



**CLARIFICATION TEXT REGARDING  
CUSTOMER SATISFACTION  
SURVEY**

**REICHHOLD**

**PROSİM KİMYA SANAYİ VE TİCARET LTD. CO.**

**CLARIFICATION TEXT REGARDING THE ANNUALLY PERIODIC  
CUSTOMER SATISFACTION SURVEY**

**I. Data Controller Identifier**

This clarification text has been prepared by PROSİM KİMYA SANAYİ VE TİCARET LİMİTED ŞİRKETİ (Central Registration System No: 0733006814800011) residing at the address of Sarıyer, Rumeli Hisarı Mahallesi, Kale Ağası Sokak, No: 5 / B- İstanbul as a data controller within the scope of Article 10 of the Law on the Protection of Personal Data No. 6698 and the Communiqué on the Principles and Procedures for Fulfilling the Disclosure Obligation.

**II. For What Purpose Personal Data Will Be Processed**

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.

**III. Method and Legal Reason for Collecting Personal Data**

The personal data 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 in question are 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.

**IV. To Whom and For What Purpose Personal Data Can Be Transferred**

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.

**V. Rights of Personal Data Owner enumerated in Article 11 of the Law**

You also have the rights enumerated in Article 11 of the Law for your personal data originating for this purpose. In case it is transferred to the Data Controller, your application will be concluded free of



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charge within 30 (thirty) days at the latest. However, if the transaction requires an additional cost, the fee in the tariff determined by the Personal Data Protection Authority will be charged.

According to the "Communiqué on Application Procedures and Principles to the Data Controller", by using the "DATA SUBJECT REQUEST FORM" which you can access from "<http://prosim.com.tr/protection-of-personal-data>", you may communicate your requests within the scope of Article 11 of the Law regulating the rights of the data subject regarding your personal data in written , to the address of **PROSİM KİMYA SANAYİ VE TİCARET LTD. CO.**, Rumeli Hisarı Mahallesi, Kaleağası Sokak, No: 5 / B – Sarıyer/İstanbul or to the **registered electronic mail** address [prosimkimya@hs01.kep.tr](mailto:prosimkimya@hs01.kep.tr), or to the e-mail address of info@prosim.com.tr **by using secure electronic signature, mobile signature or electronic mail previously notified to the Company and registered in the Company's system.**