



GEN-I İstanbul Elektrik Enerjisi Toptan Satış Limited Şirketi
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GEN-I İSTANBUL¹ PERSONAL DATA PROTECTION AND PROCESSING POLICY (hereinafter: the Policy)

1. PURPOSE OF THE POLICY

The aim of this Policy is to establish the principles to be observed by GEN-I İSTANBUL ELEKTRİK ENERJİSİ TOPTAN SATIŞ LİMİTED ŞİRKETİ (hereinafter: **GEN-I İstanbul** or the **Company**) for the purposes of fulfilling its obligations relating to the protection, processing, deletion, disposal and anonymization of personal data, and informing data subjects whose personal data will be processed in accordance with Law No. 6698 on the Protection of Personal Data (hereinafter: the **Law**) and related regulations. GEN-I İstanbul is aware of the importance of its responsibility to protect personal data, the security of which is a constitutional right, and we emphasize the importance of using personal data in a secure manner.

2. SCOPE OF THE POLICY

This Policy shall apply to all activities and operations managed by GEN-I İstanbul with regard to the processing, protection, deletion, disposal and anonymization of personal data. This Policy shall relate to all of the personal data of the Company's partners, officials, employees, customers, visitors, and the employees and the officers of the third parties with whom GEN-I İstanbul cooperates, and to the personal data of any other third party, which are processed in whole or part automatically or using non-automated means as a part of any data recording system.

3. PROCESSING OF PERSONAL DATA

3.1. PRINCIPLES OF PERSONAL DATA PROCESSING

According to the Law, GEN-I İstanbul is the data controller in terms of the processing of personal data. The following principles shall be complied with in the processing of personal data:

- Lawfulness and conformity with the relevant rules.
- Ensuring data are accurate and up to date, when required.
- Processing for specific, explicit and legitimate purposes.
- The relevancy, appropriateness and proportionality of data with respect to the purposes for which they are processed.
- The storage of data for the period of time stipulated by the relevant legislation or the purpose for which they are processed.

3.2. CONDITIONS FOR THE PROCESSING OF PERSONAL DATA

The Law defines personal data as "all the information relating to an identified or identifiable natural person". Personal data cannot be processed without the explicit consent (e.g. the freely given, specific and informed consent) of the data subject. However, personal data may be processed without seeking the explicit consent of the data subject, but only in the cases stipulated by the Law. Personal data may only be processed without seeking the explicit consent of the data subject in cases where one of the following conditions is met: a) it is clearly stipulated by the Law; b) it is mandatory to protect the life or physical integrity of any person who is physically incapable of giving their consent or whose consent is not deemed legally valid; c) the processing of personal data belonging to the parties of a contract is required, provided that it is directly related to the conclusion or fulfillment of that contract; d) it is mandatory for the controller to be able to fulfil its legal obligations; e) the data in question is made available to the public by the data subject itself; f) data processing is mandatory for the establishment, exercise or protection of any right; and g) it is mandatory to protect the legitimate interests of the controller, provided that this processing will not violate the fundamental rights and freedoms of the data subject.

3.3. CONDITIONS FOR THE PROCESSING OF PERSONAL DATA OF A SPECIAL NATURE

Personal data relating to the race, ethnic origin, political position, philosophical belief, religion, sect or other belief, clothing, membership in associations, foundations or trade-unions, health, sexual orientation,

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convictions and security measures, and biometric and genetic data are deemed to be personal data of a special nature.

It is prohibited to process personal data of a special nature without the explicit consent of the data subject. The personal data, excluding those relating to health and sexual orientation, stated in the first paragraph may be processed without seeking the explicit consent of the data subject in the cases stipulated by the Law. Personal data relating to health and sexual orientation may only be processed, without seeking the explicit consent of the data subject, by persons or authorized public institutions and organizations that are bound by confidentiality for the purposes of protecting public health, the functioning of preventive medicine, medical diagnosis, treatment and nursing services, the planning and management of healthcare services and the financing thereof.

3.4. PURPOSES OF PERSONAL DATA PROCESSING

GEN-I Istanbul identifies and defines the purposes for processing personal data, which are specific, clear and legitimate, and processes personal data in connection with and only to the extent that is required for the services provided by the Company.

