FIRST CONTACT SERVICE
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Data Subject Requests under Law No. 6698 (KVKK)

Requests must be made in Turkish. Under Article 4(2) of the Communiqué on the Principles and Procedures for Applications to the Data Controller, data subjects can use this right provided that they apply in Turkish. This page explains in English how the process works and what each field of the Turkish form means. The form itself is completed and signed in Turkish: download the Turkish form (PDF).

For information only. If there is any difference, the Turkish documents and the applicable legislation prevail.

Your Rights

Article 11 of Law No. 6698 gives data subjects the right to make certain requests about the processing of their personal data. It is important that the data we hold about you is accurate and up to date, so please tell us if your details change. Under Law No. 6698 and the related legislation, you have the right 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.

How to Apply

Under Article 13(1) of Law No. 6698, requests about these rights must be sent to the Company, as the data controller, in writing or by another method set by the Personal Data Protection Board (the "Board").

To apply in writing, print the Turkish form and write "*Kişisel Verilerin Korunması Kanunu Bilgi Talebi*" (Personal Data Protection Law Information Request) on the envelope or in the subject line. You can then:

- Deliver it to us in person;
- Send it through a notary or by registered mail with return receipt;
- Send it to the Company's registered electronic mail (KEP) address.

Contact

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

What the Turkish Form Asks For

The form has three parts. The table below translates its fields so that you can complete it in Turkish.

On the form (Turkish)	What it means
1. Başvuru Sahibine İlişkin Bilgiler	Part 1: information about the applicant.
Adı Soyadı	Full name.
T.C. Kimlik Numarası	Turkish ID number. Foreign nationals: the Communiqué asks for your nationality and your passport number (or ID number, if you have one), so please enter these instead.
Adres	Address for notices: your home or business address.
Cep Telefonu	Mobile phone number.
E-Posta Adresi	Email address.
Şirketimizle Olan İlişkiniz	Your relationship with FCS: *Ziyaretçi* (visitor), *Müşteri* (customer), *Çalışan* (employee) or *Diğer* (other).
Şirketimizle Olan İlişkiniz Sona Erdi mi?	Has your relationship with FCS ended? Answer in Turkish: *Evet* (yes) or *Hayır* (no).
2. Başvuru Sahibinin Talepleri	Part 2: your requests. Describe in detail what you are asking for, for example which of the rights listed above you want to exercise.
3. Başvuru Sahibinin Beyanı	Part 3: your declaration. You confirm that the documents and information you provide are accurate, up to date and your own, and you allow FCS to process them only to assess and answer your request, deliver the reply to you, and confirm your identity and address.
Cevabın … adresime / elektronik posta adresime gönderilmesini talep ederim. Elden teslim almak istiyorum.	How you want to receive the reply: by post to the address on the form, by email to the address on the form (this is faster), or in person. If someone collects it on your behalf, a notarized power of attorney or a notarized authorization document is required.
Başvuruda Bulunan İlgili Kişinin Adı Soyadı / Başvuru Tarihi / İmza	The applicant's full name, the date of the application and the applicant's signature.

What Happens Next

Your application is assessed in light of the rights you have requested and, under Article 13(2) of Law No. 6698, answered as soon as possible and within 30 (thirty) days at the latest from the date it reaches us, depending on the nature of the request. Under Article 13(3), our reply is sent to you in writing or electronically. The reply is free of charge; if the process involves an additional cost, we may charge the fee set out in the tariff determined by the Board.

Important: Requests must be made by the person concerned. They cannot be made on behalf of a spouse, relative, child or anyone else. If we have doubts about the applicant's identity, we may ask for verification information. Information is never given to a person's relatives, such as a spouse or parent. **FIRST CONTACT SERVICE İLETİŞİM HİZMETLERİ A.Ş.** accepts no liability arising from inaccurate or out-of-date information, or from an application made without authority.