

Contact Form Privacy Notice

As **Vitra Karo Sanayi ve Ticaret A.Ş.** (" **Vitra Tiles**", " **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 protection of your the interests.

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 your interests.

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, we shall only transfer data to countries which shall have legislations addressing personal data protection, including but not limited to most significant provisions, measures, controls, stipulations and rules related to the protection of the privacy and confidentiality of the data subject's personal data, and his/her ability to exercise their legal rights.

In the event that your personal data may be transferred to a country with no laws for personal data protection, we shall only transfer under a contract or agreement obligating the companies in such countries to adopt measures, controls and requirements for protection of your personal data, including but not limited to provisions forcing the Controller or the Processor to adopt appropriate measures which are imposed by a judicial or regulatory authority in such countries as set out in the contract

In doing so, we ensure that your personal data is processed in compliance with the level of data protection required, 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 as listed on the table above.

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 applicable laws such as right to receive information, right to request transfer of personal data, right to correction or erasure of personal data, right to restrict processing, right to stop processing, right to processing and automated processing.

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.