Personal data and personal data of a special nature may be processed by GEN-I Istanbul for the following purposes in accordance with the conditions of personal data processing stipulated by the Law and the relevant legislation:

- the performance of the operational activities of the Company;
- business relationships and internal management;
- the implementation of the Company's human resource policies;
- responding to the needs and questions of relevant persons;
- protecting health, safety and security, and ensuring integrity;
- monitoring and investigating compliance;
- ensuring the commercial security of the Company;
- the development and improvement of business, products and/or services;
- the assessment and acceptance of a customer, supplier or business partner;
- the conclusion and execution of agreements;
- relationship management and marketing;
- organizational analysis and development, and management reporting;
- the performance of the activities in connection with starting or renewing a contractual relationship, research, analysis and reporting;
- fulfilling legal obligations, and informing authorities as required by legislation;
- planning and performing tasks and activities for GEN-I Istanbul's job candidates and former employees;
- creating and monitoring visitor records, and providing security for the Company;
- planning and implementing corporate communication activities, planning and/or implementing corporate risk management activities, planning and implementing corporate sustainability activities, and planning and implementing corporate governance activities;
- planning and implementing the data access authorizations of partners and/or suppliers, and managing relationships with partners and/or suppliers; and
- planning, auditing and implementing information security processes, and setting up and managing the IT infrastructure.

According to the Law, GEN-I Istanbul informs the relevant persons when collecting personal data. In that respect, GEN-I Istanbul avoids processing any personal data that are not related to accomplishing the purpose of personal data processing or that should not necessarily be processed for such purposes.

4. DELETION, DISPOSAL AND ANONYMISATION OF PERSONAL DATA

GEN-I Istanbul shall only store personal data for as long as it is required to achieve the purpose for which the personal data has been collected and further processed. Despite being processed under the provisions of the Law and other related legislation, personal data shall be erased, destroyed or anonymized by the Company, *ex officio*, or at the request of the data subject, and when the reasons for processing no longer exist. GEN-I Istanbul reserves the right to reject a data owner's request in cases where GEN-I Istanbul has the right/is obliged to keep such data in accordance with the provisions of the relevant legislation.

Retention periods for personal data are prescribed by the relevant legislation or the Company (as detailed in **Annex 1: Table of retention and disposal periods**), in accordance with the Law. They are also defined in data processing records.

GEN-I Istanbul may anonymize personal data when the reasons for the legal processing of personal data no longer exist.

The deletion of personal data is the process of rendering personal data inaccessible and unusable for all relevant users. The Company is responsible for taking all technical and administrative measures to ensure that deleted personal data are inaccessible and unusable for all relevant users.

The disposal of personal data is the process of rendering personal data inaccessible and unusable for any person. The Company is responsible for taking all technical and organizational measures required for the destruction of personal data.

The anonymization of personal data is defined as rendering personal data impossible to link with an identified or identifiable natural person, even if they can be matched with other data. For personal data to be



anonymized, it must be made irrelevant to an identified or identifiable natural person, despite the use of appropriate techniques in terms of the registry medium and the relevant field of activity, such as retrieving and matching personal data with other data by a controller, receiver or groups of receivers. The Company is responsible for taking all technical and organizational measures for anonymization of personal data.

5. MEASURES TAKEN TO ENSURE THE SECURE STORAGE OF PERSONAL DATA

All of the Company's employees take the appropriate technical and administrative measures to ensure a sufficient level of security to safeguard personal data and to mitigate risks arising in connection with unlawful processing and unauthorized access, and to ensure the retention of personal data.

In this respect the Company:

- Takes all necessary steps to inform all employees, especially those who have access to personal data, about their duties and responsibilities stipulated by the Law;
- Ensures the performance of the necessary audits in connection with the implementation of the provisions of the Law (or commissions such audits internally at the organization);
- Ensures data security by utilizing protection systems, firewalls and other software and hardware;
- Ensures that access to personal data at the Company is provided in a controlled process in accordance with the nature of the data and in the scope of the relevant authorization on the basis of unit/role/practice;
- Applies stricter measures for access to special categories of personal data; and
- Ensures that persons with external access to personal data due to the procurement of outsourced services comply with the provisions of the Law.

