

DAIKIN ISITMA VE SOĞUTMA SİSTEMLERİ SANAYİ TİCARET ANONİM ŞİRKETİ
DISCLOSURE FOR PHYSICAL AND ONLINE APPLICATION, SALES, AND AFTER SALES SUPPORT PROCESSES

1. Data Controller

Your personal data is processed by Daikin Isıtma ve Soğutma Sistemleri Sanayi Ticaret Anonim Şirketi, registered at the address Gülsuyu Mahallesi Burçak Sok. No: 20 A Maltepe/İstanbul, under the registration no. 801969-0 of İstanbul Trade Registry Office (“**Company**”) in its capacity as the data controller, within the scope of the provisions of the Law no. 6698 on Protection of Personal Data (“**LPPD**”) and pursuant to this Disclosure for Physical and Online Application, Sales, and After Sales Support Process (“**Disclosure**”).

Our Company respects your confidentiality and your rights regarding protection of your personal data, and strives to establish and maintain a relationship based on trust with you. In this context, our Company processes your personal data in compliance with all legal provisions on protection of personal data, particularly the LPPD, and takes all security measures to ensure safety of your data. This Disclosure explains the scope under which your personal data, collected if you are a customer, user, and/or real entity shareholder/employee/representative of our corporate customer, are processed within the framework of applications, sales and/or after sale support activities regarding products and/or services offered physically (e.g. our stores, dealers, distributors, contracted chain stores, and authorized service shops as well as other points of sale) and online (e.g. our mobile applications and websites) by our Company or on behalf and account of our Company. You can find detailed information on protection of your personal data by our Company in Daikin Isıtma ve Soğutma Sistemleri Sanayi Ticaret Anonim Şirketi Personal Data Protection and Processing Policy available at the address, <https://www.daikin.com.tr/daikin-kisisel-verilerin-korunmasi>.

2. Methods for Collection of Your Personal Data

Your personal data are collected by our Company by fully automated or partially automated means or non-automated means as part of a data recording system, from electronic and/or physical media through physical stores, agents, dealers, distributors, contracted chain stores, and authorized service shops, as well as construction project companies and similar business partners, websites and mobile applications of our Company, particularly www.daikin.com.tr, printed forms, customer communication center, live help e-mail, SMS, telephone, fax, courier / mail, head office help desks of our Company, request / complaint platforms, social media platforms, online meeting / communication platforms, internal information systems and competent public institutions and organizations, as well as integrated systems owned by other relevant 3rd parties, and other methods (channels) that might be added to these in the future.

3. Categories of Your Processed Personal Data and Purposes for Processing of Personal Data and Legal Grounds for Processing

3.1 In Terms of Physical Application, Sales, and After Sales Support Processes:

Categories of your personal data collected and processed within the scope of communication, audit, and reporting management processes, as well as purposes and legal grounds for collection and processing of your limited personal data in such personal data categories within the scope of application and sales management for products and/or services offered by our Company and/or on physical environments on behalf and account of our Company by means of our stores, dealers, distributors, contracted chain stores, as well as other points of sale and similar business partners; order management; communication management following product dispatch and shipment; after sale support services management (e.g. product replacement / return, maintenance / repair, delivery / installation, service, warranty / additional warranty, fault support);

project proposal management; solution services management; invoice issuance / modification / cancellation, payment and collection, as well as other accounting and financial affairs management including mail order and virtual POS application; operation management; supply chain management; logistics and transport management; customer relations and satisfaction management including satisfaction surveys; remote product monitoring and control management; request / complaint / recommendation management; storage and archive management; audit and internal audit management; legal and advisory affairs management, including fulfillment of legal obligations and performance of dispute procedures, to which the Company is a party and/or with which the Company is associated (e.g. lawsuit, enforcement, mediation); information security management; quality standards management including product / service / process improvement; compulsory communication management and compliance with policies and procedures of our shareholder are explained in detail below.

Important Note: We would like to remind that private personal data (e.g. religion and blood type information) pertaining to corporate customers and employees in signatory circulars and other documents, which might be requested in contract negotiation, execution, and performance processes, should not be submitted or submitted by obfuscation to our Company and, accordingly, our Company does not intend to process private personal data in terms of the processes within the scope of this Disclosure.

