**BTA HAVALİMANLARI YİYECEK VE İÇECEK HİZMETLERİ ANONİM ŞİRKETİ**

**COMMUNICATION CENTRE INCOMING CALLS**

**PROTECTION AND PROCESSING OF PERSONAL DATA INFORMATION DISCLOSURE**

**Your personal data are processed by** BTA Havalimanları Yiyecek ve İçecek Hizmetleri Anonim Şirketi **in the** capacity of data controllerin accordance with the basic principles set forthin the Personal Data Protection Law no. 6698**, for the purposes of taking requests and complaints, evaluating and finalizing them, taking order requests, composing the entries in the system and monitoring them and managing customer relations *and if there is explicit consent* given by you, performing data analysis studies, conducting the campaign, promotion, and advertising processes and activities relating to customer satisfaction and experience, in order to carry out personal marketing and promotion activities; and you can reach detailed information relating to purposes of processing your personal data, in the “**BTA Havalimanları Yiyecek ve İçecek Hizmetleri Anonim Şirketi Policy on Protection and Processing of Personal Data**”, publicly shared at the web address of [**[www.bta.com.tr](http://www.bta.com.tr)**].**

Your personal data may be transferred in order to achieve specified purposes to our business partners in Turkey and abroad, our shareholders, mainly the Aéroports de Paris Group, our suppliers, legally authorized public authorities, and competent private persons.

Your personal data are collected in the electronic environment, via the communication center channel, through which you contact our Company, and based on the legal reasons of establishment and performance of a contract, legitimate interests, and if any, explicit consent.

We hereby notify that, as a data subject, you have the following rights according to article 11 of the Law:

* To learn whether your personal data are processed or not,
* If your personal data are processed, to request information in relation thereto,
* To learn the purpose of processing your personal data and whether they are used in compliance with the purpose,
* To know the third persons, to whom your personal data are transferred in Turkey and abroad,
* In case your personal data are processed incompletely or incorrectly, to request the correction thereof and to request that any operation carried out in this context is reported to the third persons, to whom your personal data is transferred,
* Despite being processed in compliance with the provisions of this Law and other relevant laws, to request that personal data shall be erased or destructed in the event that the reasons for the processing no longer exist and any operation carried out in this context is reported to the third persons, to whom your personal data is transferred,
* To object to the occurrence of a result against you, if any, by analyzing the data processed solely through automated systems,
* To claim compensation if you sustain damage due to unlawful processing of your personal data.

You can send, to our Company, your applications relating to your rights set forth above, by filling in the " BTA Havalimanları Yiyecek ve İçecek Hizmetleri Anonim Şirketi Data Subject Application Form" available at the address of [www.tavhavalimanlari.com.tr].

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**COMMUNICATION CENTRE INCOMING CALLS**

**FORM OF EXPLICIT CONSENT FOR PROCESSING OF PERSONAL DATA**

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| **In case of (*inbound*) calls received by the call center from the customers/potential customers, first of all, the following text shall be read from tape.** |

***[If the call center service is offered by an external service provider, it is recommended that it is committed that the following text is adapted and read by the relevant external service provider.]***

Welcome to Call Centre of BTA Havalimanları. The calls are recorded for safety purposes. We would like to inform you about the processing of your personal data before any transaction is made as part of this conversation. To listen to the Information Disclosure relating to the processing of personal data you may dial 1 or you can reach detailed information regarding the processing of personal data in our policy available at the web address of [[www.bta.com.tr](http://www.bta.com.tr)]. To continue with the menu, you can dial 2.

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| **After transactions, requested by a customer within the scope of a call, are made; the following text shall be read by the customer representative.** |

For the purposes of serving you better in line with your interests and needs and providing you with the opportunity to benefit from the campaigns special for you, you can listen to the explicit consent and electronic commercial message tests and give your consent to them by dialing 1. To end the call, please dial 2.

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| **First of all, the following text of explicit consent shall be read to the customer.** |

As part of the Information Disclosure**, if you agree on the processing of personal data for the purposes of making data analysis studies to carry out personal marketing or promotion activities, conducting the campaign, promotion or advertising processes and activities relating to customer satisfaction or experience,** and the transfer of personal data for these purposes to our suppliers and business partners, please dial 1; if not please dial 2.

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| **After the customer chooses the option he/she accepts, the following electronic commercial message acceptance process can be offered separately.** |

If you accept that commercial electronic messages can be sent to your communication details, which you shared by calling our call center, within the scope of all kinds of direct and indirect marketing activities, such as advertising, offer, promotion, questionnaire/survey, event, etc. and that your communication details are shared with the suppliers from which our Company receives services, to allow sending commercial electronic messages, please dial 1; if not please dial 2.