



## **CLARIFICATION TEXT**

**This notification aims to provide information to the individuals whose personal data is processed by Fer Hotel in accordance with the Article 10 of the Personal Data Protection Law No 6698. For more information, you can review our Personal Data Protection Policy available at [www.ferhotel.com](http://www.ferhotel.com).**

### **Who are we?**

Fer Hotel is a hotel affiliated to Nuruosmaniye Turizm ve Otelcilik Sanayi ve Ticaret Anonim Şirketi, providing luxury boutique hotel services at Molla Fenari Mah. Türbedar Sk. No: 12 İç Kapı No: 1 Fatih / İSTANBUL since March 2016. You can find more information about us by visiting our website [www.ferhotel.com](http://www.ferhotel.com).

### **For what purpose do we process your personal data?**

We process your personal data to continue our business activities, serve you in the best way, fulfill your demands and comply with our legal obligations. You can review the purposes of processing your personal data for legal reasons in a table provided at the end of this notification.

### **To whom and for what purpose do we transfer your personal data?**

To continue our business activities, fulfill your demands and serve you in the best way; we may transfer your personal data to:

- our service providers (transfer services, technology services, tourism agencies, etc.),
- consulate or embassy of your country, in case of necessity,

To comply with our legal obligations, we may transfer your personal data to:

- judicial authorities, in case of necessity,
- law enforcement authorities,
- consulate or embassy of your country, in case of necessity.

### **What are our personal data collection methods?**

We process your personal data after we collect it from you when you apply to our hotel or tourism agencies. Your personal data is also processed in the online applications that you make through the websites of our hotel, tourism agencies or other websites that provide hotel reservation services. Your personal data is collected if such data is needed for the requests that you make and for the events that you attend at the hotel. If you use the hotel internet, the logs about the use of internet by you are kept. Besides, 24/7 camera recording is performed in the common areas of our hotel for security purposes.

### **What are your legal rights?**

You may always exercise your following rights by making an application to us in person or in writing, provided that we verify your identity. Fer Hotel will review and respond to your application as soon as possible, but no later than 30 days. You are entitled to:

- know whether your personal data has been processed or not, and if your personal data has been processed, ask for information about processing of such data,
- know the purpose of processing of personal data and know whether such data is used in accordance with the purpose,
- know the third parties inland or abroad, to whom such personal data has been disclosed,

- If your personal data has been processed incompletely or wrongly, ask for correction of it,
- ask for deletion or disposal of personal data according to the conditions prescribed in the Law, and ask for providing information to third parties, to whom such personal data has been disclosed, in connection with such deletion or disposal,
- object to the occurrence of any negative results about you through analysis of the processed data exclusively by automatic systems,
- ask for the indemnification of the loss suffered by you due to the processing of personal data in violation of the Law.

### **Purposes of Processing Personal Data Due to Legal Reasons**

Legal Basis	Purpose
<b>Obtaining your explicit consent</b>	<ul style="list-style-type: none"> <li>• We send you e-mails, brochures etc. about our products and services.</li> <li>• When you use our website and other applications, we place cookies and similar technologies on your computers or other devices (you can review our cookies policy) and use them for our marketing and similar purposes.</li> <li>• We use your information related to diet, allergies and disability, only if you have such service request.</li> <li>• When we need your personal data for a purpose other than the above-mentioned purposes, we obtain your explicit consent by explaining this situation.</li> </ul>
<b>If it is clearly prescribed in the Laws and for the purpose of fulfilling our legal obligations</b>	<ul style="list-style-type: none"> <li>• In accordance with the Identity Notification Law No 1774, the Republic of Turkey identity information of Turkish citizens is recorded.</li> <li>• In accordance with the Law No 6458 on Foreigners and International Protection, the identities, nationalities, identity cards/passport details of foreign citizens are recorded.</li> <li>• If guests and visitors use the hotel internet, their internet logs are kept in accordance with the Law no 5651.</li> <li>• When you exercise your rights under the Personal Data Protection Law, your identity information is processed in order to respond to your requests of exercising rights.</li> </ul>
<b>For the purpose of concluding or executing a contract</b>	<ul style="list-style-type: none"> <li>• We process your personal data for the purposes of making room or meal reservations,</li> <li>• Providing the products and services requested by you,</li> <li>• Verifying your identity,</li> <li>• Processing your payments,</li> <li>• Contacting you,</li> <li>• Providing customer services,</li> <li>• Sending you notifications or informing you about unplanned situations by post and telephone.</li> </ul>
<b>Protecting the life or bodily integrity of the data owner or another person</b>	<ul style="list-style-type: none"> <li>• We process your personal data for the purposes of sharing it with the emergency services, when your or someone else's life is in danger,</li> <li>• Avoiding any situations that might endanger your life due to dietary or allergic reasons.</li> </ul>
<b>If it is mandatory to process personal data in line with the legitimate interests of Fer Hotel</b>	<ul style="list-style-type: none"> <li>• We process your personal data for the purposes of ensuring customer satisfaction;</li> <li>• Maintaining our commercial reputation;</li> <li>• Resolving disputes;</li> <li>• Fraud protection;</li> <li>• Monitoring and checking our systems,</li> <li>• Verification of the validity of your card and prevention of fraud in the payments made by credit card,</li> <li>• Increasing business performance;</li> <li>• Using security cameras and call recording system, <ul style="list-style-type: none"> <li>○ security of our employees and guests;</li> <li>○ monitoring food safety and cleanliness,</li> <li>○ monitoring any accidents and undesired situations,</li> </ul> </li> </ul>

- prevention and identification of crimes,
- Marketing our products and services;
- Conducting our business in accordance with the legal regulations.

For your applications, you can learn the application methods by visiting the website [www.ferhotel.com](http://www.ferhotel.com) and use the application form here.