FIRST CONTACT SERVICE
Contact&Call | Center | Management

# Cookie Policy and Privacy Notice

*Courtesy translation of the Turkish original. If the two versions differ, the Turkish version prevails.*

## Data Controller

**FIRST CONTACT SERVICE İLETİŞİM HİZMETLERİ A.Ş.** processes your personal data as the "data controller" defined in Article 3 of Turkish Law No. 6698 on the Protection of Personal Data ("KVKK").

> **FIRST CONTACT SERVICE İLETİŞİM HİZMETLERİ A.Ş.**
> **Address:** Maslak Mah. AOS 55. Sk. 42 Maslak B Blok No. 4/542 Sarıyer/İstanbul
> **Phone:** 0850 480 90 85 | **Email:** contact@firstcontactservice.com

## Purposes of Processing and Cookie Policy

Like many websites, **FIRST CONTACT SERVICE İLETİŞİM HİZMETLERİ A.Ş.** uses cookies and similar technologies to improve our visitors' experience and the quality of our services. This Cookie Policy explains what cookies are, which types we use, and how you can manage your cookie preferences.

> If you do not agree to our use of cookies, please do not continue using the website, or change your cookie preferences as described in this Policy. Please be aware that some features of the website may stop working if cookies are not allowed.

## What Is a Cookie?

A cookie is a small text file that is stored on your computer or mobile device when you visit a website. It can hold information such as your IP address, your session details and the pages you have viewed. Cookies let a website remember your preferences, keep you signed in, or show you content you are interested in.

For more information about cookies, see www.aboutcookies.org and www.allaboutcookies.org.

## Types of Cookies

Cookies are classified by criteria such as how long they stay on your device and who places them. The main distinctions are:

- **Session cookies:** temporary cookies that are deleted from your device when you close the browser. Their main job is to keep the website working properly.
- **Persistent cookies:** cookies that stay on your device after you close the browser, until you delete them or they expire.
- **First-party cookies:** cookies placed on your device by the operator of the website you are visiting.
- **Third-party cookies:** cookies placed on your device, and controlled, by someone other than the operator of the website you are visiting.

## Cookies on Our Website: Purposes, Recipients, Collection Method and Legal Basis

### Essential Cookies

These technical cookies keep the website working properly and let you use its features. They are session cookies. If they are blocked, parts of the website will not work. We do not need your consent to use essential cookies. We use them to provide a service you have asked for: signing in, filling in a form, remembering your privacy choices, counting visitors and measuring traffic.

*Personal data collected through these cookies is processed under Article 5(2)(c) of Law No. 6698 ("processing the personal data of the parties to a contract is necessary, provided that it is directly related to the conclusion or performance of that contract") or Article 5(2)(f) ("processing is necessary for the legitimate interests of the data controller, provided that this does not harm the fundamental rights and freedoms of the data subject").*

### Analytics Cookies

Analytics cookies help us improve your experience of the website. They show us how the site is used, for example which pages are visited and for how long, so that we can improve our content or change the design of the site.

*Personal data collected through these cookies is processed on the basis of your explicit consent, in accordance with Article 5(1) of Law No. 6698.*

### Functionality Cookies

These cookies remember your language, region and similar choices when you return to the website. We use them to make the site work better for you and to personalize it, by keeping your preferences (other than your privacy choices) for your next visit.

*Personal data collected through these cookies is processed on the basis of your explicit consent, in accordance with Article 5(1) of Law No. 6698.*

### Marketing Cookies (Targeting/Advertising)

We do not directly use any first-party targeting or advertising cookies on www.firstcontactservice.com. Your browser may, however, set third-party targeting or advertising cookies. You can block these by changing your browser settings or by changing your cookie preferences as described in this Policy.

*Personal data collected through these cookies is processed on the basis of your explicit consent, in accordance with Article 5(1) of Law No. 6698.*

When you visit our website, we collect your personal data through cookies, which are technical files, using technical and automated means.

Personal data obtained through cookies may be transferred, for the purposes described in this Policy, to the business partners we work with so that the cookies can function, and to public authorities authorized by law so that official requests can be met.

## How to Change Your Cookie Preferences

You can customize or block cookies completely in your browser settings. The links below explain how to do this in different browsers:

| Browser or service | Link |
|---|---|
| **Adobe Analytics** | https://www.adobe.com/uk/privacy/opt-out.html |
| **Google Adwords** | https://support.google.com/ads/answer/2662922?hl=en |
| **Google Analytics** | https://tools.google.com/dlpage/gaoptout |
| **Google Chrome** | https://support.google.com/chrome/answer/95647?co=GENIE.Platform%3DDesktop&hl=en |
| **Internet Explorer** | https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies |
| **Mozilla Firefox** | https://support.mozilla.org/en-US/kb/clear-cookies-and-site-data-firefox |
| **Yandex** | https://yandex.com/support/browser-classic/personal-data-protection/cookies.xml |
| **Safari** | https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/mac |

For other browsers, please see the browser's help or support pages.

## Your Rights Regarding Your Personal Data

As a data subject, you can contact the Company to:

- find out whether your personal data is being processed;
- request information if your personal data has been processed;
- learn why your data is processed and whether it is used for that purpose;
- know which third parties, in Türkiye or abroad, your data has been transferred to;

- ask for your data to be corrected if it is incomplete or inaccurate, and for any third parties who received it to be told of the correction;
- ask for your data to be deleted or destroyed once the reasons for processing no longer apply, even if it was processed lawfully under Law No. 6698 and other legislation, and for any third parties who received it to be told;
- object to a result that works against you where it arises solely from the analysis of your data by automated systems;
- claim compensation if you suffer damage because your data was processed unlawfully.

## Exercising Your Right to Apply and Request Information

If you send us your requests about the rights above in line with the procedures set out in the Communiqué on the Principles and Procedures for Applications to the Data Controller (in Turkish), we will conclude them as soon as possible, depending on their nature, and within 30 (thirty) days at the latest, free of charge. If the process involves an additional cost, however, we may charge the fee set out in the tariff determined by the Personal Data Protection Board. Under the Communiqué, requests must be made in Turkish.