

HERA CHARGE ELEKTRONİK A.Ş.

CUSTOMER PERSONAL DATA PROTECTION DISCLOSURE AND INFORMATION NOTICE

This Disclosure Notice has been prepared by **HERA CHARGE ELEKTRONİK A.Ş. / Mersis: 0461 1117 5740 0001** (referred to as the “COMPANY” or “HERA CHARGE”) as the “DATA CONTROLLER” within the scope of Article 10 of the Law No. 6698 on the Protection of Personal Data (“KVKK”) and the Communiqué on the Procedures and Principles to be Followed in Fulfilling the Obligation to Inform. We declare that personal data transmitted to “HERA CHARGE” are not used for purposes other than those for which they were collected, and personal data are not processed or shared with third parties without explicit consent or without one of the exceptional cases listed in Article 5 of the KVKK. Furthermore, we take all necessary administrative and technical measures to ensure an appropriate level of security in this regard.

1. What Personal Data Is Processed and for What Purposes Are Your Personal Data Processed?

Within the scope of our activities, we collect and process the following categories of data belonging to you, our customers:

- Identity Information (Name, surname, Turkish ID number of the authorized representative of a real/legal entity, or the real person)
- Contact Information (Phone number, email address, mailing address, shipping address, billing address)
- Financial Information (Tax ID number, bank account/IBAN/credit card number, billing information)
- Physical Space Security Information (Images recorded by security cameras)
- Visual and Audio Records (Catalogs, photos, videos, and other visual records taken within offices, workplaces, or areas considered workplaces, for use in the COMPANY's promotional activities)
- Legal Transaction Information (Personal data included in documents such as legal correspondences with judicial authorities or petitions filed in court cases)
- Transaction Information (IP address, website entry and exit information, password, and login credentials)
- Location Information (Location data for customers with user accounts)
- Customer Transaction Information (Request and complaint information)

We process these data for purposes including, but not limited to, emergency management, business operations and auditing, providing information to authorized individuals, institutions, or organizations, ensuring physical space security, conducting financial and accounting activities, complying with legal obligations, managing contract processes, conducting communication activities, following legal processes, managing post-sales support services, carrying out customer relationship management, and executing marketing and promotional activities.

2. To Whom and for What Purpose Your Personal Data May Be Transferred

Your personal data, categorized and processed for the purposes outlined above, may be shared with authorized public institutions (upon written request and for legal obligations, such as courts, prosecutor's offices, or law enforcement agencies), business partners/banks (for transactions like credit card payments or refunds), financial advisors (for auditing financial records), insurance companies (for tracking insurance transactions), service providers (for services like IT support), shareholders, lawyers, auditors, tax consultants, and other third-party service providers both domestically and abroad (for purposes such as IT support, storage, or cloud services) to fulfill legal obligations and conduct business activities.

3. Methods and Legal Grounds for Collecting Your Personal Data

Your personal data may be collected by the COMPANY through written, verbal, or electronic methods, both automatically and manually, for the purposes listed above. Your personal data are collected and processed to provide better and higher-quality services to you, to establish and maintain commercial relationships, and in accordance with the legal reasons stipulated by Articles 5 and 6 of the Law for the execution of contracts, the COMPANY's legitimate interests, fulfillment of legal obligations, and where applicable, your explicit consent.

4. Your Rights as the Owner of Personal Data under Article 11 of the Law

As the owner of personal data, in accordance with Article 11 of the Law, you have the right to:

- Inquire whether your personal data is processed
- Request information if your personal data has been processed
- Learn the purpose of the processing and whether the data is used in accordance with its purpose
- Know the third parties to whom your personal data is transferred domestically or abroad
- Request correction of your personal data if it is incomplete or inaccurate and request notification of this correction to third parties
- Request the deletion or destruction of your personal data in cases where the reasons for processing no longer exist, even if it has been processed in accordance with the law, and to request the notification of this deletion or destruction to third parties
- Object to the occurrence of any adverse result through the exclusive processing of your data by automated systems
- Request compensation for any damage caused by the unlawful processing of your personal data

You can submit your requests regarding the rights listed in Article 11 of the KVKK by filling out the Relevant Person Application Form available on our website (www.heracharge.com) or by submitting a written document with the same content to HERA CHARGE. Your requests will be processed free of charge as soon as possible and at the latest within thirty days, although a fee may be charged based on the tariff determined by the Personal Data Protection Board if there are additional costs. For detailed information on personal data protection and processing, please review our Personal Data Protection and Processing Policy available on the company's website. You can send all written requests to our mailing address (Güllübağlar Mah. Firketeci Sk. No: 2 P.K: 34906 Pendik/ISTANBUL) or email us at (info@heracharge.com).