

SAMİLSAN SAĞLIK HİZMETLERİ TURİZM DANIŞMANLIK VE DENİZCİLİK

TİCARET LTD.ŞTİ. INFORMATION TEXT ON OBTAINING AND PROCESSING

PERSONAL DATA

1. DATA CONTROLLER

Operating at Hürriyet Mahallesi Doktor Cemil Bengü Caddesi No.8/4 Kağıthane İstanbul **Samilsan Health Services Tourism Consulting and Maritime Trading Co. Ltd.** (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, all kinds of personal data we keep within our company, **numbered 6698** It is processed, stored and transferred in accordance with **the Personal Data Protection Law ("Law")** . This information has been prepared in accordance with Article 10 of the Law titled "Information Obligation of the Data Controller" regarding your personal data collected, stored and processed by **International Plus in its capacity as "Data Controller"**.

2. PURPOSE OF PROCESSING PERSONAL DATA

Your personal data may be collected for the purpose of planning and executing preventive medicine, medical diagnosis, treatment and care intermediary services, planning and management of health intermediary services and financing within the scope of the intermediary service provided by International Plus and in accordance with the fields of activity of International Plus; It is obtained verbally, in writing or electronically (documents, contracts and printed forms in the physical environment; and through the website, mobile applications (Whatsapp), social media applications, call center, e-mail, in-house software in the electronic environment) . Your personal data may be processed by International Plus in a limited and measured manner in connection with the purposes specified in this article, including but not limited to the following:

Your identity information, contact information, accounting information, travel information, navigation information at <https://www.internationalplus.net>, IP address, browser information and health data you send or transmit, as well as medical documents, surveys, form information and other personal data, International If you apply for a job at Plus , your other personal data, including the CV provided in this regard, and if you are an International Plus employee or related employee, any personal data regarding your service contract and job aptitude, any personal data obtained by International Plus for the following purposes;

- Confirming your identity, being able to address the applicant correctly and confirmation of the application
- Information and mediation services include informing you about the healthcare service you request, planning and execution of operations and treatments, planning transfer and hotel accommodation, and planning and management of the financing of all these services.
- notifications such as questions, requests, suggestions, satisfaction and complaints regarding the health mediation services you have received/requested and responding when necessary.
- Creating and maintaining your financial record,

- Sharing of information requested by the Ministry of Health, other public institutions and organizations and all authorities in accordance with the relevant legislation, and fulfillment of reporting and information obligations
- Fulfilling information and document retention obligations arising from legal legislation
- Planning and managing the internal functioning and daily operations of International Plus
- Measuring, increasing and researching customer satisfaction
- Providing information about the services you are receiving, complementary services and new services
- Being able to inform you about the appointment if you make an appointment
- Carrying out risk management and quality improvement activities
- Conducting analysis for the purpose of improving health intermediary services
- Carrying out occupational health/safety activities
- It is processed in accordance with the fields of activity of International Plus , in order to fulfill legal and regulatory requirements, to ensure legal and commercial security, and to be used as evidence in disputes that may arise in the future .

3. COLLECTION OF PERSONAL DATA AND LEGAL REASON

Personal data is obtained through verbal, written, or electronic means (such as physical documents, contracts, and printed forms in the physical environment; and website, mobile applications (WhatsApp), social media applications, call center, email, and internal software in the electronic environment) in accordance with the purposes mentioned above and in line with the business activities of International Plus. Your personal data may be collected, updated and processed as long as you benefit from the services of 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, WhatsApp line or social media accounts.

Your personal data processed within the scope of this activity carried out by **International Plus will be possible to be processed in cases** where you have express consent or if at least one of the following situations exists, in cases where you do not have express consent.

- Personal Data Protection Law No. 6698
- Article of Personal Data Protection Law No. 6698. In paragraph 5/2-(a), 'Expressly foreseen by law', in paragraph 5/2-(c), 'Processing personal data of the parties to the contract is necessary, provided that it is directly related to the establishment or execution of a contract', in Article 5/2-(ç).) in clause 'It is mandatory for the data controller to fulfill its legal obligation', in clause 5/2-(e) 'Data processing is mandatory for the establishment, use or protection of a right', in clause 5/2-(f) "the relevant person "It is necessary to process data for the legitimate interests of the data controller, provided that it does not harm the fundamental rights and freedoms" ,
- Health Services Basic Law No. 3359
- Law No. 663 on the Organization and Duties of the Ministry of Health and Affiliated Organizations Decree Law
- Regulation on International Health Tourism and Tourist Health
- Regulation on Processing of Personal Health Data and Protection of Privacy
- Based on Ministry of Health regulations and other legislative provisions.

