

ANNEX – 1

Customer Information Text in Accordance with Personal Data Protection Legislation

1. Identity of the Data Controller

As BALÇOVA THERMAL OTEL or (“Company”), we show utmost sensitivity regarding the security and confidentiality of your personal data. With this awareness and as the data controller under the Personal Data Protection Law No. 6698 ("Law"), we present to your information the following matters within the scope of our obligation to inform you in order to ensure that we can act in accordance with the Law regarding the personal data we have obtained due to you being a guest of our Company or contacting us to benefit from our services:

2. Processing of Personal Data and Purposes of Processing

Although your personal data may vary depending on the service offered or commercial activity carried out in our hotel operated by BALÇOVA THERMAL OTEL, it is processed by our Company in order to ensure that the services are provided in the best possible way.

As BALÇOVA THERMAL OTEL, your identity and contact information, your payment data, your signature, your vehicle license plate, your visual data, your visit to our website or your general personal data, such as your digital trace data, if you participate in a common internet network, or your special personal data, such as your health data, if you transmit it (*In addition, your information such as religious information and blood type, which are special personal data and contained in identity documents, may also come indirectly from your identity card and/or driver's license*);

- You can benefit from our accommodation, restaurants and other services,
- Managing the purchase, cancellation and change transactions of your reservations made through various channels (website, etc.) and providing accommodation services,
- Recording your requests and complaints, responding to and managing them through various channels,
- Customizing and improving the service offered according to your tastes, usage habits and needs and making suggestions in this direction,
- If you stay at our hotel with your children, your children, for whom you are the legal representative, can benefit from our services,
- With your explicit consent, analyzing your accommodation habits, presenting you with general and special offers, carrying out promotions, advertisements, campaigns, raffles, promotions, gifts, information and communication activities, and conducting satisfaction surveys in order to improve our services,
- Organization and event management,
- Ensuring information and data security and ensuring the continuity of information systems,
- Keeping your log records created electronically in accordance with Law No. 5651,
- Notification to official institutions and organizations,
- Ensuring the security of our hotel and workplaces,
- Processing and publishing of your visual data in case of video or photo shooting at the workplace in order to create promotional visuals of our hotel.
- Carrying out company review, investigation, reporting, internal control and audit activities

and may be processed for the limited purposes of carrying out and developing our services within the scope of our Company's activities and ensuring compliance of our Company's activities with the legislation and Company policies and procedures. Your personal data can also be transferred to physical archives and information systems and kept in both digital and physical environments.

2. To whom and for what purposes the processed personal data can be transferred

Your collected personal data **will not be used for purposes other than those we have specified, without your express consent**, except in exceptional cases specified by law, and will not be shared with third parties/institutions other than legal obligations and official institutions/organizations authorized to receive information. Your personal data will only be shared with the express consent of you, our guests, or in other exceptional cases stipulated by law, especially the legislation we are subject to, provided that adequate measures are taken to customize the services offered to you, our customers. It may be transferred to the following, for the purposes explained in Article 2 of this Clarification Text, depending on and limited to the reasons that require transfer within the scope of the Law and relevant legislation: To official institutions and organizations, to our consultants whose services we benefit from, to information technology and security companies, to business partners from whom support services are received, including occupational health and safety technical support service providers, and it can be transferred to travel sites, insurance companies, auditing companies from which we contractually purchase services, lawyers, suppliers, etc., as well as cooperating companies and the Company's commonly used databases. Your personal data cannot be transferred abroad **without your explicit consent**, except for exceptional cases specified by law. Personal data can be transferred abroad without seeking the express consent of the relevant person, subject to the existence of one of the conditions specified in the second paragraph of Article 5 and the third paragraph of Article 6 of the KVKK and in the foreign country to which the personal data will be transferred, provided that there is adequate protection, and if there is not sufficient protection, the data controllers in Turkey and the relevant foreign country undertake to provide adequate protection in writing and the Board has permission. Without prejudice to the provisions of international agreements, personal data may be transferred abroad only with the permission of the Board, after obtaining the opinion of the relevant public institution or organization, in cases where the interests of Turkey or the relevant person will be seriously harmed.

