

PRIVACY POLICY

Fer Tesis Yönetimi Hizmetleri ve Turizm Anonim Şirketi (hereinafter “**Tioso**”) as a data controller will explain how our company uses the personal data we collect from you when you use our web-site via this Privacy Policy (hereinafter the “**Policy**”) within the scope of the Turkish Personal Data Protection Law No. 6698 and General Data Protection Law.

Hereby with this policy, as a data controller **Tioso** will be fulfilled its obligation to data subjects regarding to their right to be informed under the Article 10 of the Turkish Personal Data Protection Law No. 6698 regarding to personal data that you have shared with us via using our web-site www.tioso.co. This Policy contains references to other key **Tioso** policies and processes relevant to data protection, including information security policies.

HOW DO WE COLLECT YOUR DATA?

For each of the categories of personal information and purposes which will be described beloved, we collect your personal information with our set of operations which is performed whether or not by automated methods, tools and services, including comment cards and email communications sent to and from **Tioso**.

Otherwise, we gather information when you provide it to us, or interact with us directly, for example:

- when you visit our website,
- when using and viewing our website via your browser’s cookies,
- when making a reservation via our website,
- when you fill out the forms in our website,
- when contacting us via Whatsapp support line on our website.

WHAT DATA DO WE COLLECT AND USE YOUR DATA AND ON WHAT LEGAL BASIS DO WE USE THEM?

The personal information that we process includes:

Identity information such as Name, Surname

Contact information – such as your Phone Number, Email Address, and Whatsapp profile info

Legal information - such as distance sales contract, legal consents

Guest/Consumer information – such as Your Requests, and information regarding your reservation

Other – Content of Your Messages that You Sent to **Tioso**, cookies

If you choose the "Bank-Credit Card" section from "Payment options", your name-surname, card number, card type, card expiration date, card CVV number information on the card, which is evaluated in the Customer transaction data category; It is not processed by Tioso as the data controller, and your relevant information will be processed by contracted organizations in accordance with the completion of your payment transaction and the service relationship between us.

The personal information that is processed by **Tioso** which are mentioned above are under the article 4 of Turkish Personal Data Protection Law No. 6698 which concerns General Principles Relating to Processing of Personal Data. Therefore, the processing by **Tioso** will be performed lawfully, fairly and in a transparent manner in relation to the data subject; adequate, accurate, relevant and limited to what is necessary in relation to the purposes for which they are processed, collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes where necessary, kept up to date. Furthermore, every reasonable step is taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay by the Erasure, Destruction, Anonymisation and Privacy Policy of Tioso.

Within this context, **Tioso** collects your data so that we can;

- Receive and evaluate suggestions for improving business processes and the service we offer,
- Execute customer relationship management processes,
- Distinguish you among our users with your name and surname in line with the execution of communication activities and follow-up of requests and complaints,
- Answer all your questions and complaints regarding our services and activities by classifying them under the title of the question you asked,
- If you prefer, answer all your questions and complaints regarding our services and activities instantly via the Whatsapp support line,
- Respond to your questions and complaints regarding our services and activities in the most appropriate way by conducting internal research based on the information you have provided to us,
- Send you e-bulletins regarding our Company's campaigns and news upon your request,

- Establish the necessary contracts between you and the company,
- Show your address in the e-invoice and e-archive we issue in accordance with our financial obligations,
- to conduct our services abided by the Law on Regulation of Publications on The Internet and Suppression of Crimes Committed by Means of Such Publications No. 5651 and monitoring and networking Internet usage under the provisions of the aforementioned Regulation,
- to enable a better use of our website,
- Carrying out the necessary work for you to benefit from our services and activities,
- to take necessary precautions means in both technical and administrative regarding to Personal Data Protection

Tioso processes your data lawfully, fairly and in a transparent manner in relation to the data subject; adequate, accurate, relevant and limited to what is necessary in relation to the purposes for which they are processed. Furthermore, when the processing is necessary; for compliance with a legal obligation to which the controller is subject, for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract, order to protect the vital interests of the data subject, for the purposes of the legitimate interests pursued by the controller or by the third party or parties to whom the data are disclosed, except where such interests are overridden by the interests for fundamental rights and freedoms of the data subject which require protection under and finally, for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller or in a third party to whom the data are disclosed under the Article 5 of the Turkish Personal Data Protection Law No. 6698. Hence, your personal data will be processed legitimately to serve these aims which have been mentioned earlier, in order to inform you for our campaigns, special offers, advertisements, discounts and similar commercial based activities. Additionally, Tioso may contact you, for your reviews, opinions, feedbacks and complaints, especially for marketing purposes alongside, improving our research and development works, management of your information technology and data security systems under the provisions of Turkish Personal Data Protection Law No. 6698.

