GUEST PRIVACY NOTICE ON THE PROTECTION OF PERSONAL DATA

Dear Guests,

As TUI Hotels & Resorts Türkiye (THR TÜRKİYE*), the security of your personal data is of utmost importance to us. This text has been prepared to inform you about the processing of your personal data and your rights within the scope of the Law on the Protection of Personal Data No. 6698 ("KVKK") and related legislation.

1. Identity of the Data Controller

Data Controller: The guest data processing privacy notice has been prepared to provide information regarding the processing of your personal data within the scope of the Law on the Protection of Personal Data No. 6698 ("KVKK"). The data controller of the guest personal data processing privacy notice shall be referred to as THR TÜRKİYE*.

(* THR TÜRKİYE represents the legal entities İberotel International A.Ş., Turcotel Turizm A.Ş. Club Seno, Turkuaz İnşaat Turizm A.Ş., Kybele Turizm Yatırım San. ve Tic. A.Ş. and TT HOTELS TURKEY OTEL HİZ. TUR. VE TİC. A.Ş. under the TUI A.G. partnership umbrella. Each group company is exclusively considered the data controller regarding the processing, storing, transferring, and sharing of data.)

Address: Güzeloba Mah. Havaalanı Cad. No:64/Z1-Z2 Muratpaşa / Antalya

Email: dpo@tuihotels.com.tr

2. Processed Personal Data

The personal data processed within the scope of our services are categorised as follows:

• Identity Information: Name, surname, TR Identity Number, passport details, date of birth.

• Contact Information: Telephone number, email address, address.

• Reservation and Service Data: Room preferences, payment details, complaints and suggestions.

• Financial Data: Payment details, credit card details, IBAN.

• Audio-Visual Records: CCTV footage, photographs.

• Health Data: Allergies, special dietary requirements, emergency contact information, and other health-related data (all such data are processed solely with explicit consent and for the purpose of providing healthcare services).

• Internet Access Data: IP address, access logs to the hotel's internet service.

3. Purposes of Processing Personal Data

Your personal data are processed in accordance with the processing conditions specified in Articles 5 and 6 of the KVKK for the following purposes:

1. Provision of Accommodation Services: Reservation procedures, room arrangements, and the provision of additional services.

2. Guest Satisfaction: Evaluation of feedback, management of customer relations.

3. Legal Obligations: Public security requirements and making notifications to official authorities.

4. Security and Emergency Management: Ensuring facility security, protecting public health, and enabling emergency medical interventions.

5. Marketing and Promotional Activities: Announcing campaigns and promotions (only with explicit consent).

6. Financial Transactions: Invoicing, management of payment processes.

4. Method of Collection and Legal Grounds for Personal Data

Your personal data are collected through the following methods:

- Hotel check-in records,
- Online reservation forms,
- Telephone, email, and digital platforms,
- CCTV systems.

These processes are carried out based on the following legal grounds:

- It being expressly provided for by the laws,
- Performance of a contract,
- Fulfilment of legal obligations,
- Protection of legitimate interests,
- Obtaining your explicit consent.

5. Parties to Whom Personal Data May Be Transferred and Purposes

Your personal data may be shared with;

- Our group companies,
- Our suppliers and service providers (e.g., IT support services, cloud storage),

• Legally authorised public institutions and organisations,

• The Germany-based TUI Group and its subsidiaries abroad.

Data transfer is carried out in accordance with the conditions specified in Articles 8 and 9 of the KVKK.

6. Retention Period of Personal Data

Your personal data are retained for the duration required by the purpose of processing or within the periods stipulated in the relevant legislation. Upon the expiration of the retention period, your data in accordance with the Personal Data Retention and Destruction Policy is securely deleted, destroyed, or anonymised.

7. Rights of the Personal Data Subject

Pursuant to Article 11 of the KVKK, you possess the following rights regarding your personal data:

• To request information as to whether your personal data are processed,

• To learn the purpose of processing and whether they are used accordingly,

• To request rectification if they are processed incompletely or inaccurately,

• To request their deletion or destruction,

• To request the cessation of processing,

• To request information regarding the data transferred to third parties.

You may apply to dpo@tuihotels.com.tr to exercise your rights. Your applications will be responded to within 30 days at the latest.

8. Security Measures

Technical and administrative measures taken to protect your personal data:

• Technical Measures: Access control, encryption, log management, penetration testing, and backup procedures.

• Physical Measures: CCTV systems, authorised access areas.

• Training and Audit: Training programmes to increase employee awareness and periodic audits.