

## CALL CENTER - OBLIGATION TO INFORM

6.11.2019 / Version No: 1

As HAPAG LLOYD DENİZAŞIRI NAKLİYAT A.Ş. as the Data Controller in accordance with the Personal Data Protection Law, we process the personal data of our customers that call our call center to conduct communication activities, evaluate and respond to their requests and complaints, follow orders, conduct customer relationship management processes, conduct activities for customer satisfaction and to conduct after-sales support processes.

During your call, personal data regarding your name-surname, address, telephone number, e-mail address, information about your requests and complaints and your voice recordings are collected.

According to Article 5 of the Personal Data Protection Law, the personal data we collect is automatically processed by telephone, based on the performance of the contract between us and our customers, and based on the fact that data processing is mandatory for our legitimate interests and the legal reasons for the establishment, use or protection of a right.

You can forward your requests relating to your rights set out in Article 11 of the Personal Data Protection Law via mail to “Çınarlı Mah. Ankara Asfaltı Cad. No:15/351 Konak, İzmir” or you can forward your requests to us by other methods specified in the Communiqué on Application Procedures and Principles.

For your questions about how your personal data is processed, you can contact our Contact Person at [kvkirtibat@hlag.com](mailto:kvkirtibat@hlag.com) e-mail address. More detailed information can be found in the “Personal Data Protection and Processing Policy” at [www.denizasiri.com.tr](http://www.denizasiri.com.tr).