

Your call is being recorded to ensure quality customer service. Please dial ... to listen to our clarification text on personal data protection

CALL CENTER (VERBAL) CLARIFICATION TEXT

Hereby clarification text was drawn up pursuant to the Article 10 of the Law No. 6698 on the Protection of Personal Data regarding the processing of data of call center callers by **ISTANBUL KENT UNIVERSITY** in short **KENT** as data controller.

Following data are processed by the call center to ensure quality customer service, and to get and evaluate suggestions regarding work processes: contact information such as; first and last name, R.T. ID number, address, phone number, e-mail address, recorded audio during a call, the purpose of calling and the data of the subject of the complaint, the evaluation and conclusion of call center callers' complaints or suggestions and notifying callers afterwards.

In accordance with the Article 5 of the Law No. 6698, said data is processed on the legal grounds of the legitimate interests of the data controller, which constitute it a requirement. Your above-mentioned personal data will be transferred to our suppliers for the same purposes and to the judicial authorities only when requested.

In accordance with the Article 11 of the Law regulating the rights of the persons concerned, you may submit your requests for the processing of your personal data to **KENT** in accordance with the Communiqué on Principles and Procedures to be Followed for the Request to Data Controller.