

Costumer Clarification Text

Dear Customers,

As Erkut Görmez Müzik Yapım Ve Prodüksiyon Hizmetleri Ticaret Limited Şirketi, we would like to provide a brief explanation regarding our Information Security (KVKK) and Personal Data Security Management System (KVYS) practices. As Erkut Görmez Müzik Yapım Ve Prodüksiyon Hizmetleri, we attach great importance to data security. Our Information Security Policy and General Rules on Personal Data Security are shared here with our customers, employees, business partners, suppliers, visitors, and the public.

Information About the Personal Data Protection Law No. 6698

As Erkut Görmez Müzik Yapım Ve Prodüksiyon Hizmetleri, we would like to inform you about the Personal Data Protection Law No. 6698 (KVKK), which regulates the protection of fundamental rights and freedoms of individuals, especially the right to privacy, and the obligations and procedures to be followed by real and legal persons processing personal data. Your personal data may be processed by the Data Controller, Erkut Görmez Müzik Yapım Ve Prodüksiyon Hizmetleri Ticaret Limited Şirketi, within the scope described below.

What Personal Data Is Processed?

The personal data processed under this Customer Information Notice include:

- Identity and contact information such as name, surname, address, mobile phone, business phone, email, and registered electronic mail (KEP) address
- Financial data such as bank account information
- Professional information
- Visual and audio data such as photographs, voice recordings, vehicle images, and video recordings
- Call center records, invoice details, order and request information, customer complaint records
- Data entered while using the website, IP logs, shopping habits, and transaction records
- Legal information contained in court decisions and administrative documents

For What Purposes and Under What Conditions Are Personal Data Processed?

According to Article 5 of the Personal Data Protection Law No. 6698, personal data cannot be processed without the explicit consent of the data subject, except in the following cases:

1. Explicitly provided for by law
2. Necessary to protect the life or physical integrity of a person who cannot give consent
3. Necessary for the establishment or performance of a contract
4. Necessary to fulfill the legal obligations of the data controller
5. Made public by the data subject
6. Necessary for the establishment, exercise, or protection of a legal right
7. Necessary for the legitimate interests of the data controller, provided that fundamental rights are not harmed

Special categories of personal data (such as race, ethnicity, political opinion, religion, health, etc.) cannot be processed without explicit consent, except in legally permitted cases.

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Purposes of Processing Personal Data

Your personal data may be processed for the following purposes:

1. Managing customer relations
2. Conducting post-production processes
3. Marketing, campaigns, and advertising activities
4. Planning, surveys, and market research
5. Customer satisfaction and loyalty programs
6. Warranty and insurance processes
7. Sending commercial electronic communications
8. Ensuring legal and commercial security
9. Occupational health and safety compliance
10. Event management and corporate communication (with consent)
11. Providing information to authorized authorities
12. Legal process management
13. Information security and IT infrastructure management
14. Ensuring corporate security
15. Social media management
16. Personalized marketing activities
17. Event organization and social media sharing (with consent)

Transfer of Personal Data

Personal data cannot be transferred without explicit consent, except where permitted by law. Data may be shared with:

- Service providers (SMS/email providers, agencies, call centers)
- Courts, lawyers, and authorized public institutions
- Relevant ministries and official authorities

International data transfers may occur under legal conditions with adequate protection measures.

Method and Legal Basis for Data Collection

Personal data may be collected through:

- Physical forms
- Electronic systems
- Software, storage devices (CD, USB, etc.)
- Cameras, phones, websites

Legal bases include:

- Labor Law
- Occupational Health and Safety regulations
- Electronic Commerce Law
- Turkish Commercial Code
- Tax Procedure Law
- Turkish Penal Code
- Social Security Law
- Personal Data Protection Law

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Data Retention and Deletion

Personal data is retained in accordance with legal requirements and securely destroyed once the retention period expires.

Data Security Obligations

As a data controller, we:

- Prevent unlawful processing and access
- Ensure data protection
- Take technical and administrative measures
- Conduct audits
- Notify authorities and individuals in case of data breaches

Rights of Data Subjects (Article 11 of Law No. 6698)

You have the right to:

1. Learn whether your data is processed
2. Request information
3. Learn processing purposes
4. Know third parties receiving data
5. Request correction
6. Request deletion or destruction
7. Object to automated decisions
8. Claim compensation for damages

Contact Regarding Your Rights

Requests can be submitted via the methods specified on www.queens.com.tr. Applications will be concluded within 30 days.

Applicants must provide:

- Name, surname, ID number
- Clear explanation of the request
- Relationship with the company

Identity and Address of the Data Controller

Erkut Görmez Müzik Yapım Ve Prodüksiyon Hizmetleri Tic. Ltd. Şti.

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E-Post: kvkk@queens.com.tr

website: www.queens.com.tr