FIRST CONTACT SERVICE
Contact&Call | Center | Management

Contact Form Privacy Notice

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

Personal information collected when you visit our website or mobile application is processed in line with personal data protection legislation. **FIRST CONTACT SERVICE İLETİŞİM HİZMETLERİ A.Ş. (FCS)** reserves the right to update this notice in line with Turkish Law No. 6698 on the Protection of Personal Data ("KVKK") and its secondary legislation. Please also note that we cannot guarantee data security on the third-party websites our website and mobile application link to. Please read the data protection policy of each of those sites carefully.

Data Controller

FIRST CONTACT SERVICE İLETİŞİM HİZMETLERİ A.Ş. processes your personal data as the "data controller" defined in Article 3 of Law No. 6698.

> **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

The table below shows the categories of personal data we process, examples of the data in each category, why we process it and on what legal basis, and how we collect it. Who receives your data, and why, is explained in the next section.

Data category	Examples	Data subjects	Purposes of processing	Legal basis	How the data is collected
Identity	Name and surname	Prospective customers	• Handling communications • Managing customer relationships • Customer satisfaction activities • Information security • Making sure our activities comply with the law • Preparing and keeping documents and records that can serve as evidence in possible legal disputes • Taking the legal steps and carrying out the legal proceedings the Company needs when it has to exercise its rights • Providing information to authorized persons, institutions and organizations	• **KVKK Art. 5(2)(c):** "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." • **KVKK Art. 5(2)(e):** "processing is mandatory for the establishment, exercise or protection of a right."	Through automated or partly automated means and various channels, such as our website and mobile application, in electronic form and by lawful means.
Contact	Phone number Email address				
Customer transactions	Requests Suggestions Complaints …				
Transaction security	IP address Website access logs …				

Who Receives Your Data, and Why

FIRST CONTACT SERVICE İLETİŞİM HİZMETLERİ A.Ş. may share the categories of personal data listed above with business partners to ensure information security. Where necessary, it may also share them with legal, financial and tax advisors, auditors, law firms, the Information and Communication Technologies Authority (BTK) and other public bodies authorized by law. On request or where required, it may share them with courts, other authorized public bodies, natural persons and private-law legal entities, in each case in line with Article 8 of Law No. 6698. We take the technical and administrative measures needed to keep your data secure while it is being shared and afterwards.

Your Rights in Brief

Information You can ask about your personal data: • Whether it is being processed • Why it is being processed • Whether it is transferred within Türkiye or abroad	**Correction, deletion and compensation** You can ask for: • Your data to be processed only for the purpose it was collected for • Inaccurate or incomplete data to be corrected, and third parties to be informed • Your data to be deleted or destroyed once the reasons for processing no longer apply, and third parties to be informed • Compensation for any damage you have suffered	**Objection** You can object to results that work against you where they arise from analysis carried out solely by automated systems.

How to Submit a Request

You can send us requests under Article 11 of Law No. 6698, which sets out the rights of data subjects, in line with the Communiqué on the Principles and Procedures for Applications to the Data Controller (*Veri Sorumlusuna Başvuru Usul ve Esasları Hakkında Tebliğ*). Under that Communiqué, requests must be made in Turkish. You will find the necessary explanations and the application form on our website: www.firstcontactservice.com

- By email to **contact@firstcontactservice.com**, with or without a secure electronic signature;
- By delivering it by hand to **Maslak Mah. AOS 55. Sk. 42 Maslak B Blok No. 4/542 Sarıyer/İstanbul**, or through a notary or by registered mail.

We undertake to answer your request as soon as possible and within 30 (thirty) days at the latest, free of charge unless the process itself involves a cost.