Personal Data Category	Purposes for Processing of Personal Data and Legal Grounds for Processing
Identity Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of express stipulation in the legislation pursuant to clause (a), the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Conducting Finance and Accounting Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Receiving and Evaluating Recommendations Aimed at Improvement of Business Processes • Conducting Business Continuity Activities • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Customer Satisfaction Activities • Conducting Risk Management Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes

	<ul style="list-style-type: none"> • Follow-up of Requests / Complaints • Ensuring Security of Data Controller Operations • Providing Information to Competent Individuals, Institutions, and Organizations
Contact Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of express stipulation in the legislation pursuant to clause (a), the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Conducting Finance and Accounting Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Receiving and Evaluating Recommendations Aimed at Improvement of Business Processes • Conducting Business Continuity Activities • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Customer Satisfaction Activities • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Ensuring Security of Data Controller Operations • Providing Information to Competent Individuals, Institutions, and Organizations
Request / Complain / Recommendation Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p>

	<ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Receiving and Evaluating Recommendations Aimed at Improvement of Business Processes • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Customer Satisfaction Activities • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
Audio-Visual Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Conducting Business Continuity Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
Financial Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of express stipulation in the legislation pursuant to clause (a), the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c),</p>

	<p>the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Conducting Finance and Accounting Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting / Auditing Business Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
<p>Customer Transaction Data <i>(Processed if you buy products and/or services directly from our Company or if you utilize products and/or services of our Company.)</i></p>	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Conducting Finance and Accounting Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Receiving and Evaluating Recommendations Aimed at Improvement of Business Processes • Conducting Business Continuity Activities • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Customer Satisfaction Activities • Conducting Retention and Archiving Activities • Conducting Contractual Processes

	<ul style="list-style-type: none"> • Follow-up of Requests / Complaints • Ensuring Security of Data Controller Operations • Providing Information to Competent Individuals, Institutions, and Organizations
Professional Experience Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
Legal Action Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting / Auditing Business Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes

	<ul style="list-style-type: none"> • Conducting Good / Service Manufacturing and Operation Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Providing Information to Competent Individuals, Institutions, and Organizations
Risk Data <i>(Processed only if you are a real person shareholder of our corporate customer.)</i>	<p>In case obtained specific to financial adequacy control management process in accordance with paragraph 2 of article 6 of the LPPD, processing is performed within the scope of the condition of explicit consent for personal data processing (legal ground) and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting / Auditing Business Activities • Conducting Good / Service Sale Processes • Conducting Risk Management Processes • Conducting Retention and Archiving Activities

3.2 In Terms of Online Application, Sales, and After Sales Support Processes:

Categories of your personal data collected and processed within the scope of communication, audit, and reporting management processes, as well as purposes and legal grounds for collection and processing of your limited personal data in such personal data categories within the scope of application and sales management for products and/or services offered by our Company and/or on behalf and account of our Company; after sale support services management (e.g. product replacement / return, maintenance / repair, delivery / installation, service, warranty / additional warranty, fault support); order management; communication management following product dispatch and shipment; invoice issuance / modification / cancellation, payment and collection, as well as other accounting and financial affairs management; operation management; supply chain management; project proposal management; solution services management; logistics and transport management; mobile application management (e.g. Daikin Online Controller, Airfel Scala, I Touch Manager, I Tablet Controller, Onecta Wifi, Daikin App, and Nethome Plus); remote product monitoring and control management; product selection method (e.g. Web Express and Daikin Applied Tools); customer relations and satisfaction management including satisfaction surveys; request / complaint / recommendation management; storage and archive management; audit and internal audit management; legal and advisory affairs management, including fulfillment of legal obligations and performance of dispute procedures, to which the Company is a party and/or with which the Company is associated (e.g. lawsuit, enforcement, mediation); information security management; quality standards management including product / service / process improvement; compulsory communication management and compliance with global policies and procedures of our shareholder are explained in detail below.

Personal Data Category	Purposes for Processing of Personal Data and Legal Grounds for Processing
Identity Data	Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of express stipulation in the legislation pursuant to clause (a), the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e),

	<p>and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Conducting Finance and Accounting Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Conducting Business Continuity Activities • Receiving and Evaluating Recommendations Aimed at Improvement of Business Processes • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Customer Satisfaction Activities • Conducting Risk Management Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Ensuring Security of Data Controller Operations • Providing Information to Competent Individuals, Institutions, and Organizations
<p>Contact Data</p>	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of express stipulation in the legislation pursuant to clause (a), the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Conducting Finance and Accounting Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Conducting Business Continuity Activities

