

PRIVACY STATEMENT ON THE PROCESSING AND PROTECTION OF PERSONAL DATA WITHIN THE SCOPE OF KVKK - DATA RECOVERY REQUEST FORM

Pursuant to the **Law No. 6698 on the Protection of Personal Data ("Law")**, this Privacy statement explains which personal data is obtained from you through your filling out the data recovery request form, the method of collecting your personal data, the legal reasons and purposes for processing, the parties to whom your personal data is transferred, and your rights you can exercise regarding your personal data.

1. Who is the Data Controller?

Data Controller is the natural or legal person who determines the purposes and means of processing personal data and is responsible for the establishment and management of the data recording system.

Pursuant to the Law, your personal data; as the data controller, **Veri Kurtarma Hizmetleri Tic. A.Ş. ("Veri Kurtarma" or "Company")** as the data controller within the scope described below.

2. Your Processed Personal Data, Legal Reasons and Purposes

Your personal data are processed based on the legal grounds set out in Articles 5 and 6 of the Law. Your personal data processed, the legal grounds for processing your personal data and the purposes of processing your personal data are shown in the table below.

Legal grounds	Objectives	Processed Personal Data
Article 5(2)(a): Explicitly provided for by law.	<ul style="list-style-type: none">- Fulfillment of the obligations arising from the legislation to which our Company is subject, especially the Turkish Commercial Code No. 6102, the Turkish Criminal Code No. 5237 and the Law No. 6502 on Consumer Protection,- Execution of our activities in accordance with the legislation,- Fulfillment of data sharing and preservation obligations by our Company in accordance with our obligations arising from the legislation.	Identity Name-Surname, Turkish Identity Number Contact Email, Phone, Address Customer Transaction: Call center records, order information, request/complaint information, order history, invoice information Transaction Security: your device information, IP address information, password and password information, cookie information, access logs, login method Finance: Information about your card including personal account number, IBAN, payment card number, CVV, transaction amount, billing information
Article 5(2)(c): Processing of personal data of the parties to a contract is	<ul style="list-style-type: none">- Communicating with the customer,- Informing the customer about the data recovery	Identity Name-Surname, Turkish Identity Number Contact Email, Phone, Address Customer Transaction: Call

<p>necessary, provided that it is directly related to the conclusion or performance of the contract.</p>	<p>service,</p> <ul style="list-style-type: none"> - Purchase of data recovery service, - Ensuring the performance of data recovery services, - Purchasing data recovery services and then providing support services, - Providing data recovery service and then informing the customer whether their data has been recovered or not, - Execution of finance and accounting transactions, 	<p>center records, order information, request/complaint information, order history, invoice information</p> <p>Transaction Security: your device information, IP address information, password and password information, cookie information, access logs, login method</p> <p>Finance: Information about your card including personal account number, IBAN, payment card number, CVV, transaction amount, billing information</p> <p>Audio and Visual Recordings: Photo, Video, Audio recording</p>
<p>Article 5/2(ç): It is mandatory for the data controller to fulfill its legal obligation.</p> <p>Article 5/2(e): Data processing is necessary for the establishment, exercise or protection of a right.</p>	<ul style="list-style-type: none"> - In the event of legal disputes or if authorized institutions and organizations request or require us to notify these institutions, 	<p>Identity Name-Surname, Turkish Identity Number</p> <p>Contact Email, Phone, Address</p> <p>Legal Action: information in correspondence with judicial authorities, information in case files,</p> <p>Customer Transaction: Call center records, order information, request/complaint information, order history, invoice information</p> <p>Transaction Security: your device information, IP address information, password and password information, cookie information, access logs, login method</p> <p>Risk Management: information processed to manage commercial, technical, administrative risks,</p> <p>Finance: Information about your card including personal account number, IBAN, payment card number, CVV, transaction amount, billing information</p> <p>Audio and Visual Recordings: Photo, Video, Audio recording</p>
<p>Article 5/2(f):</p>	<ul style="list-style-type: none"> - Providing information on 	<p>Identity Name-Surname,</p>

