

## **COSMIC TICKETS & AUDIOS CUSTOMER PRIVACY POLICY**

This illumination text has been prepared by COSMIC TICKETS AUDIOS TOURISM AND TRADE INC. ("Company") in its capacity as the data controller, in accordance with Article 10 of the Personal Data Protection Law No. 6698 ("KVKK") and other relevant legislative provisions. Within the scope of our Company's activities, your personal data, which needs to be collected regarding your status as a customer, is collected and processed by us in accordance with the provisions of the relevant legislation and the principles outlined below.

### **1. The Method and Legal Basis for Collecting Your Personal Data**

Your personal data is collected, in whole or in part, through automatic means or non-automatic methods provided they are part of a data recording system. This collection may occur electronically via the sharing or viewing permissions granted to us by the internet-based information systems of our tourism business partners. Data may also be collected electronically through call centers, telephone, email, websites (via online shopping forms, email communication forms, cookies, and similar technologies), and instant messaging tools. Additionally, data may be collected verbally, in writing, digitally, or in audio format through channels contacted in these ways. At our Company's service units, your data is also collected in the form of digital video recordings from security cameras.

Within this scope, the personal data processed by our Company includes your name and surname, telephone number, email address, receipt, payment slip and invoice contents, and the bank-credit card information contained therein; call center voice recordings; IP and website cookie information; and security camera recordings taken during entry to our workplaces and their premises and while staying in these areas. Our Company does not collect any special categories of personal data.

Your personal data collected for personalized marketing, analysis, and obtaining consent for electronic communication are processed based on your explicit consent, which has been provided in an informed manner as specified in Article 5/1 of the Personal Data Protection Law (KVKK). The data related to the security camera recordings taken during your entry and stay at our Company's workplaces are processed due to the necessity of data processing for the legitimate interests of our Company, as stated in Article 5/2-f of the KVKK.

Your other personal data is processed by our Company based on the legal grounds specified in Article 5/2 of the Personal Data Protection Law (KVKK) and shown below. Within this scope, your personal data includes:

- The necessity of processing your personal data, as the other party to the contract, provided that it is directly related to the establishment or performance of the commercial contract to which you are a party with our Company.
- The necessity of processing your personal data if it is explicitly stipulated by law or required for our Company to fulfill its legal obligations.
- The necessity of data processing to establish, exercise, or protect a right belonging to our Company.
- Provided that it does not harm your fundamental rights and freedoms, it is necessary for the processing of data for the legitimate interests of our company.

It is collected and processed based on legal reasons.

### **2. The Purpose and Method of Processing Your Personal Data**

Your personal data is processed by our company primarily within the scope of carrying out our domestic and international commercial activities, including: Conducting contract and performance processes, buying and selling goods and services, and marketing activities, post-sale performance and support services, financial and accounting processes, ensuring information and physical space security, fulfilling legal processes and regulatory obligations, Increasing customer satisfaction, providing commercial services under the best conditions by determining individual preferences, needs, and usage purposes, and offering personalized services in this context, raising quality standards, managing market research, analysis, marketing, and digital marketing processes related to our field of activity, sending general or personalized emails, instant messages, and voice calls for advertising, promotion, proposal submission, and satisfaction surveys related to activities in our field, Ensuring our legal rights for application and defense, and monitoring requests and complaints.

The personal data collected by our company is processed in accordance with the general principles regulated in Article 4 of the KVKK (Personal Data Protection Law). In this context, your personal data is processed as follows:

- a) In accordance with the law and principles of fairness,
- b) Accurate and, when necessary, up-to-date,
- c) For specific, explicit, and legitimate purposes,
- d) Related to the purposes for which they are processed, limited, and proportionate,
- e) In accordance with the retention rules specified in the relevant legislation or for the duration necessary for the processing purpose.

You can access more detailed information about the principles of processing your personal data shared with our company in our company's '[Personal Data Protection and Processing Policy](#)'.

