

WATERNET PDP LAW- CUSTOMER CLARIFICATION TEXT

By the Law on the Protection of Personal Data No. 6698 (PDP LAW), which came into effect on April 7, 2016, under the Procedures and Principles, we inform you that;

- Within the scope of our commercial relations or our business relationship with you,
- In a manner limited and proportionate to the purpose requiring processing, during the period of this purpose, and in connection with this purpose;
- By maintaining the accuracy of the personal data you have shared with us and keeping them up to date as you have notified us;
- Your shared personal data may be stored, recorded, preserved, rearranged, shared with the competent authorities authorized to request these personal data by Law, and transferred to domestic or foreign third parties by the conditions specified by the PDP Law, transferred, classified, and processed in other ways listed in the PDP Law.

PROCESSED PERSONAL DATA

Your personal data that have been processed until today and may be processed in the future as a customer are as follows;

Identity Information:	Name-surname, Turkish Republic ID number, place of birth, date of birth
Contact Information:	Phone number, address, contact information of the backup person, email address,
Financial Information:	Credit card, bank information, Findeks Score
Audio Data:	Call recordings
Other Data:	Water system usage information
Necessary Cookies:	cookiefirst-consent, cookiefirst-id, waternet_EmployeeReference, waternet_gclid, waternet_MemberReference, waternet_OpportunitID, waternet_slug, waternet_utm_campaign, waternet_utm_content, waternet_utm_medium, waternet_utm_source, waternet_utm_term, _ga, _ga_*****, _gat_UA-****, _gid, _hjSession_*****, _hjSessionUser_*****, _fbp, _gcl_au, lastExternalReferrer, lastExternalReferrerTime, waternet_ref_id, waternet_ref_type

PROCESSING PURPOSES

- Your personal data may be processed by the Company for the following purposes, among others, but not limited to these purposes. For the fulfillment of the legitimate interests of the Company, especially;
- To ensure the requirements of the products and services provided by the Company,
- To carry out the activities of the Company, improve service quality, and enhance its economic existence,

- Contacting for the execution of tasks such as analyzing purchasing preferences and evolving services, including marketing activities within the framework of new products and services,

Your personal data will be kept for the maximum period required by the relevant legislation or for the purpose for which they were processed and, in any case, for the statutory limitation periods.

SHARING CUSTOMER DATA WITH THIRD PARTIES

Waternet Water Services may share your personal data with judicial and administrative authorities, law enforcement agencies, domestic and international business partners with whom an agreement has been reached for the provision of services to you, and legal services, among others, without being limited to those listed to fulfill legal obligations and obligations towards relevant parties.

YOUR RIGHTS UNDER ARTICLE 11 OF PDP LAW

Following the Article 11 of the PDP Law, you have the right to learn whether your personal data is processed by the Company, to request information if it has been processed, and to learn whether your personal data has been transferred domestically or abroad and to whom it has been transferred, provided that you prove your identity. In addition, you have the right to request correction of your incorrect or incomplete personal data from Waternet and to request notification of the recipients to whom your data has been transferred or may be transferred. You can also object to the results of your personal data analysis, especially if these results are contrary to your interests. In case you suffer damages due to the unlawful processing of your personal data, you have the right to demand compensation.

Your requests included in your application will be concluded free of charge within thirty days at the latest, depending on the nature of the request. However, suppose the transaction requires an additional cost for the Company. In that case, a fee may be charged by the tariff determined by the Personal Data Protection Board within the scope of the Regulation on Application Procedures and Principles for Data Controller.

For matters regarding processing your personal data, you need to fill out the application form on the Company's website (<https://www.waternet.com.tr/en/kvkk>) and submit it to the Company as specified in the form.

EXCEPTIONS TO THE RIGHT OF APPLICATION

Following the Article 28 of the Personal Data Protection Law, data subjects will not be able to claim their rights in the following cases;

- Processing of personal data for purposes such as research, planning, and statistics by making them anonymous with official statistics
- Processing of personal data within the scope of preventive, protective, and intelligence activities conducted by public institutions and organizations authorized by Law to ensure national defense, national security, public security, public order, and economic security, provided that it does not violate the privacy of private life or personal rights or does not constitute a crime.
- Processing of personal data by judicial authorities or enforcement authorities for investigation, prosecution, trial, or execution processes

- Processing of personal data for disciplinary investigation and prosecution, as well as for the execution of supervision or regulatory duties by authorized public institutions and organizations and professional organizations having the qualifications of a public institution
- Processing of personal data for the protection of the state's economic and financial interests concerning budget, taxation, and financial matters

CONTACT INFORMATION

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