<p>Processing is necessary for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms of the data subject.</p>	<p>the website, submitting the form,</p> <ul style="list-style-type: none"> - Obtaining and recovering the customer's information within the scope of the performance of the Data Recovery Service, - Communicating with the customer within the scope of data recovery service, - Ensuring customer satisfaction, - Communicating with the customer, - Receiving, evaluating and finalizing suggestions, requests and complaints, - Contacting customers regarding suggestions, requests and complaints, 	<p>Turkish ID Number Contact Email, Phone, Address Customer Transaction: Call center records, order information, request/complaint information, order history, invoice information Transaction Security: your device information, IP address information, password and password information, cookie information, access logs, login method Risk Management: information processed to manage commercial, technical, administrative risks, Finance: Information about your card including personal account number, IBAN, payment card number, CVV, transaction amount, billing information Audio and Visual Recordings: Photo, Video, Audio recording Other Suggestions, Requests and Complaints</p>
<p>Article 5/1: Explicit consent of the data subject.</p>	<ul style="list-style-type: none"> - Within the scope of Data Recovery service, restoration of lost data on the disk, cleaning the disk if the disk brought by the customer is full. 	<p>Sensitive Personal Data</p> <ul style="list-style-type: none"> - Racial and ethnic origin information, political opinion information, philosophical belief, religion, sect and other belief information, association, foundation, union membership information; health information, sexual life information, criminal conviction and security measure information, biometric and genetic data information that may be included in the disk brought within the scope of data recovery service.

3. Methods of Collecting Your Personal Data

Your personal data mentioned above are collected by automatic or partially automatic means or by non-automatic means, provided that they are part of any data recording system, by filling out the data recovery request form that you have accessed through the website and sending it to our Company.

4. Parties to whom Your Personal Data is Transferred

Your personal data obtained are shared with third parties in accordance with the purposes and legal reasons specified in this Privacy Statement. Information on with whom and for what purposes your personal data is shared is given below.

While your personal data is shared with third parties, it is shared in accordance with Articles 8 and 9 of the Law and the rules regarding the transfer of personal data.

Transferred Personal Data Groups	Purpose of Data Transfer	Legal Reason for Data Transfer	Transfer Groups
Identity, Contact, Customer Transaction, Transaction Security, Legal action, Risk management, Finance, Visual and Audio Recordings, Other information	<ul style="list-style-type: none"> - Execution of business processes, Ensuring Business Continuity - Obtaining product or service support to fulfill contractual requirements . 	It is Necessary to Process Personal Data of the Parties to the Contract, Provided That It is Directly Related to the Establishment or Performance of a Contract in accordance with KVKK Art. 8/2 (a) and KVKK Art. 5/f.2 (c) ,	Service Providers (web, cloud and other service providers) Cookie Providers, Suppliers, Real and Legal Persons from whom we receive support (Accounting Firm, Tax Consultant, Auditor, Law Firm) Shareholders, Work partners
	<ul style="list-style-type: none"> - Proof of Legal Disputes, Fulfillment of Legal Obligations, - In cases where authorized institutions or organizations request our Company or we are expected to notify these institutions 	It is mandatory for the Data Controller to fulfill its legal obligations in accordance with KVKK article 8/2 (a) and KVKK article 5/f.2 (d).	Authorized Public Institutions and Organizations, Judicial Authorities, Judicial Units
	<ul style="list-style-type: none"> - Public Relations, Carrying out Press-Media Processes, Carrying Out Commercial Activities Carried out by the Company, Improving Visit Experiences, Carrying Out the Public Relations Process, Improving the Quality of Goods and Services, Promoting the Goods and Services 	Data Processing is Mandatory for the Legitimate Interests of the Data Controller, Provided That It Does Not Harm the Fundamental Rights and Freedoms of the Relevant Person,	Suppliers, Shareholders, Real people, Private Law Legal Entities Cookie Providers

	Offered	Pursuant to KVKK Article 8/2 (a) and KVKK Article 5/f.2 (f) .	
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5. Data subject Rights

The data controller ensures that your data is processed properly and securely. Your rights to apply to the Data Controller regarding the processing of your personal data are regulated in Article 11 of the Law.

You can submit your requests within the scope of Article 11 of the Law to Data Recovery Services, which is the Data Controller, through the following channels.

- By sending an e-mail to iletisim@verikurtarma.com,
- Veri Kurtarma Hizmetleri Tic. A.Ş. Küçükbakkalköy Mah. Işıklar Cad. No:17 Ataşehir 34750 Istanbul, Turkey in the form of a written request sent to our address,
- Personally, Küçükbakkalköy Mah. Işıklar Cad. No:17 Ataşehir 34750 Istanbul, Turkey by applying to Veri Kurtarma Hizmetleri Tic. A.Ş. by applying to.

You may also choose the methods specified in [the Communiqué on the Procedures and Principles of Application to the Data Controller](#) to exercise your rights. Depending on the nature of your request, your applications will be finalized free of charge as soon as possible and within thirty days at the latest. If the transaction requires an additional cost, you may be charged a fee according to the tariff to be determined by the Personal Data Protection Board.

This document is valid as of 24/01/2024.