



**DATA SUBJECTS
THEIR REQUESTS WILL BE MET
PRINCIPLES AND PROCEDURES FOR ANSWERS
REGULATIONS REGARDING**

KVKK_Y1 VERSION 1.00

KARDELEN PAINT AND CHEMICAL INDUSTRY TRADE LIMITED COMPANY

REQUESTS FROM DATA SUBJECTS PROCEDURES AND PRINCIPLES FOR GIVING ANSWERS REGULATIONS REGARDING

1. Purpose and Scope

1.1 Data subjects have certain rights regarding their personal data pursuant to Article 11 of the Law No. 6698 on the Protection of Personal Data (hereinafter referred to as the Law). Our company is obliged to respect these rights when processing the personal data of data subjects. This Regulation aims to provide a framework regarding the procedures and principles to be applied in the processes of responding to applications made to our Company regarding the exercise of these legal rights. In this context, our Company's main policy is to ensure that the requests of data subjects to exercise their rights regarding their personal data are handled in accordance with the provisions of the current legislation.

1.2 This Regulation applies only to data subjects whose personal data we process.

2. Procedures and Principles Regarding Access to Personal Data and Requests for Information

The data subject has the right to confirm with the data controller whether their personal data is being processed and, if processing is taking place, to access their personal data and request the following information:

- (a) processing purposes;
- (b) relevant categories of personal data;
- (c) recipients or categories of recipients to whom personal data has been or will be disclosed, primarily recipients in third countries or international organizations;
- (d) where possible, the period foreseen for the retention of personal data, or if this is not possible, the criteria used to determine this period;
- (e) the right of the data subject to request the correction or deletion of personal data relating to the data controller, or to restrict the processing of such data, or to object to such processing activity;
- (f) the right to lodge a complaint with a supervisory authority;
- (g) if personal data is not obtained from the data subject, existing information regarding the sources of this data;

(h) whether automated decision-making procedures, including profiling, are used and, at least in those cases, meaningful information about the reasoning behind them, as well as the significance of the processing activity for the data subject and the anticipated consequences.

2.1 Data subjects have the right to request access to their personal data processed by us.

These types of requests are called requests for information from relevant parties. Any relevant party may, under the Law... If the individual exercises their right to information and other rights under Article 11, the following steps will be taken:

(a) First, the date the request is received will be recorded without delay. (To ensure that the necessary steps are taken within a valid one-month period to respond to the request);

(b) The identity of the data subject whose personal data is processed will be verified. For example, we may request additional information from the data subject to verify their identity;

(c) Necessary investigations will be conducted in the databases, systems, applications and other environments where the personal data in question may be stored, which are used by our company, and

(d) The processing of the personal data of the requesting data subject will be confirmed, and the data subject will be informed about the matter.

2.2 If we process the personal data of the data subject, the following information will be provided to the data subject in a concise, transparent, understandable and easily accessible manner, using clear and simple language, in writing or through other means, including electronically:

(a) purposes of data processing activities;

(b) relevant categories of personal data (e.g., contact information, bank account information and details of sales activity);

(c) recipients or categories of recipients to whom personal data is transferred or will be transferred, in particular recipients operating abroad (e.g., US-based service providers);

(d) if possible, the period foreseen for the storage of personal data or, if this is not possible, the criteria used to determine the said time period - generally by referring to our Company's Personal Data Storage and Destruction Policy;

(e) the right to request the correction or deletion of personal data, or the right to restrict the processing of personal data or to object to such processing;

(f) The right to file a complaint with the Personal Data Protection Board;

(g) In cases where personal data is not collected directly from the data subject, existing information on who the data is collected from and how it is collected;

(h) sufficient and explanatory information about the procedures used where automated decision-making processes are used, as well as the meaning and anticipated consequences of such data processing activities for the data subject and

(i) details of the measures to be taken to protect personal data when personal data is transferred abroad.

2.3 Furthermore, unless there is an exceptional circumstance (see paragraph 9 below), we will provide the data subject with a copy of the personal data processed by us in a commonly used electronic format within one month of receiving the request (other methods, such as paper format, will be used if the data subject has not requested the copy electronically or has specifically requested that the copy not be provided electronically). If the request is complex or involves numerous requests, we may extend the response period to up to two months. If we extend the response period, we will inform the data subject of this within one month of receiving the request and explain the reasons for the delay.

2.4 Before providing personal data to the data subject requesting information, the content of the requested personal data will be reviewed to determine whether the information to be provided includes the personal data of other data subjects. In this case, unless the other data subjects explicitly consent to the disclosure of their personal data, the data relating to other data subjects will be deleted when the requested information is transferred to the data subject.

