



CLARIFICATION TEXT OF NOTIFICATION OF COMPLAINT

This information is given by Vergo Enerji Sistemleri Sanayi ve Ticaret Anonim Şirketi (“**Vergo**” or “**The Company**”) as the data controller, within the scope of Personal Data Protection Law numbered 6698 (“**Law No. 6698**”) according to Article 10 of the Law No. 6698 titled “Obligation of Data Controller to Inform”.

Your Processed Personal Data and Purpose of Processing

Your personal data is processed for the purposes specified in this clarification text.

Your personal data processed by Vergo is as follows:

GROUPS OF THE SPECIAL CATEGORIES OF PERSONAL DATA	DATA INCLUDED IN THE GROUP
Health Data	Analysis and examination results, personal health information
GROUPS OF PERSONAL DATA	DATA INCLUDED IN THE GROUP
Identification	Name-surname
Contact Data	Phone number, address, e-mail address
Work Experience and Educational Data	Information of occupation
Legal Process Data	Information in correspondence with legal authorities, information in court file

In case you share it with the Company, your personal data stated above, may be processed with the purposes stated below and within the personal data processing conditions specified in the Article 5 and Article 6 of Law No. 6698 to resolve the complaints that may arise about Vergo Enerji Sistemleri Production Facility at Salihli OSB Mah. 307 St. No: 13 Salihli / Manisa and to provide a solution procedure for the complaints, to contact you in order to propose an alternative solution in case your complaint is considered out of scope, if the complaint is not well understood or contacting you for clarification in case of requiring additional information, contacting you for your confirmation whether the complaint has been understood, whether it is satisfactory, and recording it with notes on remedial procedures to prevent recurrence of the complaint in the future.

In case the reasons for the processing personal data no longer exist, personal data shall be erased/destroyed or anonymized in accordance with the Law No. 6698 and applicable legislation and the Company’s retention and disposal policy.

Collecting Method and Legal Basis of Collecting Your Personal Data

Relevant personal data is collected by automated means or non-automated means as a result of your application received face to face, on the phone; or by complaint form which is transmitted by letter, complaint boxes or via e-mail on legal ground of Article 5 of the Law No. 6698 “*processing of data is necessary for the legitimate interests pursued by the*



Company provided that this processing shall not violate the fundamental rights and freedoms of the data subject" or with your explicit consent for your special categories of personal data.

To Whom And For Which Purposes Your Personal Data Can Be Transferred

Your processed personal data is only processed by the Company and is not subject to any transfer activities in country or in abroad.

Your Rights Regarding the Protection of Your Personal Data

According to the Law No. 6698 by contacting us you have the right to;

- learn whether your personal data is processed or not,
- demand information as to if your personal data have been processed,
- to learn the purpose of the processing of his/her personal data and whether these personal data are used in compliance with the purpose,
- know the third parties to whom his personal data are transferred in country or abroad,
- request the rectification of the incomplete or inaccurate data, if any,
- request the erasure or destruction of your personal data,
- requesting giving notification to the third parties to whom the data is transferred, of the transactions made in accordance with the correction, deletion or destruction requests,
- object to the occurrence of a result against the person himself/herself by analyzing the data processed solely through automated systems and
- claim compensation for the damage arising from the violation of the Law No. 6698 of your personal data.

Requests within the scope of Article 11 of Law No. 6698, which regulates the rights of the data subject, shall be transmitted in person or through a public notary to the Company's Salihli Osb Mah. 307 Sk. No: 13 Salihli / Manisa adres; the Company's REM adres vergoenerji@hs01.kep.tr; Our company's website address is www.vergo.com.tr ; it can be sent to the ik@vergo.com.tr e-mail address by using the e-mail address previously reported by the data subject and registered in our system, or by using the e-mail address that is not registered in our system by using a secure electronic signature / mobile signature.

The Company concludes the requests in the form within 30 (thirty) days depending on the nature of the request and free of charge if the action does not require an extra cost.

It is important that the personal data we hold is accurate and up to date. Therefore, if there is any change in your personal data, please notify us.