HOW DO WE USE AND SHARE YOUR DATA

We use and transfer your personal information on the following basis under the Article 9 of the Turkish Personal Data Protection Law No. 6698, for legitimate business purposes by the laws we are obligated to abide your personal data helps us to operate and improve our business and minimise any disruption to the services that we may offer to you. It also allows us to make

our communications with you more relevant and personalised to you, and to make your experience of our services more efficient and effective;

- To attorneys, tax advisors and our auditors regarding to for the establishment, exercise or defence of legal claims or proceedings,
- To government regulators, public authorities, courts, enforcement offices in order to the comply with legal and regulatory obligations, including financial reporting requirements imposed by the laws,
- To your delegates and attorneys, in order to perform your requests and wishes.

YOUR DATA PROTECTION RIGHTS

Regarding the personal data, data subjects holds the rights which mentioned below,

- to learn whether his personal data are processed or not,
- to request information if his personal data are processed,
- to learn the purpose of his data processing and whether this data is used for intended purposes,
to know the third parties to whom his personal data is transferred at home or abroad,
- to request the rectification of the incomplete or inaccurate data, if any,
- to request the erasure or destruction of his personal data under the conditions laid down in Article 7,
- to request notification of the operations carried out in compliance with sub- paragraphs (d) and (e) to third parties to whom his personal data has been transferred,
- to object to the processing, exclusively by automatic means, of his personal data, which leads to an unfavourable consequence for the data subject,
- to request compensation for the damage arising from the unlawful processing of his personal data.

Regarding your rights aforementioned, you are entitled to apply personally or with notary under the “The Declaration of Procedures and Principles of Applying to the Data Controller” to our registered e-mail address via secure electronic signature, mobile signature or with your registered e-mail address. Please click [here](#) to obtain our Data Subject Application form.

Your application will be responded to under the provisions of the Turkish Personal Data Protection Law No. 6698 and in order to confirm your application, Tioso may request further information for authentication purposes.

Our company keeps this Privacy Policy under regular review and places any updates on this web page. This Privacy Policy was last updated on 20.01.2023.

SOCIAL MEDIA

When you visit one of our social media appearances (e.g. Facebook, Instagram), we are jointly responsible as controllers together with the operator of the social media platform for the data processing activities triggered by your visit. You may as a matter of principle assert your rights.

Please note that despite sharing joint responsibility with the social media portal operator, we have no comprehensive influence over the data processing activities conducted by social media portals. The opportunities open to us are essentially dependent on the corporate policy of the respective provider. We maintain publicly accessible profiles in various social networks. The individual social networks we use are listed below.

Instagram ;

Facebook ;

Twitter ;

LinkedIn ;

With the aid of data acquired by analysing user behaviours which are determined solely by the social media platforms, the social media portal operator can create user profiles in which your preferences and interests are stored. In this way, advertising tailored to your interests can be displayed to you both within and outside of the respective social media presence. If you have an account with the social network in question, advertisements tailored to your interests can be displayed on all devices to which you are or have been logged in. Please also note that we are unable to replicate all data processing activities on social media portals. Dependent on the provider, it may be that other processes are performed by social media portal operators. For details please refer to the terms of use and data privacy policies of the respective social media portals.

Instagram Privacy Policy ; <https://help.instagram.com/196883487377501>

Facebook Privacy Policy; <https://www.facebook.com/policy.php>

Twitter Privacy Policy; <https://twitter.com/en/privacy>

LinkedIn Privacy Policy; <https://www.linkedin.com/legal/privacy-policy>

HOW TO CONTACT US

Fer Tesis Yönetimi Hizmetleri ve Turizm Anonim Şirketi

Contact link: www.tioso.co

Address: Gürsel Mah. İmrahor Cad. Premier Kampüs Ofis B Blok No:29 İç Kapı No:9
Kağıthane/İstanbul