	<ul style="list-style-type: none"> • Receiving and Evaluating Recommendations Aimed at Improvement of Business Processes • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Customer Satisfaction Activities • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Ensuring Security of Data Controller Operations • Providing Information to Competent Individuals, Institutions, and Organizations
Request / Complain / Recommendation Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Receiving and Evaluating Recommendations Aimed at Improvement of Business Processes • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Customer Satisfaction Activities • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
Audio-Visual Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e)</p>

	<p>and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Conducting Business Continuity Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
<p>Financial Data</p>	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of express stipulation in the legislation pursuant to clause (a), the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Conducting Finance and Accounting Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting / Auditing Business Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
<p>Customer Transaction Data <i>(Processed if you buy products and/or services directly from our Company or if you utilize products</i></p>	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç),</p>

<p><i>and/or services of our Company.)</i></p>	<p>the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Conducting Finance and Accounting Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Receiving and Evaluating Recommendations Aimed at Improvement of Business Processes • Conducting Business Continuity Activities • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Customer Satisfaction Activities • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Ensuring Security of Data Controller Operations • Providing Information to Competent Individuals, Institutions, and Organizations
<p>Location Data</p>	<p>In case provision through the mobile application specific to the mobile application management in accordance with paragraph 1 of article 5 of the LPPD, your personal data in this category are processed within the scope of the condition of explicit consent for personal data processing (legal ground) and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Retention and Archiving Activities • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
<p>Professional Experience Data</p>	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to</p>

	<p>executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting Communication Activities • Conducting / Auditing Business Activities • Conducting Logistics Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Customer Relations Management Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Providing Information to Competent Individuals, Institutions, and Organizations
Legal Action Data	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process personal data of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting / Auditing Business Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Good / Service Manufacturing and Operation Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Providing Information to Competent Individuals, Institutions, and Organizations
Process Security Information	<p>Your personal data in this category are processed within the scope of personal data processing conditions (legal grounds) of the need to process</p>

	<p>of contractual parties, provided that it is directly related to drawing up or executing an agreement pursuant to clause (c), the need for the data controller to fulfill a legal obligation pursuant to clause (ç), the need to process data for the establishment, exercise or protection of any right pursuant to clause (e), and the need to process data for legitimate interests of the data controller, provided that fundamental rights and freedoms of the relevant person are not impaired pursuant to clause (f) of paragraph 2 of article 5 of the LPPD, and for the following purposes:</p> <ul style="list-style-type: none"> • Conducting Information Security Processes • Conducting Audit / Ethics Activities • Conducting Activities in Compliance with the Legislation • Follow-up and Conduct of Legal Affairs • Conducting Internal Audit / Investigation / Intelligence Activities • Conducting / Auditing Business Activities • Conducting Good / Service After Sale Support Services • Conducting Good / Service Sale Processes • Conducting Customer Relations Management Processes • Conducting Retention and Archiving Activities • Conducting Contractual Processes • Follow-up of Requests / Complaints • Ensuring Security of Data Controller Operations • Providing Information to Competent Individuals, Institutions, and Organizations
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Important Reminder: We would like to remind that private personal data (e.g. religion and blood type information) pertaining to corporate customers and employees in signatory circulars and other documents, which might be requested in contract negotiation, execution, and performance processes, should be submitted by obfuscation to our Company and, in this scope, our Company does not intend to process private personal data in terms of the processes within the scope of this Disclosure.

4. Transfer of Your Personal Data to Local and/or Foreign Third Parties

Within our company, only our employees with limited access authorization in terms of the purposes detailed above can access your personal data to perform their duties, and your personal data are not transferred to local and/or foreign third parties in the absence of circumstances for transfer, as regulated in article(s) 8 and/or 9 of the LPPD. However, your personal data, processed within the scope of each personal data category mentioned above, can be transferred to the following recipient groups in compliance with articles 8 and/or 9 of the LPPD and also in the presence of abovementioned personal data processing conditions (legal grounds) for the relevant data category in terms of transfer purposes:

- Your personal data, limited to identity, contact, request / complaint / recommendation, visual and audio, financial, customer transaction, location, professional experience, transaction security, risk and legal action personal data categories, **to our suppliers** including our shareholder acting in the capacity of local and/or foreign service provider for the purposes determined under the relevant category for each data category mentioned above, and particularly for the purpose of providing products and/or services for maintenance of company activities (e.g. CPA, tax and legal consultants, audit firms, companies that offer logistics services, companies that offer services in terms of call center records, as well as information technologies and data hosting service providers),