The Company shall not disclose personal data that it learned from another party as the result of the breach of the Law, nor shall it use such data for purposes other than processing. This obligation shall continue even after that data is no longer used. If processed data are collected by other parties through unlawful methods, the Company shall undertake to notify the data subject and the Personal Data Protection Committee as soon as possible.

6. TRANSFER OF PERSONAL DATA

In accordance with the purposes outlined in this Policy, and in accordance with Articles 8 and 9 of the Law, personal data may be transferred to GEN-I group companies abroad, subsidiaries, our shareholders, business partners, suppliers, authorized public institutions and private persons, and may be transferred abroad, limited by the stated purposes and in accordance with the principles and procedures stated under Article 9 of the Law. Personal data may only be transferred abroad when:

- explicit consent is obtained, or
- explicit consent is not obtained, but one or more data processing conditions stated in the Law are met:
- the country to which data is transferred is deemed to offer adequate protection by a Personal Data Protection Committee decision or;
- if protection in the country to which data is transferred is deemed to be inadequate, a written agreement to provide adequate protection between the Company and the data controller to whom the data are being transferred has been reached and the approval of the Personal Data Protection Committee has been obtained.

7. CATEGORIZATION OF PERSONAL DATA

Personal data processed by the Company differ in terms of the nature of the legal relationship established with the Company. In this respect, the categories of personal data collected by the Company through all channels, including digital channels, are as follows:

Work/job details	They include information about the current and past work experience of natural persons, their employment status, manner and profession as well as the pay and income they receive for these jobs.
Address details	Work and home address details of natural persons, and information regarding the duration of their stay at those addresses.
Communication details	Includes the contact details of natural persons, including home, work and mobile phone numbers, as well as e-mail and registered e-mail (KEP) addresses and fax numbers.
Financial details	Includes all types of information about a person's financial standing (including credit/debit card information, bank account information, IBAN information, balance information, credit balance information and other financial information), transaction profile and capacity, such as personal and household income and expenses, assets,

	company partnership or ownership, other financial activities, credit limit and risk details, tax liabilities. etc.
Information relating to family	Includes all types of information about the family, primarily the names of the family members.
Training/education details	Includes information about the education backgrounds of natural persons, the schools attended and graduated from, their grades, the special training and seminars they attended, the certificates they have received, their fields of expertise and capabilities, etc.
Customer process information	Personal data recorded in channels such as call centers, credit card statements, box office receipts, customer instructions, including orders, purchases, cancellations, postponements and other changes relating to an instruction or request attributable to a person.
Audio-visual information	Photographs, camera and voice records, etc.
Legal procedure and compliance information	Information provided in the scope of information requests, and decisions by judicial and administrative authorities, etc.
Audit and inspection information	Information relating to all types of records and processes concerning the exercise of the Company's legal claims and rights associated with the data subject.
Risk management information	Results and records of various queries provided by public institutions relating to the data subject.
Medical details	Information about the medical condition of natural persons. It includes information regarding their general state of health, past medical record, disabilities if any, etc.
Special categories of personal data	Special categories of personal data processed limited to the circumstances expressly envisaged under the Law and where required for the Company's operations and upon explicit consent, such as data relating to race, ethnic origin, political opinion, philosophical belief, religion, sect and other beliefs, dress and appearance, memberships in associations, organizations and unions, health and sexual orientation, criminal convictions and security measures, as well as biometric and genetic data.
Request/complaint management information	Information and records collected in connection with requests and complaints concerning the Company's products or services, and information contained in reports regarding the conclusion of such requests by our business units, etc.

8. PERSONAL DATA PROTECTION ACTIVITIES IN CONNECTION WITH ENTRY AND EXIT TO THE BUILDING, AND WEBSITE VISITORS

GEN-I Istanbul processes personal data in building corridors in accordance with the Law and other relevant legislation. To ensure security, GEN-I Istanbul monitors corridors using security cameras. Guests may also be documented upon entry.

GEN-I Istanbul may process personal data using security cameras (limited to the purposes set out in this Policy) and by recording guests, with the aim of increasing the quality of services, ensuring the reliability of services and ensuring the security of the property of the Company, data owners and other persons, and protecting their legitimate interests.

