

1. Scope

This policy covers the collection, processing, storage, and sharing of personal data of Obsolix's customers, potential customers, visitors, users, job candidates, suppliers, and business partners. Scope includes website, online forms, product/service platforms, support channels, events, contract/invoicing processes, and recruitment activities.

2. Categories of Personal Data

- **Identity/Contact:** Name, surname, title, company, email, phone, address, country
- **Sensitive data:** Health, biometric, etc. are not requested; if provided by the data subject, processed only for the intended purpose

3. Purpose of Data Processing

- **Customer relations and communication**
- **Product/service improvement, quality and R&D**
- **Marketing and event notifications (with consent)**
- **Compliance with legal obligations and dispute management**

4. Data Collection Methods and Legal Basis

Data is collected through online forms, contracts, call/remote support, product/service records, email/messaging, and events. Legal basis: contract performance, legal obligation, legitimate interest, and consent.

5. Data Sharing

- **Service providers and suppliers:** hosting, email, support, security, backup
- **Partners and group companies:** integration, on-site services
- **Authorized institutions and consultants:** regulatory authorities, legal and financial advisors
- **International transfer:** only under KVKK Article 9 and necessary approvals

6. Retention and Deletion

Personal data is retained for the necessary period and minimum/maximum periods required by law. After expiry, deletion, destruction, or anonymization is applied.

7. Security Measures

- **Technical:** Encryption, access control, MFA, secure development, logging, backup
- **Administrative:** Information security policies, awareness training, supplier agreements, internal audit

8. Data Subject Rights

Under KVKK Article 11, individuals have the right to learn, correct, delete, anonymize, get transfer information, and object. Requests can be submitted via info@obsolix.com, post, or data subject application form.

