

# Turkish Airlines

## Turkish Cargo E-Bulletin Subscription Information on Protection of Data

### Introduction

Türk Hava Yolları Anonim Ortaklığı (Turkish Airlines Incorporated Company) attaches great importance to the legal processing of the personal data of its customers. By means of this *Information on Protection of Data*, we, as the Data Controller, intend to inform you about your personal data, processed through our Turkish Cargo corporate website, in compliance with the Section 10 of the Law Nr. 6698 on Protection of Personal Data (the "Law") and with the European Union's General Data Protection Regulation ("GDPR").

### How Is Your Personal Data Obtained?

Your personal data is obtained under the services we provide and by means of our website you have visited. Your personal data can only be processed if there is at least one of the conditions prescribed under the Law, as required by the Law. We, as THY, process the data in compliance with the provisions prescribed under the national and international regulations, including mainly the fundamental principles as provided under the Section 4 of the Law, and based on the personal data processing requirements as listed under the Sections 5 and 6 of the Law, under any and all circumstances, regardless of the purpose that we process such data.

### What Kinds of Personal Data Are Processed?

The general information about your personal data being processed by THY is as follows:

- **Contact Details:** The e-mail address you saved while subscribing to e-bulletin.
- **Your assessments and requests:** Assessment information we have obtained from you about our services.

### For What Purposes Is Your Personal Data Processed?

**THY process your personal data for the following purposes:**

- **Communication:** To inform you, as our customers, about our products, services and announcements by contacting with you by e-mail.
- **Assessment of Your Requests and Opinions:** To receive and assess our customers' opinions, complaints and assessments about our services by means of printed/online forms and surveys

- **Legal Obligations:** To ensure compliance with the national and international regulations, to which THY is subject, and to fulfil the obligations arising from the respective regulations.
- **Service Customizations:** To present the programs, services and products, offered, to the taste of the relevant persons, and to propose and to introduce the same to the relevant persons, and also to carry out the activities for customization thereof based on the habit of use and needs of the relevant persons.
- **Your Usage Information:** Your habits of use on our website and applications are monitored for the purpose of providing better service to you, as our customers, and also customizing our services for you. In addition, the IP address, device model etc. in relation to your devices, through which you view our website or use our applications, can be processed in order to provide service only.

### To Whom and For Which Purposes Is Your Personal Data Transmitted?

In some cases, we may transmit your personal data, processed by us, to domestic or foreign third parties in accordance with the provisions of national and international regulations, in particular the Sections 8 and 9 the Law.

The third parties, to which we can transmit your data, are as follows categorically:

- **Our domestic and foreign business partners;** e.g., companies providing services in different fields, GDSs etc.
- **Our group companies;** e.g. Some of the services, offered by THY, are performed through the agency of our subsidiaries; accordingly, your personal data can be disclosed to our relevant group companies. Please visit <https://www.turkishairlines.com/tr-tr/basin-odasi/hakkimizda/> in order to obtain further information about our group companies.
- **Our suppliers;** e.g. software companies, from which we, as THY, receive technical support, security companies, or companies providing transportation services, etc.

### What Are Your Rights As the Personal Data Holders?

You have many rights with respect to your personal data as a personal data owner pursuant to Section 11 of the Law. In this part, we would like to inform you about the rights you have and the methods for exercise of such rights.

The rights you have pursuant to Section 11 of the Law are as follows:



You can inquire whether your personal data has been processed by, or not.



If your personal data has been processed by us, then you may request us to inform you about such matter.



You can inquire the purposes, for which we have processed your personal data, and also you can inquire whether your personal data has been used as appropriate to

such purposes.



You can inquire the third persons, to which we have transmitted your personal data either domestically or internationally.



If we have processes your personal data incompletely or incorrectly, then you can request us to correct the same, and also to transmit such corrections, performed, to the third parties, to which we have transmitted your personal data.



In the event that the reasons, requiring for processing of your personal data cease to exist although we have processed your personal data in compliance with the Law and the provisions of the other relevant national and international regulations, then you may request us to delete or dispose of your personal data, and also to transmit the corrections, performed accordingly, to the third parties, to which we have transmitted your personal data.



In the event that any outcome, which is to the detriment of you upon analysis of the personal data, processed by us, exclusively by means of the automatic systems, then you may raise an objection against such outcome.



In the event that you are damaged due to the fact that your personal data has been processed in breach of the Law, then you may claim for compensation of such damage(s) arising from illegal data processing.

## Contact Details

**Turk Hava Yollari A.O. Genel Yonetim Binasi (Turkish Airlines Inc. General Management Building)**

Yesilkoy Mah.Havaalani Cad.No:3/1 34149 Bakirkoy/Istanbul



00 90 212 463 63 63



kvkiletisim@thy.com

*Version: 1.0*

*Last Updated: 30.01.2019*