

SAMILSAN HEALTH SERVICES TOURISM CONSULTANCY AND MARITIME TRADE LTD.CO.

OBTAINING PERSONAL DATA AND INFORMATION TEXT ON PROCESSING

DATA RESPONSIBLE IDENTITY

At the address of Hurriyet District Doctor Cemil Bengu Street No.8/4 Kagithane Istanbul **Samilsan Health Services Tourism Consultancy and Maritime Trade Ltd. Co.** (here in after referred to as “**International Plus**” or “**Institution**”) and its staff In line with the importance we attach to the security of your personal data that you have provided to us during the health tourism intermediary service process offered to you, all personal data we hold in our organization is processed, stored and transferred in accordance with **the Personal Data Protection Law No. 6698** (“ **Law** ”). This information is titled “Data "Responsible" as adjective **International Plus** by collected, stored and processed to your personal data related aspect The law "Data Responsible for Lighting “Obligation” titled 10. Article in accordance with has been prepared.

As the Data Controller within the scope of the law and relevant legislation, your personal data will be processed within the framework explained below and in accordance with the Health Services Fundamental Law No. 3359, the Decree Law No. 663 on the Organization and Duties of the Ministry of Health and its Affiliated Institutions, the Regulation on Private Health Institutions Providing Outpatient Diagnosis and Treatment, the Regulation on the Processing of Personal Health Data and Ensuring Privacy, the regulations of the Ministry of Health and other legislation.

PERSONAL YOUR DATA PROCESSING PURPOSE

Your personal data is obtained by International Plus for the purposes of protecting public health, conducting preventive medicine, medical diagnosis, treatment and care services, planning and managing health services and their financing, and in a manner that is in line with the activities of International Plus; verbally, in writing, visually or electronically, through call center, website, verbally, in writing and similar channels. Your special personal data, primarily your health data and your general personal data are collected by International Plus, including and limited to the following: It can be processed in a limited and proportionate manner in connection with the purposes specified in this article, without :

- Your identity information: Your name, surname, TR ID number, passport number or temporary TR ID number, place and date of birth, marital status, gender, insurance or patient protocol number and other identity data that we can use to identify you.
- Your contact information: Your address, telephone number, e-mail address and other contact data, customer representatives or in Your voice conversation records kept by patient services in accordance with call center standards and your personal data obtained when you contact us via e-mail, letter or other means.
- Your Accounting Information: Financial data such as your bank account number, IBAN number, credit card information and billing information.
- private health insurance data and Social Security Institution data for the purposes of financing and planning health services.
- If you visit our institution, you will view the camera recordings kept for security and control purposes.

- Your health information: Your laboratory results, test results, examination data, diagnosis and operation information, medical history data, medical family history data, appointment information, prescription information, medication information you use, pre operation and post your photos, three dimensional visual your data, clinical follow up your videos will be shared with your doctor digitally during the pre examination consultation, diagnosis, treatment and follow up process. (e-mail, SMS, social media, digital messaging platforms, etc.) including but not limited to, any health related personal data obtained during or as a result of medical diagnosis, treatment and care services.
- <https://www.internationalplus.com.tr> , IP address, browser information and health data you send or transmit, medical documents, surveys, form information and other personal data
- If you apply for a job at International Plus, you will receive a CV in this regard. including poet personal your data with International Plus employee or related if you are an employee service your contract and with your aptitude for work relating to each various personal your data
- Any personal data obtained by International Plus (including, but not limited to, special personal data) may be processed for the following purposes:
 - Your identity confirming ,
 - Protection of public health, implementation of preventive medicine, medical diagnosis, treatment and care services, planning and management of health services and their financing
 - Answering all your questions and complaints regarding the health services you receive
 - Fulfilling the obligations of sharing information, reporting and informing requested by the Ministry of Health, other public institutions and organizations and all authorities in accordance with the relevant legislation.
 - Fulfillment of information and document storage obligations arising from legal legislation.
 - For the purposes of educating and informing other patients and the public, promotion, volume increase, scientific research and education, in line with your explicit consent,
 - International Plus's inside operations with of daily operations planning and to be managed
 - Measuring, increasing and researching patient satisfaction by patient management, patient rights and patient experience departments
 - Receiving the services you provide, complementary services and new services
Providing information about
 - Meeting if you receive meeting about you To be able to inform
 - Risk management and quality development instead of their activities to be brought
 - Health services development for analysis
 - Covering the financing, examination, diagnosis and treatment expenses of your health services by the Patient Services, Financial Affairs and Marketing departments, and sharing the requested information with private insurance companies within the scope of entitlement inquiries.
 - Research to be done
 - Legal and regulatory requirements in its place to be brought
 - Sharing requested information with private insurance companies within the scope of financing health services
 - Quality, patient experience, billing for our services by the information systems department and confirmation of your relationship with contracted institutions.

