

## ROYAL ANATOLIA TRAVEL AGENCY

### CONTACT FORM PRIVACY NOTICE

This Privacy Notice has been prepared by Royal Anatolia Travel Agency in its capacity as the data controller, in accordance with Article 10 of the Personal Data Protection Law No. 6698 (“KVKK”) and the Communiqué on the Procedures and Principles to Be Followed in Fulfilling the Obligation to Provide Information.

#### 1. Identity of the Data Controller

**Title:** Royal Anatolia Travel Agency

**Web Site:** <https://royalanatolia.com/>

**Phone:** +90 549 350 00 50

**E-mail:** info@royalanatolia.com

**Address:** Royal Anatolia Seyahat Acentası Göreme, Nevşehir, Türkiye

#### 2. Processed Personal Data

Your personal data shared with us via the contact form and listed below are processed:

- **Identity Information:** Name, Surname
- **Contact Information:** Phone number, e-mail address
- **Customer Transaction Information:** Requests, suggestions, complaints, and message content
- **Other Information:** Nationality, and information on “how you heard about our services” (optional)

Your personal data are processed only to the extent of the information provided through the form.

#### 3. Purposes of Processing Personal Data

Your personal data are processed for the following purposes:

- To contact you and provide feedback,
- To receive, evaluate, and conclude your requests, suggestions, and complaints,
- To carry out service processes and ensure customer satisfaction,
- To improve operational processes and enhance service quality,
- To conduct company activities in compliance with relevant legislation and, when necessary, to follow legal procedures.

The data processing activities in question are carried out based on the provisions of Article 5/2(c) and Article 5/2(f) of the KVKK.

#### **4. Method and Legal Basis for Collecting Personal Data**

Your personal data are collected electronically through automatic means by filling out the contact form available on the website.

In this context, your data are processed based on the following legal grounds:

- It is directly related to the establishment or performance of a contract (KVKK Art. 5/2-c),
- Processing of data is necessary for the legitimate interests of the data controller (KVKK Art. 5/2-f).

Your data are processed based on these legal grounds.

#### **5. Transfer of Personal Data**

Your personal data may be transferred:

- To service providers and suppliers providing IT infrastructure services,
- To authorized public institutions and organizations within the scope of legal obligations,
- To authorized judicial and administrative authorities upon request,

in accordance with Article 8 of the KVKK.

#### **6. Rights of the Data Subject**

Pursuant to Article 11 of the Law on the Protection of Personal Data No. 6698, as a data subject, you have the right to apply to the data controller and:

- Learn whether your personal data are being processed,
- Request information if your personal data have been processed,
- Learn the purpose of processing your personal data and whether they are used in accordance with that purpose,
- Know the third parties to whom your personal data are transferred domestically or abroad,
- Request correction of your personal data if they are incomplete or incorrectly processed,
- Request deletion, destruction, or anonymization of your personal data within the scope of Article 7 of the KVKK,
- Request notification of these operations to third parties to whom your personal data have been transferred,
- Object to the occurrence of a result against you by analyzing processed data exclusively through automated systems,
- Request compensation for damages in case you suffer harm due to unlawful processing of your personal data.

You have these rights.

Applications made within this scope will be concluded free of charge as soon as possible and within thirty (30) days at the latest, depending on the nature of the request. However, if the process requires an additional cost, a fee may be charged according to the tariff determined by the Personal Data Protection Board.

## **7. Application Method**

You may submit your requests to our company within the scope of the KVKK and relevant legislation through the following methods:

- In writing,
- Through a notary,
- Via registered electronic mail (KEP), secure electronic signature, or mobile signature,
- Through your registered e-mail address in our company system.