2.5 If the data subject's request for information is manifestly unfounded or excessive, for example, if it would require redundant processing, we may charge a reasonable fee, taking into account the administrative costs of providing the personal data, or we may refuse to act on the request. However, we are prohibited by law from charging a general fee for responding to requests for information, and no fees should be charged for requests for information except in the aforementioned exceptional circumstances.

2.6 If the data subject's request for information is to be refused for reasonable grounds, the data subject will be informed of the reason(s) for the refusal and the procedures for filing a complaint with the Personal Data Protection Board.

3. Procedures and Principles to be Followed in Responding to Requests for Correction of Personal Data Records

3.1 Data subjects have the right to have their personal data, which has been processed inaccurately, corrected. Correction may take place, for example, by completing incompletely processed data through additional clarification from the data subject regarding their personal data, or by deleting incorrectly processed data records and replacing them with correct ones. Unless exceptional circumstances arise (see paragraph 9), when such a request is made, incorrectly processed personal data records will be corrected immediately.

3.2 Furthermore, unless it requires an impossible or disproportionate effort, each recipient to whom personal data has been disclosed (e.g., our third-party service providers who process data on our behalf) will be informed without delay about the fact of the correction of personal data. If the data subject makes such a request, the data subject will also be informed about the recipients in question.

4. Procedures and Principles to be Followed in Responding to Requests for Deletion of Personal Data

4.1 Data subjects have the right to request that we delete their personal data in certain circumstances. When such a request is made, unless there is an exceptional circumstance (see paragraph 9), personal data will be deleted without undue delay in the following cases:

- (a) the personal data is no longer necessary in relation to the purposes for which it was collected or processed;
- (b) the data subject withdraws their explicit consent on which the processing of their personal data is based and there is no other legal basis for the processing activity;
- (c) if the data subject objects to the processing of their personal data based on our performance of a public service duty, the exercise of official authority granted to us, our legitimate interests which override the data subject's rights, or the exercise of other fundamental rights and freedoms, and there is no compelling legitimate reason for the processing, or if we do not process the data for the purpose of establishing, exercising, or defending legal claims,
- (d) The data subject objects to the processing of their personal data for direct marketing purposes;
- (e) the unlawful processing of personal data;
- (f) the deletion of personal data is necessary to comply with a legal obligation to which we are subject or
- (g) if personal data has been collected in connection with e-commerce or other online services.

4.2 When a data subject requests the deletion of their data under the conditions mentioned above, unless there are exceptional circumstances (see paragraphs 4.5 and 9), the following steps shall be followed:

- a) First, the date the request is received will be recorded without delay. (To ensure that the necessary steps are taken within a valid one-month period to respond to the request);
- (b) The identity of the data subject whose personal data is processed will be verified. For example, we may request additional information from the data subject to verify their identity;
- (c) Databases, systems, applications and other places where the requested personal data may be stored will be searched and this data will be deleted within one month of receiving the request. If the request is complex or involves a large number of requests, we may extend the response time to up to two months. If we extend the response time, we will inform the data subject within one month of receiving the request and explain the reasons for the delay.

d) In cases where we disclose personal data to the public, reasonable steps must be taken, including technical measures, to ensure that any links to or copies of such personal data are deleted by those processing the personal data on behalf of the Company without delay.

e) Regarding the deletion of personal data, each recipient to whom the personal data has been disclosed will be informed, unless this is physically impossible or requires disproportionate effort. If the data subject requests it, the data subject will also be informed about the recipients to whom the personal data has been transferred.

4.3 If the applicant's request is manifestly unfounded or excessive, for example, if it would require redundant processing, we may charge a reasonable fee, taking into account the administrative costs associated with the processing, or we may refuse to act on the request. (see paragraph 4.5)

4.4. If we have to refuse the request, the data subject who made the request will be informed of the reasons for our refusal to process the request and their right to file a complaint with the Personal Data Protection Board against our decision.

4.5 In addition to the exceptional circumstances listed in Article 9 of this Protocol, the Company may refuse to perform the requested deletion if the data processing activity is necessary for the purposes listed below:

(a) the exercise of the right to freedom of expression and access to information;

(b) in terms of compliance with a legal obligation requiring processing activity within the framework of the legislation to which the company is subject, or in terms of fulfilling a task carried out in the public interest or exercising an official authority granted to us;

(c) For reasons of public interest in the field of public health, such as epidemic situations;

(d) To the extent that the request for deletion is likely to make it impossible or seriously impair the achievement of the relevant processing purposes, for archival purposes in the public interest, for scientific or historical research purposes or for statistical purposes, or

(e) with regard to making, enforcing or defending legal claims.