In addition, Personal Data Protection Law No. 6698 6. As stated in paragraph 3 of the article, personal data regarding health can only be used by persons who are under the obligation of confidentiality or authorized institutions and organizations for the purpose of protecting public health, preventive medicine, medical diagnosis, planning and execution of treatment and care services, planning and management of health services and their financing. It may be processed by organizations without the explicit consent of the person concerned.

4. TRANSFER OF PROCESSED PERSONAL DATA

International Plus may share your personal data with the following persons for the purposes explained above, within the framework of Articles 8 and 9 of the PDPL and other legislation:

- Subcontractor institutions that provide permanent or temporary services in order to continue the activities and business processes **of the institution may share personal data at the rate and duration required by the business within the scope of contracts made with business partners or third parties with whom they cooperate.**
- When necessary, data can be transferred to official authorities and public institutions.
- Your collected personal data; Within the framework of the above-mentioned reasons, purposes and regulations in the Law; It will be used internally by our **Institution** , as well as the Social Security Institution, the Ministry of Health and its sub-units, contracted doctors, contracted doctors and private hospitals for operations requiring surgery, private health insurance companies, law enforcement forces and all kinds of judicial authorities, your authorized representatives, lawyers. , third parties from whom we receive consultancy, including tax and financial advisors and auditors, regulatory and supervisory institutions, our domestic/international service providers from whom we receive information technology support (server, hosting , software, cloud computing, etc.) and other legally authorized public institutions. , with the institutions and organizations we cooperate with in order to carry out our activities, with our business partners when making your hotel reservation, with domestic / international companies from which we receive services for sending commercial electronic messages, with our contracted banks, various domestic / international advertising companies, agencies and survey companies or domestic / international It may be shared with our other 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 PDPL .

Any personal data transfer that is incompatible with our **International Plus activities** other than the purposes given above, without the explicit consent of the data owner or in cases of legal obligation It will not be shared by third parties like individuals/institutions/organizations.

5. RIGHTS OF THE RELEVANT PERSON WHOSE PERSONAL DATA IS PROCESSED

The personal data owner can apply to **International Plus** in accordance with Article 11 of the Law;

- a) Learning whether personal data is being processed or not,
- b) Requesting information about if personal data has been processed,
- c) Learning the purpose of processing personal data and whether it is used in accordance with its purpose,
- d) Knowing the third parties to whom personal data are transferred domestically or abroad,
- e) Requesting correction of personal data if they are incomplete or incorrectly processed,
- f) Requesting its deletion or destruction within the framework of the conditions stipulated in Article 7 of the PDPL,
- g) Requesting notification of transactions made in accordance with paragraphs (e) and (f) above to third parties to whom personal data have been transferred ,
- h) Object to the emergence of a result against him/her due to his/her personal data being analyzed exclusively by automatic systems,
- i) He/she has the right to request compensation for the damage if he/she suffers damage due to unlawful processing of his/her personal data.

6. DATA SECURITY

International Plus protects your personal data in full compliance with all technical and administrative security controls required 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.

7. IF YOU WANT TO CONTACT US FOR YOUR REQUESTS

Your personal data is meticulously protected within technical and administrative means, and the necessary security measures are provided at a level appropriate to possible risks, taking into account technological possibilities. You can submit your requests within the scope of the law by filling out the "Application Form in accordance with the Personal Data Protection Law" at **internationalplus.net/personal-data-application-form.pdf** ;

(i) **Hürriyet Mahallesi Doktor Cemil Bengü Caddesi No.8/4 Kağıthane** You can send it by cargo to the address in Istanbul , Turkey, with a petition bearing your wet signature and the words "Information Request Within the Scope of the Personal Data Protection Law" written on the envelope,

(ii) You can send it through a notary,

(iii) **samilsan@hs01.kep.tr** We kindly request you to send it to us with a secure electronic or mobile signature, via your registered e-mail address or your e-mail address registered in our system.

Requests submitted in this context will be concluded by our Institution within 30 days at the latest. If the request is rejected, the reason(s) for rejection will be notified in writing or electronically. **International Plus** requests within this scope can be answered in writing, up to ten pages, without charge; It responds by charging the processing fee determined by the PDP Board for each page over ten pages. If the response to the application is given on a recording

medium such as a CD or flash memory, the fee that may be requested by the Personal Data Protection Authority will not exceed the cost of the recording medium.

Your personal data that we collect and process must be accurate and, when necessary, up-to-date in accordance with Article 4 of PDPL No. 6698. Therefore, if any changes occur in your personal data, you can report your current and accurate personal information through the methods mentioned above.