

Üstüniş Makina Answering Service

Welcome to Üstüniş Makina Customer Services. Your calls will be recorded for the purposes of monitoring service quality and ensuring the security of your transactions. To listen to the information notice regarding the processing of your personal data under the Data Protection Act, please press 1; if you know the extension number, please dial the relevant number; if not, please hold to be connected to an operator.

Note: (i) When the call is answered, the text above will be played first; (ii) if the number 1 is pressed, the text below will be played; (iii) if any other key is pressed, the caller will be connected directly to the relevant authorised person without the message “Your call is being recorded for quality assurance and security purposes” being played.

Üstüniş Makina Power Station Audio Recording Information

The personal data—including first name, surname, telephone number and voice recording—provided by callers to Üstüniş Makina;

- (i) to address the caller correctly,
- (ii) to confirm the call,
- (iii) to use the recording as evidence in any future disputes,
- (iv) to monitor service quality,
- (v) to provide you with information about our products and services,

is processed solely for this purpose. These personal data are processed automatically via telephone on the legal basis set out in Article 5 of the Personal Data Protection Law No. 6698, namely “the necessity of data processing for the legitimate interests of the data controller, provided that this does not infringe upon the fundamental rights and freedoms of the data subject”, and will only be shared with the relevant judicial authorities upon request in the event of legal disputes. You may submit requests regarding your rights as set out in Article 11 of the Law, which governs the rights of the data subject, to Üstün İş Makina San. ve Tic. A.Ş. at the address: Velimeşe Mah. Köşk Sokak No:3 Ergene/Tekirdağ, in accordance with the “Procedures and Principles for Applications to the Data Controller” Regulation.

Note: Once the information message has finished, the following announcement can be played: “To listen to the information message again, press 1; if you know the extension number, please enter the relevant number; if not, please hold to be connected to an operator.”