5. Procedures and Principles to be Applied in Executing Requests Regarding the Exercise of the Right to Restrict Data Processing Activities

5.1. If any of the following conditions apply, and the exceptions listed in paragraph 9 do not apply, the data subject has the right to request that we restrict the processing of their data:

(a) In the event that the data subject disputes the accuracy of the personal data, our Company shall have a period of time during which it can verify the accuracy of the personal data;

(b) the processing activity is unlawful and the data subject objects to the deletion of the personal data and requests that the use of the data be restricted instead of being deleted;

(c) Where the company no longer needs the personal data for its processing purposes, but the data subject needs the data for the purpose of making, enforcing or defending legal claims;

(d) The data subject may object to the processing activity until it is verified whether the legitimate grounds on which the company relies outweigh the legitimate grounds of the data subject.

5.2. In cases where processing activities are restricted under paragraph 1, the personal data in question may continue to be processed, other than for storage, only for the purposes listed below:

a) with the consent of the data owner or in the case of a legal claim,

b) for the enforcement or defense of legal claims

c) for the purpose of protecting the rights of another natural or legal person, or

d) to the extent necessary in the interest of a significant public good.

5.3 Before the restriction measure on data processing is lifted, the data subject will be informed of the lifting of the restriction.

5.4 Unless the notification mentioned above is impossible or requires disproportionate effort, each recipient to whom personal data has been disclosed will be notified of the restriction of the processing of their personal data. If the data subject has such a request, the data subject will also be informed about the recipient groups in question.

6. Procedures and Principles to be Applied in Executing Requests Regarding the Exercise of the Right to Data Portability

6.1. In the following cases, the data subject has the right to receive the personal data he/she has provided to us in a structured, commonly used and machine-readable format, and to transfer this data to another data controller without any hindrance from us:

(a) the processing activity is based on consent or a contract, and

(b) performing the processing activity through automated means.

6.2. If any data subject wishes to exercise their right to data portability with our Company in accordance with the matters listed above, the following steps will be followed:

(a) First, the date the request is received will be recorded without delay. (To ensure that the necessary steps are taken within a valid one-month period to respond to the request);

(b) The identity of the data subject whose personal data is processed will be verified. For example, we may request additional information from the data subject to verify their identity;

c) The requested personal data will be provided to the data subject within one month of receiving the request, after conducting the necessary search in databases, systems, applications, and other locations where the requested data may be stored, or, upon the data subject's request, the personal data will be directly transferred to another company (if technically possible). If the request is complex or there are numerous requests, the response time may be extended up to two months. If we extend the response time, the data subject will be informed of this within one month of receiving the request, and the reasons for the delay will be explained to them.

6.3. If the applicant's request is manifestly unfounded or excessive, for example, if it would require redundant processing, we may charge a reasonable fee, taking into account the administrative costs associated with the process, or we may refuse to act on the request.

6.4. If we have to refuse the request, the data subject who made the request will be informed of the reasons for our refusal to process the request and their right to file a complaint with the Personal Data Protection Board against our decision.

7. Procedures and Principles to be Applied in the Execution of Requests Regarding the Exercise of the Right to Object to Data Processing Activities

7.1. Data subjects have the right to object to the processing of their personal data unless one of the following conditions applies: if the processing is based on our performance of a public duty or the exercise of an official authority granted to us, or if we rely on legitimate interests that override the interests or fundamental rights and freedoms of the data subject.

a) Compelling legitimate reasons must be provided to justify data processing, as these reasons outweigh the interests, rights, and freedoms of the data subject, or

(b) Personal data is processed for the establishment, exercise, or defense of legal claims.

7.2. When personal data is processed for scientific or historical research purposes or for statistical purposes, the data subject has the right to object to the processing of their personal data based on grounds relating to their specific circumstances, unless the processing activity is necessary for the performance of a duty carried out for reasons of public interest.

7.3 If an objection is raised to our Company regarding the processing of personal data, the processing of the data subject's personal data will be terminated, unless there are exceptional circumstances (see paragraph 9).

7.4. Where personal data is processed for direct marketing purposes, the data subject has the right to object at any time to the processing of their personal data for such direct marketing purposes, including profiling to the extent that it is relevant to direct marketing.

If the individual objects to the processing of their personal data for the purposes stated, we will no longer process their personal data for those purposes.

