

Contact Form Privacy Notice

As **Vitra Karo Sanayi ve Ticaret A.Ş.** (" **Vitra Tiles**", " **Data Controller**"), we value the protection of your personal data, so we expect you to show the same attention. For this reason, it is very important for us that you read this text detailing which personal data we use for what purpose and to clearly understand the obligations of **Vitra Tiles**, who is responsible for the administrative and technical security of your personal data as "**Controller**".

With this privacy notice we aim to inform data subjects, persons whose personal data is processed (used), as the "**Data Controller**" who uses their data. As a **Controller**, we have to prove that you have been informed about your personal data we will process by explaining:

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Please be kindly informed that through **Privacy Notice**, we provide links to certain areas in our website where your personal data may be collected, and additional privacy notices are provided in those areas.

Please note: This Privacy notice does not apply to, and **Vitra Tiles** is not responsible for, any third party websites which may be accessible through links from this website. If you follow a link to any of these third party websites, their own privacy policies may apply.

1. What personal data we collect about you and how we obtain them

As **Vitra Tiles**, we collect your personal data listed below through digital means through you providing us with your personal data in the [Contact](#) page. The following information:

- Your identity data (including but not limited to your first name, surname, profession),
- Your contact data (including but not limited to your phone number, e-mail address, country, city),
- Your customer relations data (including but not limited to your message, type of request, **content of your file**)

are obtained through [Contact](#) page as you provide such information because processing is necessary for the purposes of the legitimate interests pursued by the controller provided that such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

Through our [Contact](#) we shall only process personal data that you consent to provide, therefore we kindly request that you not to provide any personal data which may not be related to your reason of contact.

2. How we use your personal data

In the table presented below, the purposes of personal data processing carried out within the scope of the activity in which the Privacy Notice is issued are detailed.

We will only use your personal data where we are permitted to do so by applicable law. Each personal data processing purpose is matched with the categories of personal data and the relevant legal reason relating to the purpose.

Your identity, contact and customer relations information are processed for;

- Creation of records regarding your reason of contact and messages,
- Determining the reason of your contact and finding out whether it is a suggestion, request or complaint,
- Following up with your reason of contact,
- Contacting you in order to provide you with solutions in relation to your reason of contact

because processing is necessary for the purposes of the legitimate interests pursued by the controller provided that such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require protection of personal data.

3. Who we share your personal data with

Yes, but we only transfer them for certain purposes with:

- Public authorities and courts for legal duty of disclosure and limited to only information which was requested,
- Other Vitra Karo Sanayi ve Ticaret A.Ş. companies for following up with your reason of contact and answer your complaints, requests and/or suggestions,
- Our legal consultants and lawyers for fulfillment of legal purposes,
- Our service providers for customer relations, follow-ups and customer communications.

4. Which countries we transfer your personal data to

If we process data in third countries (meaning countries outside the European Union or the European Economic Area) or this occurs in the process of utilizing the services of third parties or transmitting data to third parties, this will only be done for the purpose of fulfilling our contractual obligations, on the basis of your consent, due to a legal obligation or based on our legitimate interests.

In doing so, we ensure that your personal data is processed in compliance with the European level of data protection, based on special guarantees or due to corresponding contractual obligation including adequate technical and organizational measures

5. How long we keep your personal data

We will retain your personal data for as long as is necessary to fulfil the purpose for which this data was collected and any other permitted linked purpose (for example your correspondence

and any information we provide in return may be retained until the time limit for claims in respect of the communication or in order to comply with regulatory requirements regarding the retention of such data).

If your personal data is used for two purposes, we will retain it until the purpose with the latest period expires; but we will stop using it for the purpose with a shorter period once that period expires.

6. What rights you have in relation to your personal data and how to contact us

You have different rights listed under General Data Protection Regulation and if you wish to confirm processing of your personal data or to have access to your personal data we may have about you, you may contact us through the contact methods listed below.

You may also request information about the purpose of the processing; the categories of personal data concerned; who else outside the **Vitra Tiles** might have received the data from the **Vitra Tiles**; what the source of the information was (if you didn't provide it directly to the **Vitra Tiles**); and how long it will be stored. You have a right to correct (rectify) the record of your personal data maintained by the **Vitra Tiles** if it is inaccurate. You may request that the **Vitra Tiles** erase that data or cease processing it, subject to certain exceptions.

You may also request that the **Vitra Tiles** cease using your data for direct marketing purposes. When technically feasible, the **Vitra Tiles** will—at your request—provide your personal data to you or transmit it directly to another controller.

You also have a right to lodge a complaint with the competent data protection supervisory authority (Article 77 of the GDPR).

If you have questions about this statement or about data protection at **Vitra Tiles**, you can contact our company directly at:

Şifa Mah. Hükümet Cad.
No:5 Tuzla İstanbul-Turkey
Telefon +90 (212) 35080000
E-Mail: vitrakaro@vitrakaro.hs02.kep.tr

7. How we will update this Privacy Notice

We may change the content of our websites and how we use cookies without notice and consequently our Privacy notice may change from time to time in the future. We therefore encourage you to review them when you visit the website to stay informed of how we are using personal data.

This Privacy notice was last updated in August 2024.