

## PRIVACY NOTICE REGARDING THE PROCESSING OF PERSONAL DATA

### 1. Data Controller

In accordance with the Personal Data Protection Law No. 6698 ("KVKK"), your personal data is processed by ARKSOFT BİLİŞİM TEKNOLOJİ TİC. SAN. A.Ş. ("Company") as the data controller, within the scope explained below.

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### 2. Categories of Personal Data Processed

The following categories of personal data may be processed within the scope of Company activities:

- **Identity Data:** Name, surname, Turkish ID number, date of birth, signature, nationality information
  - **Contact Data:** Phone number, e-mail address, address information
  - **Customer / Transaction Data:** Requests, complaints, product and service usage information, contract information
  - **Financial Data:** Bank account number (IBAN), invoice information, payment and accounting records
  - **Legal Transaction Data:** Court decisions, enforcement information, dispute records
  - **Personnel Data:** Personnel file information belonging to employees
  - **Special Categories of Personal Data:** Criminal record (limited, within the scope of legal obligations)
  - **Visual and Audio Data:** Photographs, camera recordings (if any)
  - **Marketing Data:** Campaign, preference, commercial electronic message consent information
  - **Technical Data:** Log records, IP address, system access records
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### 3. Purposes of Processing Personal Data

Your personal data is processed for the following purposes:

- Provision of products and services and execution of contract processes

- Management of customer relations and support processes
  - Execution of human resources processes
  - Fulfillment of accounting, finance, and legal reporting activities
  - Meeting legal obligations and official institution requests
  - Execution of information security processes
  - Carrying out marketing and communication activities (if consent is obtained)
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#### **4. Legal Grounds for Processing Personal Data**

Your personal data is processed based on the following legal grounds specified in Articles 5 and 6 of KVKK:

- Being explicitly stipulated by laws
- Being directly related to the establishment or performance of a contract
- Being necessary for the data controller to fulfill its legal obligation
- Establishment, exercise, or protection of a right
- Existence of explicit consent of the data subject (where necessary)

Special categories of personal data are processed only within the scope of legal obligations and by taking the necessary technical and administrative measures.

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#### **5. Transfer of Personal Data**

Your personal data may be transferred to:

- Authorized public institutions and organizations
- Banks and financial institutions
- Suppliers providing legal, financial advisory, audit, and information technology services
- Business partners

In accordance with Articles 8 and 9 of KVKK; in cases of legitimate interests of the Company, situations explicitly stipulated by law, fulfillment of legal obligations related to

employee employment, where data processing is mandatory for the establishment, exercise, and protection of rights in legal proceedings, or with your explicit consent, your personal data may be shared with Company employees or third-party business partners in cooperation, and closely related business and solution partners, to the extent necessary for the evaluation of your job application's suitability for positions that may arise in the future.

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## **6. Method of Collecting Personal Data**

Your personal data is collected through the website, e-mail, contracts, application forms, call center, software systems, and physical documents, by automatic or non-automatic means.

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## **7. Retention Period**

Your personal data is retained within the limits of the periods stipulated in the relevant legislation and the purposes of processing; when the retention period expires, it is deleted, destroyed, or anonymized.

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## **8. Rights of the Data Subject**

Within the scope of Article 11 of KVKK, data subjects have the right to:

- Learn whether their personal data is being processed
- Request information if it has been processed
- Learn the purpose of processing and whether it is used in accordance with its purpose
- Know the third parties to whom it has been transferred domestically or abroad
- Request correction if it has been processed incompletely or incorrectly
- Request deletion or destruction within the framework of conditions stipulated in KVKK
- Request notification of the operations to the third parties to whom it has been transferred

- Request compensation for damages in case of suffering damage due to unlawful processing

Requests may be submitted via [info@arksoft.com.tr](mailto:info@arksoft.com.tr) by filling out the Data Subject Application Form available on the website. Your requests are examined and evaluated by expert personnel, and a response is provided to you within 30 days at the latest.

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## **9. Effective Date**

This Privacy Notice enters into force on the date of publication and is updated when necessary.