8. Procedures and Principles to be Applied in the Execution of Requests Regarding the Exercise of the Right to Object to a Result Arising Against an Individual Exclusively Through the Analysis of Processed Data by Automated Systems

8.1. The data subject has the right to be excluded from a decision based solely on automated processing, including profiling, which in certain circumstances has legal consequences for or similarly has a significant impact on them. If a request to this effect is submitted to us, the processing of the data subject's personal data will be terminated, unless exceptional circumstances exist (see paragraph 9). However, the provisions of this paragraph shall not apply if the decision has the following characteristics:

- (a) If it is necessary for the conclusion or performance of a contract between the data subject and our Company;
- (b) Permission granted within the framework of national legislation to which our company is subject and which specifies appropriate measures to safeguard the rights, freedoms and legitimate interests of the data subject, or
- (c) Based on the explicit consent of the data subject.

8.2. If the decision-making procedures in question are carried out in the cases referred to in paragraph 8.1(a) or paragraph 8.1(c), the Company shall take appropriate measures to safeguard the data subject's rights and freedoms and legitimate interests, including at least the right to human intervention, the right to express their views and to object to the decision.

9. Exceptional Circumstances Excluded from the Rights of Personal Data Owners as Required by Legislation

9.1 Before responding to any request, it will be checked whether any exceptional circumstances apply to the personal data in question. The circumstances in which a negative response to the requests described above is necessary and proportionate are limited to the following:

The exceptions that will apply to data under GDPR are as follows:

- (a) national security;
- (b) national defense;
- (c) public security;

(d) prevention, investigation, detection or prosecution of crimes or enforcement of sentences, including ensuring and preventing threats to public safety;

(e) monetary matters, including but not limited to a significant economic or financial interest of the State, as well as matters relating to the budget and taxation, and other important objectives of the State in the general public interest, including public health and social security;

(f) protection of judicial independence and due process;

(g) Prevention, investigation, detection and prosecution of violations of ethical rules relating to professions subject to administrative regulations;

(h) a monitoring, auditing or regulatory function connected with the exercise of official authority in the cases specified in paragraphs 9.1. (a) to (e) and (g), even if rarely;

(i) protection of the rights and freedoms of the data subject or others,

(j) Enforcement of decisions relating to claims arising from civil law.

In accordance with Article 28 of the Law, since the following cases are not covered by the Law, personal data owners will not be able to assert their rights in the matters listed below:

a) Personal data may be processed for artistic, historical, literary, or scientific purposes, or within the scope of freedom of expression, provided that it does not violate national defense, national security, public safety, public order, economic security, privacy, or personal rights, or constitute a crime.

b) Research using personal data through official statistics and anonymization, processing for purposes such as planning and statistics.

c) Processing of personal data by public institutions and organizations authorized by law to carry out preventive, protective, and intelligence activities aimed at ensuring national defense, national security, public safety, public order, or economic security.

d) Personal data relating to investigation, prosecution, trial or execution proceedings being committed by judicial authorities or enforcement agencies.

According to Article 28/2 of the law, personal data owners will not be able to assert their rights, except for the right to claim compensation for damages, in the following cases:

to) The processing of personal data is necessary for the prevention of crime or for criminal investigation.

