

CONTACT FORM CLARIFICATION TEXT

This Clarification Text has been prepared by TAN TURIZM HAVAYOLU TAŞIMACILIK BILGISAYAR ELEKTRONIK SANAYI VE DIŞ TICARET ANONIM SİRKETİ (Hereinafter referred to as "TAN A.S."), acting in the capacity of data controller, in accordance with the Turkish Personal Data Protection Law No. 6698 ("KVKK"), in order to explain and inform those who wish to communicate via the "Contact" section on our website (<https://www.dorakhealth.com/>) regarding the processing of personal data.

1. Processing of Personal Data and Purposes of Processing

If you contact our company by filling out the contact form on our website "Contact" section in order to submit your requests or complaints on any subject, your personal data, including your identity (name and surname) and contact information (telephone number and e-mail), and any personal data shared within your messages will be processed based on the following purposes:

- (i) To follow up and responding of requests / complaints,
- (ii) To evaluate your opinions and suggestions,
- (iii) To reach you again in line with your messages,
- (iv) If necessary, for the follow-up and execution of legal affairs,
- (v) To establish, exercise or protection of a right,
- (vi) To be able to fulfil our legal obligations as a data controller.

2. To Whom and for What Purposes the Process Personal Data Can Be Transferred

Your personal data transmitted to TAN A.S., only if necessary to fulfill the above-mentioned purposes of processing, will be shared with third-party business partners, third-party companies (service, support and consultancy firms), and if necessary for the fulfillment of legal obligations and the establishment/exercise/protection of rights with public institutions and organizations and judicial bodies.

3. Method of Personal Data Collection and Storage Period

Your personal data will be collected from contact form on our website or different communication channels (such as our telephone number and e-mail addresses) or by automatic or non-automatic means, verbally, in writing or electronically in case of contact with the you in order to better understand your request/complaint included in the contact form. Your personal data collected will be stored via hard disc, hard copy or e-mail server. These personal data will only be processed within the scope specified above.

Your personal data, which is concluded that it should not be processed within the scope of your request, will be stored for 1 (one) year for the purposes of protecting the rights of the data controller, following up and conducting legal affairs, conducting internal audit and

investigation activities, conducting storage and archive activities and ensuring the security of data controller operations.

4. Your Rights Regarding Article 11 of KVKK

You have the following rights within the scope of your Personal Data, processed by TAN A.S.;

- a) to learn whether your personal data are processed or not,
- b) to request information related to your personal data processed,
- c) to learn the purpose of the processing of your personal data and whether these personal data are used in compliance with the purpose,
- d) to know the third parties to whom your personal data is transferred within the country or abroad,
- e) to request the rectification of the incomplete or inaccurate data, if any,
- f) to request the erasure or destruction of your personal data under the conditions referred to in Article 7 of KVKK,
- g) to request reporting of the operations carried out pursuant to third parties to whom your personal data have been transferred,
- h) to object to the occurrence of a result against the person by analyzing the data processed solely through automated systems,
- i) to claim compensation for the damages arising from the unlawful processing of your personal data.

Your request will resolve as soon as possible and within thirty days at the latest, depending on the nature of the request.

5. Data Controller which you may apply within the scope of KVKK

TAN TURİZM HAVAYOLU TAŞIMACILIK BILGISAYAR ELEKTRONİK SANAYİ VE
DIŞ TİCARET ANONİM ŞİRKETİ

E-mail: kvkk@dorakholding.com.tr

Address: 19 Mayıs Mah. Büyükdere Cad. No:20 Beytem Plaza Kat:1/1 Şişli- İstanbul