

## **CLARIFICATION TEXT ON CUSTOMER/POTENTIAL CUSTOMERS' QUESTIONS/REQUESTS AND COMPLAINTS**

**SARBAK METAL TİCARET VE SANAYİ A.Ş.**, which is registered as the Data Controller in the Istanbul Trade Registry Office with the trade registry number 141821 within the scope of our practices regarding the processing of your personal data and the Law on the Protection of Personal Data No. 6698 ("**Law**"). We would like to inform you about your personal data that we process as the "**Company**").

- **Purposes of Processing Personal Data**

All personal data covered by the Law, including identity (name-surname), communication (e-mail address, telephone number), personal data related to the message you want to send, which you share in order to establish a business relationship with our Company ; Article 4 of the Act In the light of the general principles stated in the article, requests and complaints regarding the products that are fully or partially automated or non-automatic provided that they are part of any data recording system; management, answering any questions you want to ask about products and services, and continuing promotional and marketing activities. Necessary technical and administrative measures are taken by our Company to ensure the security of your personal data.

- **If it is a personl The Parties to whom Your Data is Transferred and the Purposes of the Transfer**

Your Personal Data, in accordance with the general principles specified in Article 4 of the Law, within the scope of the "Purposes of Processing Personal Data" listed above, our suppliers, business partners, shareholders, other suppliers who provide technical infrastructure under the obligation of confidentiality, the law office we have contracted and the cause of the problem may be shared with the relevant department.

- **Method of Collecting Personal Data and Legal Reason**

Your Personal Data is collected physically or electronically through the contact form on our website [www.sarbak.com.tr](http://www.sarbak.com.tr). i) Provided that your personal data is specified in Article 5 of the Law, provided that it does not harm the fundamental rights and freedoms of the data subject, it is compatible with the basic principles of the law without obtaining your explicit consent based on the legal reason that data processing is mandatory for the legitimate interests of the data controller. we process it in a way.

- **Rights of the Data Subject**

In accordance with Article 11 of the Law, the personal data belonging to you; (i) To learn whether it has been processed, (ii) To request information if your personal data has been processed, (iii) To learn for what purpose your personal data is processed and whether it is used in accordance with these purposes, (iv) To know the third parties to whom your personal data is transferred at home or abroad, (v) To know if your personal data is incomplete or incorrect. requesting their correction if processed, (vi) requesting the deletion or destruction of your personal data, (vii) requesting that your rectification, deletion and destruction requests be notified to third parties to whom your personal data has been transferred, (viii) Exclusively automated systems of your processed data You have the right to object to the occurrence of a result against you by means of analysis by means of (ix) to request the compensation of the damage if you suffer damage due to the unlawful processing of your personal data.

Your request, which includes necessary information from which we can identify you to exercise your rights set out above, and your explanations of which of your specified rights you wish to exercise; Our Company's Education Mah. Step Sok. You can send\_ it to our Company in writing to Orjin İşmerkezi No.10-18 K.3 D.39-49 Hasanpaşa/ Kadıköy/İstanbul or by sending an e-mail to [sarbakmetalas@h02.kep.tr](mailto:sarbakmetalas@h02.kep.tr). The Company accepts your request upon your application or rejects it by explaining the reason and notifies the relevant person in writing or electronically. If the request in the application is accepted , the Company shall fulfill the requirement.