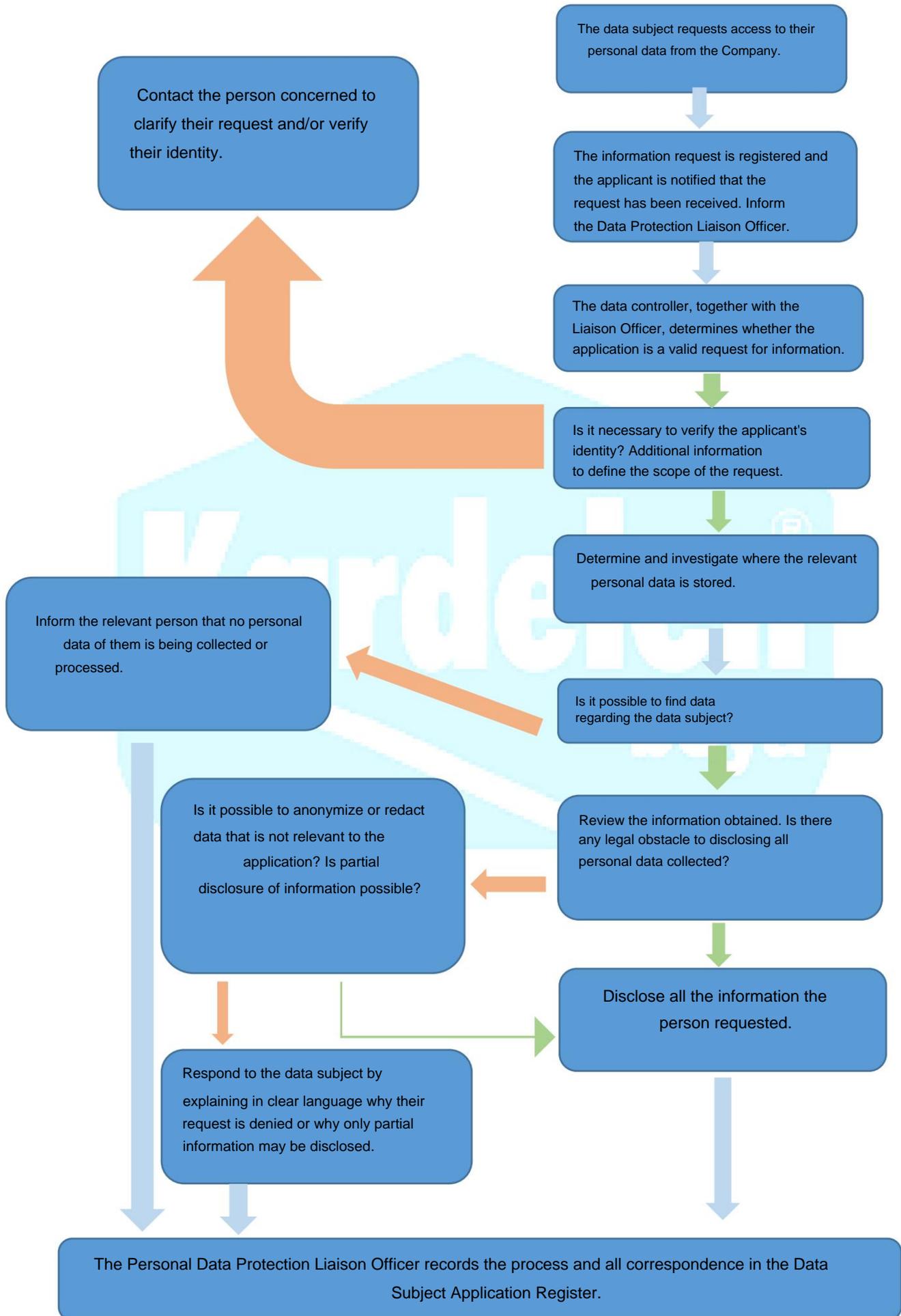
f) Processing personal data that has been made public by the data subject.

g) Personal data processing is permitted when authorized public institutions and organizations, as well as professional organizations with the status of public institutions, act in accordance with the authority granted by law, for the performance of their supervisory or regulatory duties, or for disciplinary investigations or prosecutions.

h) Personal data processing is necessary for the protection of the State's economic and financial interests in relation to budgetary, tax, and financial matters.



APPENDIX-1 FLOWCHART VALID FOR GDPR APPLICATIONS



APPENDIX 2: Sample Confirmation Letter to the Relevant Person Receiving the Request

[DATA SUBJECT/APPLICANT'S NAME AND SURNAME]

[ADDRESS LINE 1]

[ADDRESS LINE 2]

[POSTAL CODE/CITY]

[COUNTRY]

[HISTORY]

Dear [NAME AND SURNAME OF THE DATA SUBJECT/APPLICANT]:

Subject: [DATA SUBJECT'S REQUEST TYPE/REFERENCE NUMBER]

We would like to inform you that your request dated [DATE], made in accordance with Article 11 of the Law No. 6698 on the Protection of Personal Data, has been received by us. Your request was received by us on [DATE].

Law No. 6698 stipulates that a response must be given within one month of receiving the requests of the relevant individuals. Accordingly, we expect to respond to you by [DATE].

Our reply letter will include the following points:

We reserve the right to verify [your identity / your power of attorney to make a claim on behalf of another person].

If we need more information to respond to your request, you may be asked to provide that information.

In some cases, you may be required to pay a fee before we respond to your request.

If we are unable to fulfill your request, we will inform you of the reasons for the rejection of your request by [DATE], in accordance with any legal or administrative regulations.

If you have any questions regarding the status of your request, please contact [NAME AND TITLE] via [PHONE NUMBER] or [EMAIL ADDRESS]. [To check the status of your request, you can also use our secure portal / [SUBMISSION MECHANISM] after verifying your identity with your [username and password / [OTHER AUTHENTICATION MECHANISM]].

We offer our best regards.

[SENDER'S NAME]

[SENDER'S TASK]