



INFORMATION NOTICE ON DATA PROCESSING FOR HOTEL GUESTS

All personal data contained in Troia Tusan Turizm Ticaret A.Ş. ("Company") is under the protection of the Company acting in its capacity as the data controller. Within the framework of Personal Data Protection Law No. 6698, it adopts technical and administrative measures by using technological and infrastructure facilities to ensure that personal data is legally processed and securely protected.

We process your personal data in accordance with the procedures and principles stipulated in the Law and other applicable laws. Also, we process your personal data for specific, clear and legitimate purposes, in accordance with the law as well as in good faith, accurately and, where necessary, up-to-date. We hereby commit to store your personal data only for the maximum period specified in the related legislation, or for the purpose for which they are processed, and in any case, for the legal statute of limitations.

WHAT TYPE OF PERSONAL DATA DO WE PROCESS?

Your General Personal Data	Name, Surname, Turkish ID/Passport No., dates of stay, room number, contact info, signature, special requests (optional), bank account info, credit card info, cctv recordings
----------------------------	--

HOW DO WE OBTAIN YOUR PERSONAL DATA?

We obtain your personal data when you fill out the accommodation form at the reception, in writing, within the scope of the contracts signed between us, through pre-registration e-mail correspondences between agents and corporate companies; and internet sales channels as well as the information you deliver through our website, over the "hotel channel management system" we use.

ON WHICH LEGAL GROUNDS DO WE PROCESS YOUR PERSONAL DATA?

We process your personal data for the reasons (i) it is expressly provided for by law, (ii) it is necessary to process the personal data of the parties to the contract, provided that it is directly related to the establishment or performance of a contract, (iii) 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, (iv) it is necessary for the establishment, exercise or protection of a right and it is mandatory for the data controller to fulfill its legal obligations.

FOR WHAT PURPOSES DO WE PROCESS YOUR PERSONAL DATA?



We process your personal data for the purposes of:

- Receiving booking requests,
- Filling in stay registration form,
- Creating an account in automation system,
- Receiving payments,
- Issuing invoices,
- Providing wi-fi internet connection,
- Ensuring physical location security,
- Fulfilling our financial obligations,
- Organizing banquets and events,
- Sending marketing and informational messages,
- Performing satisfaction analysis,
- Responding to requests and demands,

TO WHOM AND FOR WHAT PURPOSES DO WE TRANSFER YOUR PERSONAL DATA?

We share your personal data, if required or requested, with public legal entities such as Personal Data Protection Authority, Ministry of Finance, Ministry of Health, Ministry of Customs and Trade, Tax Offices, in order to fulfill our legal obligations. We deliver your personal data to our lawyers, courts, enforcement offices and notary public for the proceeding and execution of legal matters, and to our financial advisor for the execution of finance and accounting matters.

As per the Law on Obligation of Disclosing Identity, we transfer your identity info to KBS (Identity Report System) of Turkish National Police Department.

When an invoice is issued in your name, your identity data is transferred to **TÜRKKEP** (Registered Electronic Delivery).

When you make a payment by using virtual pos/mobile pos/register, your payment data is transferred to the related bank.

In line with the permission you have given to the commercial electronic message form, your personal data is transferred to secure servers located abroad as we use Yandex systems as an e-mail service provider, to Microsoft through the Microsoft software we use them for workflow, to Hotelrunner through "hotel channel management" program we use to receive booking requests.



YOUR RIGHTS IN THE SCOPE OF LAW ON PERSONAL DATA PROTECTION

As per the Article 11 of the Law, you have the following rights:

- to learn whether your personal data is processed by the Company; if it has, to demand information about it,
- to learn the purpose of the processing of your personal data and whether it is used in compliance with the purpose,
- to learn if your personal data is transferred in country or abroad, and to whom
- to request the rectification of the incomplete or inaccurate personal data, if any,
- to request the erasure or destruction of your personal data under the conditions referred to in the Law,
- to request notifying of the correction, erasure or destruction operations carried out to third parties those your personal data have been transferred,
- to claim compensation for the damage arising from the unlawful processing of your personal data.

We will conclude your requests in your duly submitted application within thirty (30) days latest.

For the matters processing of your personal data, you may contact us, after you fill out the form that you can obtain from reception desk or by printing and filling out the application form which is available on the Company's website, you may either deliver it by hand, or through a public notary, or send to our e-mail address below by using your e-mail address that you have previously informed us and registered in our system.

DATA CONTROLLER CONTACT INFO:

Troia Tusan Turizm Ticaret A.Ş.

E-mail address : info@troiatusanhotel.com

Mersis No: 0070034210300011

Address: Tusan Cd. Güzelyalı Köyü No 85/1, Çanakkale 17060 Türkiye

Phone : +90 286 232 87 47

Web: <https://www.troiatusanhotel.com/>