- Participation in campaigns and provision of campaign information by Marketing, Media and Communication, Call Center departments, special content on web and mobile channels, design and communication of tangible and intangible benefits.
- And, without limitation, your Personal Data obtained and processed in accordance with the Law may be transferred to the physical archives and/or information systems of International Plus and kept in both digital and physical environments within the scope of their purposes.

According to the law, personal data is defined as any data belonging to an identified and identifiable natural person, and any data that will be accepted within this scope is evaluated by **International Plus** in accordance with the relevant legislation.

this context,

- **International Plus** health tourism brokerage services, service area data from owners 3359 numbered Health Services Basis The law, 663 It collects and processes personal data through company employees in order to create and store records that must be kept in accordance with the Decree Law No. 1 on the Organization and Duties of the Ministry of Health and its Affiliated Institutions, the Regulation on Private Health Institutions Providing Outpatient Diagnosis and Treatment, the Regulation on the Processing of Personal Health Data and Ensuring Privacy and the Ministry of Health regulations and other legislation.
- **International Plus collects and processes the personal data** of its employees and employees of suppliers/subcontractors providing services to **International Plus** in accordance with the activities of **the Institution**.
- **International Plus** collects and processes data of visitors to its campuses for the purpose of ensuring environmental security and for the benefit of data owners.
- **International Plus** collects and processes personal data with the consent of individuals in order to promote its areas of activity and to reach its customers and its own personnel.
- Data is collected and processed with consent for the purpose of conducting reports, statistics and similar studies deemed necessary within the scope of **International Plus activities**.

PERSONAL YOUR DATA COLLECTION AND LEGAL REASON

Personal data can be shared in any verbal, written or electronic environment, including but not limited to websites, social media channels, interviews (in the physical environment, documents, contracts and printed forms; in the electronic environment, through the corporate website, e-mail, in-house software, visual and call center voice recording systems), as stated above. Data is collected with the explicit consent of the data owners to be processed, transferred and stored in line with the purposes and the field of activity of International Plus.

This is personal your data collection of legal Reasons:

- 6698 numbered Personal Data Protection The law
- 3359 numbered Health Services Basis The law
- 663 numbered Health Ministry of And Connected Organizations The Organization And Their duties About Law

In the judgment of Decree

- Personal Health Processing of Data And Your privacy Protection Regulation
- Health Ministry of arrangements and poet legislation are its provisions.

In addition, as stated in Article 6, paragraph 3 of the Law, personal data related to health However, it can only be processed by persons or authorized institutions and organizations under a confidentiality obligation, without the explicit consent of the person concerned, for the purposes of protecting public health, providing preventive medicine, medical diagnosis, treatment and care services, planning and managing health services and their financing.

Method of Collection of Personal Data; Your personal data is collected verbally, in writing or electronically, by automatic or non-automatic methods, through **the International Plus** website, social media channels, mobile applications and similar means. Your personal data may be collected, updated and processed as long as you benefit from **our Institution's** services, when you participate in organizations organized by our Institution, **when** you apply for a job at our Institution, **when you call our Institution** 's call center, when you visit **our Institution** 's campuses, website or social media accounts.

The above methods We collect your personal data in line with your explicit consent or Processing may be possible even if you do not have explicit consent, provided that at least one of the following situations is present.

- The provisions of the laws and regulations in force in the Republic of Turkey necessitate the processing (Code of Obligations, Commercial Code, Labor Law, Health Services Fundamental Law No. 3359, Decree Law No. 663 on the Organization and Duties of the Ministry of Health and its Affiliated Institutions, Regulation on Private Health Institutions Providing Outpatient Diagnosis and Treatment, Regulation on the Processing of Personal Health Data and Ensuring Their Privacy, etc.)
- When you are unable to give your explicit consent due to a physical impossibility, it is necessary to protect your life or physical integrity or that of someone else,
- Your side with contracted the contract we have performance for necessary be
- Legal our obligations in its place to be brought for personal your data need to be processed
- Personal your data by you made public
- Legal or contractual our rights to be used or Protection necessary for be
- Basis right And to your freedoms damage not to give provided that personal the processing of your data is necessary for our legitimate interests