9. RIGHTS OF DATA SUBJECTS UNDER THE LAW

According to Article 11 of the Law, data subjects are entitled to:

- to learn whether or not their personal data have been processed;
- to request information regarding processing, if their data have been processed;
- to learn the purpose of the processing of the personal data and whether data are used in accordance with their intended purpose;



- to be informed of the third parties in the country or abroad to whom personal data have been transferred;
- to request corrections, if personal data are processed incompletely or inaccurately;
- to request the deletion or destruction of personal data in the scope of the conditions set out in Article 7 of the Law;
- to request the correction of processed personal data that is incomplete or inaccurate, and to request the notification of third parties to whom personal data are disclosed about that process;
- to contest unfavorable results of the analysis of processed personal data solely by automatic means; and
- to request compensation for damages, if damage is incurred due to the unlawful processing of personal data.

Personal data owners may send a request about their rights to GEN-I Istanbul using the DATA HOLDER APPLICATION FORM accessible on the website <https://gen-i.com.tr/en/?cr=1>. GEN-I Istanbul may request additional information from the relevant person to determine whether the applicant is the personal data owner and may also ask the personal data owner questions regarding their application to clarify issues therein. If the personal data owner forwards a request to GEN-I Istanbul, the latter shall fulfil that request within 30 days, depending on the nature of the request.

Depending on the nature of a request, GEN-I Istanbul shall fulfil a request free of charge. However, if additional costs are incurred in the procedure, GEN-I Istanbul reserves the right to charge fees at the rate determined by the Personal Data Protection Committee.

Personal data owners shall provide a power of attorney, drawn up by a notary public, permitting unrelated persons to submit a request on their behalf.

10. OTHER ISSUES

This policy has been prepared by GEN-I Istanbul and entered into force in accordance with separate decisions taken by the Manager of GEN-I Istanbul on 22nd of November 2019.

GEN-I Istanbul may amend this Policy at any time through the publication thereof. Amendments made by GEN-I Istanbul shall enter into force on the day of publication.

Effective date: November 22, 2019

Version: 1.0

ANNEX 1

TABLE OF RETENTION AND DISPOSAL PERIODS

PROCESS	RETENTION PERIOD	DISPOSAL PERIOD
Processes in connection with the preparation of documents for tenders/ministries/undersecretaries	10 years	Within 180 days from the date of expiration of the retention period
Resolutions of general meetings of shareholders	10 years	Within 180 days from the date of expiration of the retention period
Contracts executed with third parties	10 years from the date of termination of the contract in accordance with the Turkish Code of Obligations	Within 180 days from the date of expiration of the retention period
Replies to inquiries by courts/enforcement offices in relation to the Company employees	10 years	Within 180 days from the date of expiration of the retention period
Employee files	10 years from the date of termination of employment	Within 180 days from the date of expiration of the retention period
Payroll	10 years from the date of termination of employment	Within 180 days from the date of expiration of the retention period
Employment	10 years from the date of termination of employment	Within 180 days from the date of expiration of the retention period
Private health and personal accident insurance for employees	1 year	Within 180 days from the date of expiration of the retention period
Allocation of vehicles to employees	1 year	Within 180 days from the date of expiration of the retention period
Occupational health and safety practices	10 years from the date of termination of employment	Within 180 days from the date of expiration of the retention period
Recording/monitoring systems	1 year	Within 180 days from the date of expiration of the retention period
Information regarding shareholders and directors	10 years	Within 180 days from the date of expiration of the retention period
Payment transactions	10 years from the date of termination of employment	Within 180 days from the date of expiration of the retention period
Staff financing processes	10 years from the date of termination of employment	Within 180 days from the date of expiration of the retention period
Other data that are required or processed for the establishment or performance of a contract	10 years from the date of termination of the contract in accordance with the Turkish Code of Obligations	Within 180 days from the date of expiration of the retention period
Visitor entry and exit data to ensure building security in the scope of legitimate interest	2 years	Within 180 days from the date of expiration of the retention period
Data regarding the tenant arising in connection with the lease agreement	5 years from the date of the termination of the contract pursuant to the Turkish Code of Obligations	Within 180 days from the date of expiration of the retention period
Filing of any kind of documents	10 years	Within 180 days from the date of expiration of the retention period
Filing of training logs and records	10 years	Within 180 days from the date of expiration of the retention period