### **3. The Scope, Duration, and Security of Processing Your Personal Data**

The nature of the processing of your personal data obtained as described above by our company includes the following activities by our relevant departments: recording both physically and electronically, storing, preserving, backing up, modifying, reorganizing/updating, disclosing, transferring, making accessible, classifying, or preventing the use of your data. Additionally, it is limited to the transfer of your data to third parties with whom we have a business relationship, as specified below.

Our company maintains all personal data processed in our database, systems, website, or physical environment in compliance with legal regulations, using technological methods and information security standards. In accordance with Article 12 of the KVKK (Personal Data Protection Law), we take all necessary administrative and technical measures to ensure that data is accurate, up-to-date, secure, and confidential. However, during online purchases on our website, all transactions involving bank or credit card use are conducted online directly between you and the relevant bank or card issuer, independent of our company. Therefore, information such as 'bank-credit card details or passwords' is not visible to or recorded by our company.

Once the reasons requiring the processing of your personal data cease to exist, or when the retention periods specified in the relevant legislation and our company's policies expire, our company will, in accordance with the relevant legal provisions and our '[Personal Data Storage and Destruction Policy](#)' either automatically or upon the data subject's request, promptly delete, destroy, or anonymize the data.

### **4. To Whom and for What Purpose Your Processed Personal Data May Be Transferred**

Your personal data collected by our company may be transferred to shareholders, relevant departments within the company, group companies, business partners, suppliers, service providers, their authorized representatives or employees, relevant bank branches, legally authorized institutions and organizations, and private legal entities, solely for the purposes related to our commercial activities. This includes the planning and execution of our business strategy and processes, internal and external trade processes, establishment and performance of contracts, post-contract support services, secure backup/storage of data, and payment and accounting operations. Such transfers will be conducted in accordance with the conditions and purposes of personal data transfer specified in Articles 8 and 9 of the KVKK and other relevant legislation, and may occur domestically or internationally as needed.

In this context, it should also be noted that, according to the Personal Data Protection Board's decision dated 31.05.2019 and numbered 2019/157, personal data involved in such transfers is considered to be transferred abroad when foreign email servers and similar systems are used.

### **5. Your Rights Under the KVKK**

Under Article 11 of the KVKK (Personal Data Protection Law), you have the following rights regarding your personal data:

- a) To learn whether your personal data is being processed,
- b) If your personal data has been processed, to request information about it,
- c) To learn the purpose of processing your personal data and whether it is being used in accordance with that purpose,
- ç) To know the third parties to whom your personal data has been transferred, either domestically or abroad,
- d) To request the correction of your personal data if it is incomplete or incorrectly processed,
- e) To request the deletion or destruction of your personal data when the reasons requiring its processing have ceased to exist, in accordance with Article 7 of the KVKK,
- f) To request that the corrections and deletions mentioned in (d) and (e) be communicated to the third parties to whom your data has been transferred,

- g) To object to the emergence of a result against you, exclusively through automated systems,
- ğ) To request compensation for damages suffered due to unlawful processing of your personal data,
- h) To withdraw your consent for the processing of your personal data and for receiving electronic commercial communications at any time, without providing any reason.

## **6. How to Apply to Our Company Regarding Your Rights**

You can submit your requests regarding the exercise of the rights mentioned above by filling out the “[Personal Data Owner Application Form](#)” found on the “[www.cosmic-tickets-audios.com/tours](http://www.cosmic-tickets-audios.com/tours)” page, or by submitting a similar petition, to our company’s address at “Gümüşsuyu Mah. İnönü Cad. Melek Apt. No: 11/2 Beyoğlu/İSTANBUL” in person with identity verification, or via a notarized written request, or by sending an email to “[info@cosmic-tickets-audios.com](mailto:info@cosmic-tickets-audios.com)” via registered/secure electronic mail.

Your requests will be resolved free of charge within the shortest time possible and no later than thirty days, depending on the nature of the request; however, if the process requires additional costs, a fee may be charged according to the tariff determined by the Personal Data Protection Authority.