

Holiday Inn Istanbul City (Olca Turizm ve Ticaret A.Ş.) Enlightenment Text

The Law on Protection of Personal Data no 6698 which regulates the protection of fundamental rights and freedoms, the secrecy of private life and which regulate the rules and procedures that the real persons/legal entities that process personal data are obligated to comply with, has entered into force with being published on the official gazette dated 07.04.2016.

As Holiday Inn İstanbul City, Olca Turizm ve Ticaret A.Ş. (Company), we show maximum sensitivity about the security of your personal data. With this awareness, we show great importance to processing, safekeeping of the personal data you share with us in accordance with the Law on Protection of Personal Data no 6698 ("LPPD") and we take the highest possible security measures in order to protect the safety and confidentiality of your personal data.

Our aim is to, as per article 10 titled 'Enlightenment Obligation of the Data Supervisor' and article 11 titles 'Rights of the Relevant Person' of 'Law on Protection of Personal Data' no 6698, inform you in the most transparent way with regards to the collection method of your personal data, under what purpose these data are processed, to whom and for what purpose may the processed data be transferred, the period for processing the data and your rights listed under article 11 of the Personal Data Law.

The explanations made about your Personal Data under the Enlightenment Text covers the Personal Data of Special Nature.

- **Data Supervisor**

As per the Law on Protection of Personal Data no 6698, your personal data may be collected and processed by Holiday Inn Istanbul City (Olca Turizm ve Ticaret A.Ş.) within the scope explained below.

- **The Method and Legal Reason for Collecting Your Personal Data**

Your personal data can be collected orally, in writing or electronically through our hotel and its affiliates, company website, call center and suppliers for the purposes of personal data processing specified in this enlightenment text.

Your personal data collected with these methods may be processed and transferred within the personal data processing terms/purposes stated in article 5 and 6 of Law no 6698 and within the scope of 'Personal Data Processing Purposes' in the Enlightenment Text.

- **The Purpose of Processing Personal Data**

Your Personal Data Collected may be processed for the following purposes;

- For our relevant business units to perform the works necessary for you to enjoy the products and services of Holiday Inn Istanbul City, to offer you with various room options in line with the preferences that you notify us, to manage your hotel reservations and accommodation processes, to monitor your use of services
- Performing the payment transactions related to the services and products we offer, execution of the obligations necessary as per E-Archive legislation, management of the objection processes related to your payments, performance of the obligation to inform the authorized institutions and organizations in line with your objections

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- In case there is an Explicit Consent, to perform the IHG Rewards Club card membership that the InterContinental Hotels Group ("IHG") offers, within the scope of your membership, to manage your reservations in the hotels within the IHG Group, to ensure you enjoy the campaigns, discounts, promotions and gifts in your accommodations/in the extras you benefit, to send commercial electronic messages for the InterContinental Hotels Group ("IHG") to contact you for advertisement, sales, marketing, promotion, discount, membership terms, introduction and informing
- In case there is an Explicit Consent, to inform, direct you about all products and services offered in our hotel and its units, to offer you advantages/benefits such as advertisements, sales, marketing, campaign, promotion, discount, membership terms and to send you commercial electronic messages for these purposes
- Within the scope of organization and event management, to establish Corporate Communication for the Events and Organizations Planned to be Held at the Units in the Hotel, to provide Offers, to Record Potential Customers, to Monitor and Execute the Agreement Processes with the Customers With Regards to the Agreed Event and Organizations,
- Measuring and increasing customer / visitor satisfaction, demand / complaint management, developing and diversifying our services in line with your requests and needs, and conducting necessary quality and standard audits
- In case there is an Explicit Consent, to send satisfaction survey to you within the scope of measuring customer satisfaction by our Hotel and InterContinental Hotels Group ("IHG"), for our company to contact you to ask whether the satisfaction survey is sent, to perform listing, reporting, statistics and analysis works for increasing the personal preference options with regards to the methods of use of the product and services presented by our hotel and affiliated units and to develop our products and services in connection with this
- Ensuring the security of life and property and legal, commercial and occupational health of real and / or legal third party institutions and organizations (employees, guests, visitors, customers, suppliers, etc.) in our hotel and its affiliated units
- Establishment, Management and Communication of Relations with Customer / Potential Customer / Suppliers (Authorized and Employee), Follow-up of Agreement Processes and Obtain Financial Consensus, Execution of Legal, Commercial and Administrative Obligations Arising from Agreements
- Planning and Execution of the Company's Commercial and / or Business Strategies
- Execution of Management Activities
- Execution of finance and accounting transactions
- Execution of Human Resources Process and Policies
- Fulfillment of Obligations Arising from Labor Law, Social Security Law, Occupational Health and Safety Law and Other Legislation for Employees
- Monitoring Employee Assignment Processes, Workplace Entry and Exit, Employee Rights and Benefits Processes
- Conducting Internal Audit / Investigation / Intelligence Activities
- Planning and execution of emergency management processes,
- Management of Legal Operations
- Planning, control and execution of information security processes.
- Recording of In-Hotel Internet Access Logs in accordance with Law No. 5651
- Performance of Information Securing, Reporting Obligations foreseen by the Official Institutions and the Information and Document Requests made by Official Institutions, Judicial Organs and/or Administrative Authorities

