its legal obligation	- Carrying out communication activities -Execution of goods / services sales processes -Execution of customer relationship management processes - Carrying out activities for customer satisfaction - Execution of contract processes

Health Information (such as HES code, fever, allergen information)

Personal Data Processing Condition	Personal Data Processing Purpose
Explicit Consent	-Determination of COVID-19 risk -Execution of goods/services sales processes -Execution of health care processes

## 2. Methods of Collection of Personal Data

Your personal data is collected through the booking form, closed circuit camera systems and other printed forms on our website and also your personal data can be collected by automatic methods, directly from you, if you send a message via whatsapp.

## 3. Information regarding Personal Data Processed through Cookies on the www. tasigoeskisehir.com Website

www. tasigoeskisehir.com no personal data is processed through cookies on the website. You can find more detailed information about cookies in the Cookie Policy.

## 4. To Whom and for What Purposes Can Personal Data Be Transferred?

Your personal data shared with Tasigo Hotels may be transferred to the 3rd parties listed below;

Transport Intent	Recipient Group
- Carrying out activities in accordance with the legislation -Providing Information to Authorized Persons, Institutions and Organizations	-Authorized Public Institutions and Organizations

In case you have your explicit consent to transfer personal data abroad in accordance with Article 9/1 of the KVKK; Your personal data is processed via whatsapp for the purposes of carrying out communication activities and meeting the demands of our customers quickly. Whatsapp's servers are located abroad. For this reason, each use of whatsapp means the transfer of your data abroad. If you do not use whatsapp, if you do not want your data to be transferred abroad, we have alternative ways of communication for support.

## 5. How Long Is Your Personal Data Stored?

If your personal data has been set for a period of time for the storage of data in the law or related legislation, that data must be stored for at least this period. If a period of time is not stipulated in the law or related legislation; it is stored for reasonable periods of time, limited and measured, in connection with the purposes for which it is processed.

## 6. What Are Your Rights Regarding Your Personal Data?

Regarding your personal data; You have the right to

- To find out if your personal data has been processed,
- Requesting information about your personal data if it 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 your personal data is transferred at home or abroad,
- Request correction of your personal data if it is incomplete or incorrectly processed,
- Request the deletion or destruction of your personal data within the framework of the conditions stipulated in the KVKK legislation,

- When you request the correction of incomplete or incorrect data and the deletion or destruction of your personal data, requesting that this be notified to the third parties to whom we transfer your personal data,
- Objecting to the emergence of a result against the person himself by analyzing the processed data exclusively through automated systems and
- To claim compensation if you suffer losses due to unlawful processing of personal data.

## 7. How Can You Exercise Your Rights Regarding Your Personal Data?

If you wish to submit your applications and requests regarding your personal data, through the *Contact Application Form*;

You can send us through belowmentioned channels;

- kvkkbasvuru@tasigo.com by sending an e-mail to the address,
- By applying to Tasigo Hotels in person with a valid identity document,
- By sending a copy of the wet signature and ID to Dede Mahallesi Haktanır Sokak No: 4 Odunpazari / Eskisehir,
- Sign with mobile signature or secure electronic signature and kvkkbasvuru@tasigo.com by sending an e-mail to the address,
- By using a registered e-mail (KEP) address and a secure electronic signature or mobile signature [polidayinsaat@hs01.kep.tr](mailto:polidayinsaat@hs01.kep.tr) by sending it to the registered e-mail (KEP) address.

In accordance with the Notification on the Procedures and Principles of Application to the Data Controller, it is mandatory for the Contact to have information about the request with the name, surname, signature if the application is written, T.C. identification number (nationality, passport number or id number if the applicant is a foreigner), the main place or workplace address of the notification, the e-mail address, phone number and fax number, if any, and the request.

The Person concerned must clearly and understandably state the issue requested in the application, which includes explanations regarding the right he/she intends to exercise the rights mentioned above.

Information and documents related to the application must be added to the application.

Although the subject of the request must be related to the applicant, if acting on behalf of someone else, the applicant must be privately authorized and this authority must be documented (power of attorney). In addition, the application must contain identification and address information and authenticating documents must be added to the application.

Requests made by unauthorized third parties on behalf of someone else will not be considered.

## 8. How Long Will Your Requests for The Processing of Your Personal Data Be Answered?

Your requests regarding your personal data will be evaluated and answered as soon as possible and within 30 days from the date of access to Tasigo Hotels. If your request is accepted or rejected by explaining the reason, our answer will be sent to you by mail or e-mail to the address you specified in the application, if possible, in the manner in which your request was made.