- Your personal data, limited to identity, financial, and customer transaction personal data categories, to local and/or foreign **banks** and **payment institutions and payment systems institutions**, for the purposes determined under the relevant category for each data category mentioned above, and particularly for the purposes of planning and/or performance of payment transactions concerning products / services,
- Your personal data, limited to identity, contact, request / complaint / recommendation, customer transaction, professional experience, and legal action personal data categories, to our local and/or foreign **distributors, dealers, authorized service shops, and point of sales**, for the purposes determined under the relevant category for each data category mentioned above, and particularly for the purposes of ensuring business continuity within the scope of our Company's operations and engaging in potential cooperations,
- Your personal data, limited to identity, contact, request / complaint / recommendation, financial, transaction security, customer transaction, professional experience, risk, and legal action personal data categories, to our foreign **shareholder**, for the purposes determined under the relevant category for each data category mentioned above, and particularly for the purposes of planning and/or performance of communications, audit, and reporting activities in terms of ensuring compliance with global policies and procedures of our shareholder,
- Your personal data, limited to identity, contact, request / complaint / recommendation, financial, customer transaction, legal action, transaction security, risk, and professional experience personal data categories, to local and/or foreign **potential buyers, sellers, and other respondent parties of the transaction, and their employees, consultants, and database service providers involved in the relevant process under the obligation of confidentiality**, for the purposes determined under the relevant category for each data category mentioned above, and particularly for the purposes of performance of legal and financial inspection activities of our Company in potential mergers, takeovers, joint ventures, demergers, and other structural changes, and
- Your personal data, limited to identity, contact, request / complaint / recommendation, audio-visual, financial, customer transaction, location, professional experience, risk, transaction security, and legal action personal data categories, to local **competent public institutions and organizations** (e.g. courts, notaries, tax offices) for the purposes determined under the relevant category for each data category mentioned above, and particularly for the purposes of performance of legal obligations of our Company and follow-up of legal affairs.

5. Processing Duration of Your Personal Data

Your personal data, obtained in the course of operations of our Company, are retained and destroyed pursuant to the general principles and regulations specified in the policies and procedures of our Company, issued in line with the provisions of particularly the Constitution, LPPD, the Regulation on Deletion, Disposal, or Anonymization of Personal Data, and other applicable legislation.

In this scope, your personal data shall be destroyed if all of the abovementioned personal data processing conditions completely cease to exist. Your personal data processed based on the condition of explicit consent for personal data processing shall be destroyed in the first destruction cycle if you withdraw your explicit consent. Please review section 6 of this Disclosure in term of your requests for destruction of your personal data.

6. Your Rights Pursuant to the LPPD

We hereby inform you that you are entitled to the following rights as a data subject in accordance with article 11 of the LPPD:

- To find out whether your Personal Data was processed,
- To request pertinent information if your Personal Data was processed,
- To find out the purpose of processing and whether your Personal Data was purposefully used,
- To find out local and foreign third parties to whom your Personal Data was transferred,
- To request correction of your personal data if it was incompletely or incorrectly processed, and request notification of this procedure to third parties to whom your personal data was transferred,

- To request deletion or destruction of your personal data in case the reasons for processing no longer exist and, in this scope and if your personal data were processed incompletely or incorrectly, to request notification of performed procedures to third parties, to whom your personal data was transferred, even though your Personal Data was processed pursuant to the LPPD and other provisions of applicable law,
- To object to an outcome against the person due to the analysis of processed data exclusively by means of automated systems,
- To request compensation if they incur losses due to unlawful processing of personal data.

You can submit your applications, concerning your rights mentioned above, to our Company by completing <https://www.daikin.com.tr/daikin-kisisel-verilerin-korunmasi> (in writing or electronically by means of registered e-mail (KEP) address, secure e-signature, mobile signature or your e-mail address that you previously notified to our Company and that is registered in our systems with information / documents* (e.g. T.R. ID no. or passport number for citizens of our countries, residence / work address for notification, mobile phone / telephone / fax number, e-mail address) that validate your identity in order to enable our Company to identify that you are the real beneficiary) pursuant to the provisions of the Communiqué on Principles and Procedures for Application to the Data Controller or through the channels specified in the Data Subject Application Form of the data controller in compliance with the principle and procedure explained above and regulated in the applicable legislation. Your applications shall be finalized at no charge, as soon as possible and at the latest within thirty (30) days according to the nature of your request; however, a fee may be charged to you according to the tariff to be determined by the Personal Data Protection Board if the procedure requires additional costs.

- We would like to remind you that no private personal data (e.g. religion or blood type information) should be included in the scope of such documents.