

Türkiye Petrol Rafinerileri Anonim Şirketi Information Note For Customers On Protection and Processing Of Personal Data

Your personal data can be processed by Türkiye Petrol Rafinerileri Anonim Şirketi ("Company"), acting as the Data Controller, under the Law No. 6698 on Protection of Personal Data ("Law No. 6698") for the purposes described below.

Details of these purposes of processing of your personal data by our Company can be found in the Policy on Protection and Processing of Personal Data of Türkiye Petrol Rafinerileri Anonim Şirketi, published on the website at <https://www.tupras.com.tr/kisisel-verilerin-korunmasi>

Purposes of Processing of Personal Data

Your personal data that have been collected can be processed for performance of necessary works by our business units in order to ensure that you benefit from the products and services offered by our Company and for execution of relevant business processes and for the purposes listed below in order to ensure legal, technical and commercial-business security of our Company and persons that are in a business relationship with our Company ("Purposes") and in accordance with personal data processing conditions stated in Articles 5 and 6 of the Law:

- Planning and execution of processes for sales of products and services;
- Execution of accounting and financial processes;
- Evaluation of claims and complaints and planning and execution of audit activities of the Company;
- Planning and execution of customer relationship management processes;
- Planning and execution of customer satisfaction and corporate communication activities;
- Execution of Customer and Customer Portal registration/change operations.

To Whom the Processed Data can be Transferred and for which Purpose

Your collected personal data can be transferred to our business/solution partners, suppliers, legally authorized public entities and legally authorized private persons in accordance with the personal data processing conditions and purposes stated in Articles 8 and 9 of the Law in order for fulfillment of above mentioned Purposes.

a) Method and Legal Reason of Collection of Personal Data

Your personal data are collected by our Company through our website, phone/call center, e-mail and customer portal that you will use to contact us physically or electronically in order for selling and delivery of our Company's products and services and for receiving and evaluating the requests and complaints, based on execution or performance of an agreement as defined in Article 5 of the Law and on legal liability, establishment, exercising and protection of a right and legal reasons for legitimate interests of our Company.

Rights of the Personal Data Owner, Listed in Article 11 of the Law

We would like to inform you that you, as the owner of personal data, have the following rights as per Article 11 of the Law:

- To inquire whether your personal data have been processed or not;
- If your personal data have been processed, to request information about such processing;
- To inquire the purpose of processing of your personal data and whether such data have been used in accordance with the said purpose or not;
- To know the third parties in or abroad, to whom your personal data have been transferred;
- If your personal data have been processed incompletely or inaccurately, to request rectification of such data and notification of third parties, to whom your personal data were transferred, about such rectifications;
- If, despite of being processed in compliance with the provisions of the Law and other applicable laws and if the reasons that require processing of personal data are no longer available, to request deletion or destruction of your personal data and to request the third parties, to whom your personal data were transferred, to be notified about the actions performed under this sub-paragraph and in case your personal data were processed inaccurately or incompletely;
- To object to occurrence of any result that is to her/his detriment by means of analysis of personal data exclusively through automated systems;
- To request compensation for the damages in case the you suffer damages due to unlawful processing of your personal data.

You can submit your applications for your rights listed above to our Company by completing "Data Owner Application Form", which you can find at <https://www.tupras.com.tr/kisisel-verilerin-korunmasi>. Your applications will be concluded free of charge as soon as possible, which shall never exceed thirty days, depending on the nature of your request; however if your application requires any additional cost, you might be charged, based on the tariff to be determined by the Personal Data Protection Board.