



TAV HAVACILIK ANONİM ŞİRKETİ

PROTECTION AND PROCESSING OF CUSTOMERS' PERSONAL DATA INFORMATION DISCLOSURE

1. DATA CONTROLLER

Your personal data can be processed by TAV Havacılık Anonim Şirketi (the "Company"), in the capacity of the data controller, in the context explained below, in accordance with the Personal Data Protection Law no. 6698 (the "Law").

You can reach detailed information regarding the processing of your personal data by our Company in TAV Havacılık Anonim Şirketi, Policy on Protection and Processing of Personal Data, publicly available at the web address of www.tavhavalimanlari.com.tr

2. PURPOSES OF PROCESSING YOUR PERSONAL DATA

Your personal data which shall be collected, can be processed for the purposes defined below (the "Purposes") in accordance with the basic principles set forth in the Law and within the scope of the personal data processing terms and conditions set forth in articles 5 and 6 of the Law and/or in case one of the conditions required by the provisions of international law exist, for the purposes of, mainly, fulfillment of air transportation services or providing related services, preparation of required records and documents for the purpose of performing flight operations in accordance with the provisions of national / international legislation and national / international aviation rules, compliance with the rules determined by Civil Aviation Authorities, fulfillment of verbal / written instructions given by the civilian authorities of the country of destination, making certain inspections and confirmations on the travel documents of our passengers (such as passport duration, validity, visa dates, residence permit), keeping records of these inspections, abide by international sanctions and other obligations on information storage, reporting, record keeping, informing, tax, international sanctions and other obligations stipulated by the Laws, providing security, ensuring customer satisfaction, making arrangements and information regarding your travel, managing customer relations and enabling customers to benefit from our services, making communications regarding the services offered within the scope of flight, the establishment and execution of allocation agreements with our customers, carrying out payment and revenues, monitoring financial risks and carrying out necessary financial analysis studies in this context, finalizing your requests and complaints, monitoring the orders, agreement processes and lawsuits, fulfilling our legal, contractual obligations or our obligations relating to legislation which we are subject to; responding to requests which are legally binding and received from competent public and private institutions, conducting financial and accounting operations, establishing operations and information technology infrastructure for information security and its management, ensuring the physical and legal security of the premises being operated by our Company, fulfilling our legal, contractual or internal and external procedures to which we are subject, carrying out internal and external reporting activities with internal control and audit, , management of operations related to civil aviation processes, , emergency and incident management, general aviation, responding to requests from authorized official or private institutions which are legally binding, conducting statistical and similar studies for the purpose of making evaluation, performance assessment and analyses relating to offered products and services, conducting business activities of our employees, event organization and customer relations management

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processes, conducting corporate communication activities and *if you give your explicit consent*, designing processes, campaign and

competition activities, carrying out personal marketing and promotion activities; carrying out activities in relation to reputation management and customer satisfaction or experience, designing activities for customer acquisition in digital or other channels and value creation for existing customers, and conducting marketing-oriented data analysis activities :

- Making necessary studies/works, by our related business units, for the performance of commercial and/or operational activities carried out by our Company, and conducting the business processes in relation thereto,
- Planning and/or performing the activities required for recommending and promoting the products and services offered by our Company and/or on behalf of and in account of our Company, by customizing them according to taste, usage habits, and needs of related persons,
- Making necessary studies/works and conducting related business processes in order to provide related persons with the opportunity to benefit from the products and/or services offered by our Company and/or on behalf of and in account of our Company,
- Planning and/or performing the activities of ensuring legal and technical security of our Company and of related persons who have business relation with our Company

("Purposes")

3. PARTIES TO WHOM YOUR PERSONAL DATA SHALL BE TRANSFERRED AND THE PURPOSES OF TRANSFER

Your personal data which shall be collected may be disclosed to our business partners in Turkey and abroad, mainly our group companies listed at the web address of www.tavhavalimanlari.com.tr, our shareholders, mainly the Aéroports de Paris Group, our suppliers, legally authorized public authorities and competent private persons including ground handling companies and intermediary institutions that obtain flight permits and to the relevant authorities and authorized 3rd parties of the country where your travel takes place, limited to the purpose of acting in accordance with the requirements of Civil Aviation and International Legislation in order to achieve the Purposes, in accordance with the personal data processing terms and conditions set forth in articles 8 and 9 of the Law.

4. METHOD AND LEGAL REASON FOR COLLECTING YOUR PERSONAL DATA

If you contact our Company, your personal data shall be collected in electronic and/or physical environment, by means of our Company Head Office, passenger and customer interviews, boarding points, business cards, open internet sources, printed and online forms, fax, mail, e-mail, phone, communication center, website and corporate social media channels.

In addition, your personal data shall be collected based on the reasons for the fulfillment of the legal obligations set forth in articles 5 and 6 of the Law; legitimate interest; establishment and performance of a contract; establishment, use, and protection of a right; and receiving your explicit consent, if any.

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5. AS A DATA SUBJECT, YOUR RIGHTS AS MENTIONED IN ARTICLE 11 OF THE LAW

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 destroyed 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 TAV Havacılık Anonim Şirketi Data Owner Application Form which you can reach at the address of tavair.com. Depending on the nature of your demand, your application shall be concluded within the shortest time and at the latest within thirty days and free of charge; however, if the action requires an extra cost, you may be charged based on the tariff determined by the Personal Data Protection Board.

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