- Informing and / or auditing of authorized institutions and organizations due to legal obligation the activities and obligations related to the audit
- Taking necessary technical, legal and administrative measures within the scope of data security and may be processes within the personal data process terms and purposes stated in article 5 and 6 of Law no 6698.

- **To Whom and for What Purposes the Processed Personal Data Shall be Transferred**

Provided that you have given explicit consent, your collected personal data may be disclosed and transferred to; foreign InterContinental Group to which the Holiday Inn hotels are affiliated, domestic third party real person and legal entities (suppliers)/subcontractors from which our company purchases goods/services under an agreement for performing its services and activities, domestic third party real persons and legal entities (customers/subcontractors to which our company performs services under an agreement, to the relevant institutions and organizations under Tourism Promotion Law, Travel Agents and Travel Agents Union Law, Regulation on Documentation and Qualities of Tourism Facilities, to institutions and organizations authorized by law and the administrative and judicial authorities, under the terms and purposes of processing personal data stated in article 8 and 9 of LPPD.

- **Procedure for Processing Personal Data:**

Under the Law on Protection of Personal Data, our Company informs the personal data owners about the personal data collection procedures, purposes of processing personal data, data process procedures, to who and for what purpose may the personal data be transferred and the rights of the data owner. In cases where the law requires explicit consent, explicit consent is obtained from the personal data owners after our disclosure obligation is fulfilled.

- **Data processing time**

In the procedures of safekeeping your personal data, your personal data are processed and kept with taking into account the purposes of data processing, duration of data safekeeping, our legal obligations and the statute of limitations.

We would also like to stated that, in case any separate regulation is made related to data processing periods, your data may be processed in compliance with such durations.

- **The Rights of the Personal Data Owner As Listed under Article 11 of LPPD**

With reserving the cases foreseen under article 28 of Personal Data Law titles "Exceptions", your rights under article 11 of the Law are as follows;

By applying to our company;

- Learn whether your personal data is processed,
- If your personal data are processed, requesting information in this respect,
- Being informed about the purpose of processing your personal data and whether they are used properly or not,
- Knowing the third parties to whom your personal data has been transferred inside or outside the country,
- To request correction if your personal data are defficiently or wrongly processed,
- To request the deletion or destruction of personal data in accordance with the provisions of Article 7 of the Law,
- To request that the third parties, to whom your personal data are transferred, are informed of the processed performed under paragraph (e) and (f) above,

- Object to a detrimental result due to analysis of your personal data with exclusive automated systems, and
- To claim your loss to be indemnified if you incur a loss due to unlawful processing of your personal data.

The applications to be made to our Company under Personal Data Law may be done using one of the methods below along with the documents determining the identity of the data owner:

In case of a written request;

You may send a signed original copy of the Data Owner Application Form to 'Turgut Ozal Millet Cad. No:189 Topkapı/Fatih/İSTANBUL address personally with a document showing your identity or as a representative with a power of attorney showing that you have the power to apply with regards to rights listed in article 11 and that is approved by the notary public or through notary or return receipt mail to Turgut Ozal Millet Cad. No:189 Topkapı/Fatih/İSTANBUL address.

In case of electronic request;

You may sign the Personal Data Holder Application Form with an electronic or mobile signature with a "secure electronic signature" certificate defined in the Electronic Signature Law No. 5070, and send it to our company's Registered Electronic Mail address (REM) olcayturizm@hs04.kep.tr or info@hiistanbulcity.com.tr mail address.

Your requests can be responded in writing or electronically within the shortest time and within thirty days at the latest according to the nature of your request. Although it is a rule not to take any fee with regards to your requests, our company reserves the right to request charges over the price tariff determined under article 7 of Communiqué on the Rules and Procedures on Data Supervisor Application.

- **Amendments**

Holiday Inn İstanbul City, Olcay Turizm ve Ticaret A.Ş reserves the right to update this enlightenment text as per the possible changes in Law on Protection of Personal Data no 6698 or as per the rules and merits determined by the Personal Data Protection Board.