PROCESSED PERSONAL YOUR DATA TRANSFER

International Plus above described with purposes personal your data KVKK nun 8. And 9. Within the framework of the articles and other legislation, it may share it with the following persons:

- Permanent or temporary service to continue **the institution's activities and business processes.** giving subcontractor institutions or third with people is being done the one which... may share personal data within the scope of contracts at the rate and for the time required by the work.
- Necessary in cases official Mercy And public institutions data transfer can be done.
- Your personal data collected; Within the framework of the reasons, purposes and regulations in the Law specified above; it will be used internally by our **Institution** , as well as the Social Security Institution, the Ministry of Health and its sub-units, private hospitals with which we have agreements for operations requiring surgery, private health insurance companies, law enforcement forces and all kinds of judicial authorities, your authorized representatives, lawyers, tax And financial advisors And Auditors also including to be as follows Third parties from whom we receive consultancy, regulatory and supervisory institutions, and domestic/international service providers from whom we receive information technology support (server, hosting, software, cloud computing, etc.) and other legally authorized public institutions, It may be shared with institutions and organizations with which we cooperate in order to carry out our activities, domestic/international companies from which we receive services for sending commercial electronic messages, banks with which we have agreements, various domestic/international advertising companies, agencies and survey companies or our other domestic/international business partners, legally authorized public institutions and private individuals at home and abroad, within the framework of the personal data processing conditions and purposes specified in Articles 8 and 9 of the KVKK.

Apart from the purposes stated above, any personal data transfer that is not compatible with our **International Plus activities will not be shared with third parties/institutions/organizations without the explicit consent of the data owner or except in case of legal obligation.**

PERSONAL DATA PROCESSED RIGHTS OF THE CONCERNED PERSON

Personal data owner, The law Article 11 in accordance with **International Plus'** by applying to;

- a) Personal your data processed not processed learning,
- b) Personal data if processed this about information request Don't,
- c) Personal your data processing purpose and to its purpose suitable used and not used learning,
- d) Personal data from abroad inside or country outside transferred 3. people knowing,
- e) Personal data missing or wrong if processed, These to be corrected do not want,
- f) deletion or destruction within the framework of the conditions set forth in Article 7 of the KVKK ,
- g) Personal your data transferred 3. to persons above counted (e) And (f) dams To request notification of the transactions carried out in accordance with the
- h) Personal your data exclusively automatic systems with analysis to be done because of to object to the emergence of a result against him/her,
- i) Personal your data to the law against aspect Processing due to at a loss to be visited in has the right to demand compensation for the damage.

Requests submitted within this scope will be responded to by **our Institution** within thirty days at the latest. **International Plus** will finalize the requests within this scope, if the response is to be made in writing, without charge for up to ten pages; 1 Turkish Lira for each page over ten pages. process fee by taking answers. To the application your answer CD, Flash memory like One record in the environment to be given in Personal Data Protection Institution by request The fee that can be charged cannot exceed the cost of the recording medium.

Your personal data that we collect and process is accurate in accordance with Article 4 of the KVKK No. 6698. And when necessary current be is required. This For this reason, personal in your data If any changes occur, you can provide your updated and accurate personal information using the methods specified below.

DATA SECURITY

International Plus protects your personal data in full compliance with all technical and administrative security controls that must be taken in accordance with information security standards and procedures. These security measures are provided at a level appropriate to the possible risk, taking into account technological possibilities.

YOUR REQUESTS FOR WITH US CONTACT US TO GO PAST IF YOU WANT

Your personal data is technical and is meticulously protected within administrative possibilities and the necessary security measures are provided at a level appropriate to possible risks, taking into account technological possibilities . You can make your requests within the scope of the law by filling out the "Application Form According to the Law on the Protection of Personal Data" at the address "<https://internationalplus.com.tr/internationalplus-basvuru-formu.pdf> " ;

(i) **Hürriyet Neighborhood Dr. Cemil Bengü Street No.8/4 Kağıthane İstanbul**, You can send a petition bearing your wet signature to a **Turkish** address by cargo, with the words "Request for Information within the Scope of the Personal Data Protection Law" written on the envelope.

(ii) Notary You can send it via the channel ,

(iii) <mailto:samilsan@hs01.kep.tr> to the address with secure electronic or mobile signature, via your registered e-mail address or your registered e-mail address in our system and/or

For your requests within the scope of the law, please contact "<https://internationalplus.com.tr/internationalplus-basvuru-formu.pdf>" We kindly request you to fill out the "Application Form According to the Personal Data Protection Law" and send it to us using the procedures specified in the form.