# CONTACT FORM

# CLARIFICATION TEXT

**Data Controller:** İnfomed Sağlık Hizmetleri Turizm ve İnşaat A.Ş. ("**Infomed**")

**Address:** Acıbadem Mah. Şeyh Galip Sk. A Apt. No:2/2 Kadıköy / İstanbul

**Infomed has the title of Data Controller within the scope of** the Personal Data Protection Law No. 6698 ("**KVKK")** and the European General Data Protection Regulation (**EU GDPR** and  **UK GDPR**) and you are accepted and defined as the natural person and you are considered and defined as the Data Subject. As the Data Controller, we process your Personal Data specified below in accordance with the general principles in Article 4 of KVKK and Article 6 of GDPR, we attach importance to the security of the personal data of the Data Subject and we have the obligation to inform you regarding the processing of your data in accordance with the provision of Article 10 of the KVKK.

1. **YOUR PERSONAL DATA PROCESSED**

Your personal data related to identity, communication, customer transaction and transaction security that you share through the contact form on our website may be processed limited to those specified below in order to benefit the data subjects from the services offered by our company. In this context, the purpose of processing your personal data , the legal reason and the method of collection and transfer of your personal data required for you to benefit from health tourism services in the best way are stated below:

1. **PURPOSE OF PROCESSING YOUR PERSONAL DATA, LEGAL REASON AND COLLECTION METHOD**

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| **IDENTITY** (*Name Surname)* |
| **Purpose of Processing** | **Legal Cause**  | **Rallying** |
| * Carrying out the activities in accordance with the legislation,
* Execution of Customer Relationship Management Processes,
* Execution of Request / Complaint Management Processes,
* Within the scope of Execution of Product / Service Sales Processes;

In case of contacting you, it is processed in order to verify your identity, to be used in a personalized address, to arrange all records and documents that will be the basis for processing in electronic (internet / mobile etc.) or paper environment and to transmit solutions and answers to the complaints, suggestions, questions and requests collected regarding the services provided. | Provided that it is directly related to the establishment or performance of a contract, the processing of personal data belonging to you as a party to the contract is necessary and the data processing is mandatory for the establishment, exercise or protection of a right  | It is collected automatically through online electronic forms. |

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| **COMMUNICATION** (*E-Mail, Telephone Number*) |
| **Purpose of Processing** | **Legal Cause** | **Rallying** |
| * Carrying out communication activities,
* Execution of Customer Relationship Management Processes
* Execution of Request / Complaint Management Processes;
* Within the scope of Execution of Pre-Service Processes;

It is processed in order to be able to communicate with you, to arrange all records and documents that will be the basis for processing in electronic (internet / mobile etc.) or paper environment and to convey to you the solutions and answers to the complaints, suggestions, questions and requests collected regarding the services provided. | Provided that it is directly related to the establishment or performance of a contract, the processing of personal data belonging to you as a party to the contract is necessary and the data processing is mandatory for the establishment, exercise or protection of a right  | It is collected automatically through online electronic forms. |

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| **CUSTOMER CONTACT INFORMATION** (*Subject Request Complaint Information*) |
| **Purpose of Processing** | **Legal Cause** | **Rallying** |
| * Within the scope of Execution of Request / Complaint Management Processes;

It is processed for the purpose of resolving or answering the subject, complaint, suggestion, question or request submitted by the data subject and intermediating in the establishment of your relationship with the health facilities where you want to receive services . | - Provided that it is directly related to the establishment or performance of the contract, it is necessary to process the personal data of the parties to the contract-Data Processing is Mandatory for the Establishment, Use or Protection of a Right | Automated means via Electronic Systems and Online Electronic Forms |

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| **TRANSACTION SECURITY INFORMATION** (*IP Address, Internet Login and Exit Information, Browser Information, Access Status, Name and Version of Operating System*) |
| **Purpose of Processing** | **Legal Cause** | **Rallying** |
| * Carrying out the activities in accordance with the legislation
* Execution of Customer Relationship Management Processes
* Execution of Information Security Processes
 | * Explicitly stipulated in the law
* Provided that it does not harm the fundamental rights and freedoms of you as the data subject, the data processing is mandatory for the legitimate interests of the data controller
 | Automated means via Electronic Systems and Online Electronic Forms |

1. **STORAGE OF PERSONAL DATA**

Your Personal Data will be processed and kept for a limited period of time in accordance with the Data Controller's Retention and Destruction Policy within the scope of the exceptions in Article 5, paragraph 2 of the KVKK and Article 6, paragraph b of the GDPR. Your data will be deleted, destroyed or anonymized ex officio or at your request in the event that the legal reasons requiring data processing disappear.