3. Method and Legal Reason for Collecting Personal Data

Your personal data, for the purposes stated above, In accordance with the basic principles stipulated in the Law and in accordance with the execution of the contract specified in the 2nd paragraph of Article 5 of the Law, as foreseen in the law, the fulfillment of the legal obligation, having been made public by the relevant person personally, based on and limited to the legitimate interest and legal reasons of the data controller, information provided by you directly verbally or in writing may be collected automatically or non-automatically from our website and online sales platforms, social media platforms, tourism agencies, organization companies, camera recordings and other business partners.

4. Your Rights Regarding Your Personal Data

You have the right to request for; within the framework of the personal data protection legislation, learning whether your personal data is being processed, requesting information if your personal data has been processed, learning the purpose of processing your personal data and whether they are used in accordance with their purpose, knowing the third parties to whom your personal data is transferred at home or abroad, requesting correction of your personal data if it is incomplete or incorrectly processed, requesting the deletion or destruction of your personal data, in case your personal data has been processed incompletely or incorrectly, to request the correction of these or the deletion or destruction of personal data to be notified to third parties to whom personal data has been transferred, object to the possibility of an adverse outcome if your processed data is processed exclusively by analyzing it through automatic systems, in case of damage due to unlawful processing of your personal data, you have the right to request compensation for the damage.

Within the scope of the law, you can submit your applications regarding your personal data using the form at the link [<https://www.balcovatermal.com/BasvuruFormu>] and one of the channels specified below;

Application Method	Address to Application	Information to be Specified in Application Submission
Application in Person (The applicant must come in person and apply with a document proving his/her identity.)	Vali Hüseyin Öğütçen Caddesi No: 2 35330, Balçova - İZMİR - TÜRKİYE	"Information Request Within the Scope of the Personal Data Protection Law" written on the envelope
Notification via Notary Public	Vali Hüseyin Öğütçen Caddesi No: 2 35330, Balçova - İZMİR - TÜRKİYE	"Information Request Within the Scope of the Personal Data Protection Law" will be written on the notification envelope.
Using Secure Electronic Signature	balcovatermalTurizm@hs01.kep.tr	"Personal Data Protection Law Information Request" will be written in the subject line of the e-mail.

By verifying your identity, you can forward it to us using other procedures specified in the Law and relevant legislation.

In accordance with Article 13 of the Law, our company will finalize application requests according to the nature of the request and within 30 (thirty) days at the latest. If the transaction requires costs, the tariff determined by the Personal Data Protection Board will be applied. If the request is rejected, the reason(s) for rejection will be justified in writing or electronically. You can find detailed information about the evaluation process of application requests in the Personal Data Protection Policy, which you can access at https://www.balcovatermal.com/Kvkk_Politikamiz.

Customer Explicit Consent Text in Accordance with Personal Data Protection Legislation

As BALÇOVA TERMAL OTEL ("Company"), we request your explicit consent regarding the following issues within the scope of processing your personal data, except for cases that are exempt within the scope of the Personal Data Protection Law No. 6698 (for example, if it is prescribed by law or necessary for the performance of the contract):

I hereby declare that I give my express consent to analyze my identity and contact data, my accommodation habits, to present general and special offers to me, to carry out promotions, advertisements, campaigns, promotions, gifts, celebrations, information and communication activities and to contact me for these purposes, to be transferred to domestic and international travel sites in order to evaluate my satisfaction with your services, in case my visual/audio data is taken in the hotel, video or photo to be processed and published for the purpose of promoting the Company through social media platforms or press channels, although it may vary depending on the services offered by the company, The health data of myself and my children for whom I am the legal representative that I share with the company (e.g. allergy information, chronic diseases, etc.), race/religion or blood group data on the IDs of myself or my children for whom I am the legal representative, in case I share an identity document may be processed and transferred to the necessary institutions and organizations in order to provide, develop and carry out services by the company and I hereby declare that I give my express consent to the transfer of my personal data to third parties and institutions specified in the information text and to databases shared with them, for the purpose of benefiting from cost sharing and services.

I accept.

I don't accept

I declare that I have been informed by BALÇOVA THERMAL OTEL through the Information Text and that I knowingly and willingly consent to the matters in question.

Name Surname:

Date:

Signature: