



**CLARIFICATION TEXT REGARDING  
CUSTOMER SATISFACTION  
SURVEY**



**PROSİM KİMYA SANAYİ VE TİCARET LTD. CO.  
CLARIFICATION TEXT REGARDING THE ANNUALLY PERIODIC  
CUSTOMER SATISFACTION SURVEY**

This clarification text has been prepared by PROSİM KİMYA SANAYİ VE TİCARET LİMİTED ŞİRKETİ (Central Registration System No: 0733006814800011) as a data controller within the scope of the Article 10 of the Law on the Protection of Personal Data No.6698 and the Communique on the Principles and Procedures to be Followed in Fulfilling the Disclosure Obligation.

In order to increase customer satisfaction and loyalty, a survey is conducted annually by the data controller. In this survey, the name, surname, e-mail address and title of the data subject, and the evaluation data for the survey questions are processed. The information obtained is evaluated by the Sales Director within the Company.

The personal data in question may be transferred to the judicial authorities or the relevant law enforcement agencies upon request to resolve legal disputes or in accordance with the relevant legislation.

The personal data in question is processed automatically, based on the legal reason stated in Article 5 of the Law that "data processing is mandatory for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms of the data subject". The personal data is obtained from the data subject. With the balance test performed by the data controller; the obtained personal data will be used only for the purposes of improving the operations of the Data Controller and providing better service and consists of only the name, surname, e-mail address and title information of the data subject, and it is determined that this personal data processing activity will not harm the fundamental rights and freedoms of the data subject.

Regarding your personal data, your requests within the scope of Article 11 of the Law regulating the rights of the data subject, according to the "Communiqué on Application Procedures and Principles to the Data Controller", PROSİM KİMYA SANAYİ VE TİCARET LİMİTED ŞİRKETİ, Sarıyer, Rumeli Hisarı Mahallesi, Kaleağası Sokak, No: 5 / B – can be conveyed by writing to Istanbul address or by using registered electronic mail address, secure electronic signature, mobile signature or by using the electronic mail address previously notified to the Company by the data subject and registered in the Company's system, info@prosim.com.tr e-mail address.