1. **TRANSFER OF PERSONAL DATA**

**Domestic transfer: From the** moment you request us to provide you with services, some of your personal data will be processed in order to communicate with you within the scope of the establishment of the contract and the performance of the service and may be shared with our **suppliers**, **group companies** and **authorized public institutions and organizations** in order to fulfill our legal and contractual obligations when necessary.

**Overseas transfer:** Your identity and communication data that you provide through the contact forms may be transferred abroad in accordance with your explicit consent by using messaging and chat applications whose servers are located abroad for the purpose of performing the service provided by our company. If you do not want to fulfill the interview through these applications, you will be contacted by phone call or electronic mail; You can continue your calls by phone or contact us by e-mail.

1. **DETERMINATION OF CONTACT PREFERENCES**

In order to provide you with a quality service, we can contact you by various methods such as electronic mail, phone call, SMS or Whatsapp. We ask you to choose their preferred method so that we can contact you. You can change your communication preferences at any time.

1. **Whatsapp**

Due to the fact that Whatsapp Inc., whose servers are located abroad within the scope of our Data Security Policy, does not provide us with special services and we do not have options such as checking data security policies, there are some risks in using Whatsapp as a means of communication. However, if you want the service provided to you to proceed quickly and in line with your communication preferences, Whatsapp will be used in accordance with your request and only by obtaining **your Explicit Consent**.

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| **Contacting Whatsapp Application** | Check that the latest version of the Whatsapp application is installed on your phone, whether your device is connected to another device at the moment your mobile device communicates with the authorized personnel of our institution, whether your Whatsapp number belongs to you and your privacy settings. Your health data is personal data of special nature and do not share your special quality personal data with us without our instructions and consent. |
| **Redirect to another platform for profile verification and privacy text / explicit consent confirmation in Whatsapp** | Whatsapp application is used in line with your communication preference in order to contact you first, to reach us quickly. After the first communication, you will be sent our "Privacy Policy" in order to process your data. After reading the Privacy Policy, our explicit consent text will be shared and your consent will be obtained so that you can share images from Whatsapp. If you do not have your consent, communication via Whatsapp will end.  |
| **After the approval phase** | Your medical images, health reports, blood group data, drug data you use and all other health data you have sent via Whatsapp will be subjected to a rapid evaluation and your data will be deleted via Whatsapp after the preliminary information and decision process is completed. The deletion rules are subject to the privacy rules of Whatsapp and we do not take any precautions regarding the security rules in that area. If your appointment registration is canceled and you are abandoned from receiving services, your health data will be destroyed. |
| **Withdrawal of Consent** | Whatsapp may cease to be your communication preference and you may give up communication via whatsapp. After you communicate this situation to us, you will not be contacted again via Whatsapp. |

1. **Email**

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| **Business Email** | Medical images or medical records that you want to deliver to us regarding the health tourism service, your special quality personal data such as patient file, blood group will first be authenticated and our "Clarification Text" and "Open Consent" text are submitted to your approval. Our explicit consent text is within the scope of your consent to the sharing of medical images via e-mail since your communication preference will be e-mail. Your personal data of special nature that you have sent to us after identity verification will only be viewed by our authorized personnel. After the evaluation process, you will be contacted via corporate e-mail and your registration for our services will be created upon your request. If you do not request a service, your data will be anonymized. |

1. **Phone Call**

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| **Search** | If you want us to give you information by phone call method with health tourism service, you should choose this method. However, if you want to receive service from us, you must send your information via e-mail or Whatsapp. |

1. **YOUR RIGHTS REGARDING YOUR PERSONAL DATA**

By applying to the Data Controller as the Data Subject; Article 11 of the KVKK, which regulates the rights of the Data Subject, and Article 3 GDPR. For your claims set out in section (Your <https://ec.europa.eu/info/law/law-topic/data-protection/reform/rights-citizens/my-rights_en> rights ):

* Your wet signature and a document confirming your identity must be submitted to our Data Controller address in person,
* In the event that you submit it in writing or to the Data Controller in accordance with the [Communiqué on the Principles and Procedures](http://www.resmigazete.gov.tr/eskiler/2018/03/20180310-6.htm) of Application or other application procedures

will conclude as soon as possible according to the nature of your request and within 30 (thirty) days at the latest.