

## MNG AIRLINES PRIVACY NOTICE ON PERSONAL DATA PROCESSING THROUGH CONTACT FORM

As **MNG Havayolları ve Taşımacılık A.Ş. (“MNG Airlines”)**, we value the protection of your personal data, so we expect you to show the same care. For this reason, it is very important for us that you read this text detailing which personal data we use for what purpose and clearly understand the obligations of **MNG Airlines**, who is responsible for the administrative and technical security of your personal data as “**Data Controller**”.

### Why am I reading this text?

**Article 10 of the Law No. 6698 on the Protection of Personal Data (“KVKK”)**, which entered into force on **April 7, 2016** requires that the persons whose personal data is processed (used) (**referred to as the relevant persons in the KVKK**) to be informed by the “**Data Controller**” who uses this data. As a **Data Controller**, we have to prove that you have been informed about your personal data we will process.

### What are your personal data used and in what ways are they obtained?

As **MNG Airlines**, we collect your listed below personal data within the scope of the Privacy Notice through digital means (**expressed as "automatic" method in KVKK**) by our **Contact Form** on our website. Obtained personal data and the legal reason for obtaining them are listed below:

Data Category	Personal Data Processed	Legal Reason for Obtaining
Identity Data	Your name, surname	Mentioned personal data are obtained through filling out the <b>MNG Airlines Contact Form</b> by you and legal basis of obtaining is <u>the fulfillment of our legitimate interests, provided that it does not harm your fundamental rights and freedoms.</u>
Contact Data	Your e-mail address, telephone number	
Customer Transaction Data	Your contact subject, your messages in which you submit your requests, complaints and suggestions, date and time of contact, feedbacks and responses on your communication	

### What is the purpose and legal reason of your personal data obtained?

In the table presented below by **MNG Airlines**, the purposes of personal data processing carried out within the scope of the activity in which the Privacy Notice is issued are detailed. Each personal data processing purpose is matched with the categories of personal data and the relevant legal reason relating to the purpose.

Purpose of Processing Personal Data	Related Data Category	Legal Reason for Processing
<ul style="list-style-type: none"> <li>To create records for contact request,</li> <li>To classify contacts as requests, complaints or suggestions within the scope of the subject of contact,</li> <li>To conduct examinations within the scope of your requests, complaints or suggestions and ensuring feedbacks and responses,</li> <li>To fulfill your requests, complaints or suggestions, to follow up and conclude the return process,</li> <li>To carry out communication activities with you regarding your request, complaint, or suggestion.</li> </ul>	<ul style="list-style-type: none"> <li>Identity,</li> <li>Contact,</li> <li>Customer Transaction</li> </ul> <p>categories of personal data,</p>	<p>are processed with the legal basis of <u>fulfillment of our legitimate interests as a legal reason, provided that it does not harm your fundamental rights and freedoms.</u></p>
<ul style="list-style-type: none"> <li>For the purpose of recording your requests, complaints or suggestions and the responses sent to you,</li> </ul>	<ul style="list-style-type: none"> <li>Identity,</li> <li>Contact,</li> <li>Customer Transaction</li> </ul> <p>categories of personal data,</p>	<p>are processed for the legal reason that <u>processing is necessary for the institution, usage, or protection of a right.</u></p>
<ul style="list-style-type: none"> <li>For the purpose of fulfilling the obligation of providing information,</li> </ul>	<ul style="list-style-type: none"> <li>Identify,</li> <li>Legal Transaction</li> </ul> <p>Categories of personal data,</p>	<p>are processed based on the legal necessity for <u>our company to fulfill its legal obligation.</u></p>

#### Are personal data transferred to others?

Yes, but we only transfer them for certain purposes and with your knowledge. In this context, your personal data **can be transferred** to:

- Our business partners with whom we have contracted in order to provide our services through our website and to improve the quality of the services we provide,
- Official institutions such as regulatory and supervisory institutions, courts and executive offices in order to provide obligatory information,
- Lawyers and auditors in order to carry out our business processes in accordance with the legislation, to follow-up and execution of legal affairs,
- Our group companies in order to carry out the follow-up, continuity, supervision and reporting processes of business processes.

### What rights does KVKK give me?

KVKK allows you to control your personal data such as:

- (a) learn whether or not her/his personal data have been processed;
- (b) Request information as to processing if her/his data have been processed;
- (c) Learn the purpose of processing of the personal data and whether data are used in accordance with their purpose;
- (ç) Know the third parties in the country or abroad to whom personal data have been transferred;
- (d) Request rectification in case personal data are processed incompletely or inaccurately;
- (e) Request deletion or destruction of personal data

and KVKK provides many rights including but not limited to these. You can find all of these rights and details in **article 11** of the KVKK.

### How can I exercise my rights?

If you want to use the rights specified, you can submit your requests in writing (for example **via a warning letter or a registered letter with acknowledgement of receipt**) or by using a registered electronic mail (KEP) address or by means of secure electronic signature, mobile signature or using the electronic mail address that you previously presented to us and that is registered **in our system**.

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