

Clarification/INFORMATION ABOUT THE PROCESSING OF PERSONAL DATA

Güvenç Private Health and Social Facilities Trade Inc. ("Private Rami Hospital"), we attach importance to the security of your personal data. With this awareness, we show great sensitivity to the processing and preservation of all personal data belonging to you in the best possible way and with care. With the awareness of this responsibility, we process your personal data within the framework specified below, as the Data Controller, within the scope of the Law on the Protection of Personal Data No. 6698 ("Law") and the relevant legislation.

Collection, Processing and Processing Purposes of Personal Data

In order to provide you with high standards of service, we obtain your personal data verbally, in writing, visually or electronically from the Call Center, internet, mobile applications, physical places and similar channels, depending on the quality of the service provided.

In this context, the main general and special personal data, especially the personal health data required for the execution of all medical diagnosis, examination, treatment and care services and obtained for this purpose, are listed below;

- Your identity data such as your name, surname, TR identity number, if you are not a Turkish citizen, your passport number or temporary TR identity number, place and date of birth, marital status, gender information, and a copy of the TR Identity Card or Driver's License you have submitted,
- Your contact data such as your address, telephone number, e-mail address,
- Your financial data such as your bank account number, IBAN number,
- Your health and sexual life data obtained during the execution of medical diagnosis, treatment and care services, such as your laboratory and imaging results, test results, examination data, prescription information, which you submit to be followed in your file,
- Your answers and comments that you share with the aim of evaluating our services,
- Your closed circuit camera system video and audio recording taken during your visit to our hospitals,
- If you contact our Call Center, your recorded voice call recordings,
- Your private health insurance data and Social Security Institution data for the purpose of financing and planning health services,
- If you use the parking lot and valet service, give your license plate,
- Navigation information, IP address, browser information obtained during the use of our website and mobile application, and medical documents, surveys, form information and location data that you transmit with your own consent.

Your personal data listed above and your sensitive personal data may be processed for the following purposes:

- Protection of public health, preventive medicine, medical diagnosis, treatment and care services,
- Sharing the requested information with the Ministry of Health and other public institutions and organizations in accordance with the relevant legislation,
- Fulfilling legal and regulatory requirements,
- Financing your health services, covering your examination, diagnosis and treatment expenses by the Patient Services, Financial Affairs, Marketing departments, sharing the information requested with private insurance companies within the scope of the plausibility query,
- Informing you about your appointment through our Call Center and Digital Channels,
- Confirmation of your identity by the Patient Services, Health Professionals and Call Center departments,
- Planning and managing the internal functioning of the institution by the Hospital Management,
- Analysis by the Quality, Patient Experience, Information Systems departments for the purpose of improving health services,
- Training our employees by the Human Resources and Quality departments,
- Monitoring and preventing abuse and unauthorized transactions by the Audit and Information Systems departments,
- Carrying out risk management and quality improvement activities by the Quality, Patient Experience, Information Systems departments,
- Invoicing for our services by the Patient Services, Financial Affairs, Marketing departments,
- Confirmation of your relationship with the institutions contracted with our hospital by the Patient Services, Financial Affairs, Marketing departments,
- Answering all your questions and complaints about our health services by the Hospital Management, Patient Experience, Patient Rights, Call Center departments,
- Taking all necessary technical and administrative measures within the scope of data security of our hospital's systems and applications by the Hospital Management and Information Systems departments,
- Participation in campaigns and providing campaign information by the Marketing, Media and Communication, Call Center departments, designing and transmitting special content, tangible and intangible benefits on web and mobile channels,
- Measuring, increasing and researching patient satisfaction by the Hospital Management, Patient Rights, Patient Experience departments,
- To be able to carry out education and training activities by the educational institutions with which the institution cooperates.

Your "Personal and Private Data" mentioned above can be kept in physical and electronic archives within the body of Private Rami Hospital and external service providers, some of which are abroad, with great care and compliance with the provisions of the legislation.

Transfer of Personal Data

Your personal data, Health Services Basic Law No. 3359, Decree Law No. 663 on the Organization and Duties of the Ministry of Health and its Affiliates, Law on the Protection of Personal Data No. 6698, Regulation on Private Hospitals, Regulation on the Processing and Privacy of Personal Health Data, and regulations of the Ministry of Health. within the framework of the provisions of the legislation and for the purposes described above;

- Ministry of Health, sub-units and family medicine centers affiliated to the ministry,
- Private insurance companies (health, pension, life insurance, etc.),
- Social Security Institution,
- General Directorate of Security and other law enforcement agencies,
- General Directorate of Population,
- Turkish Pharmacists Association,
- Judicial authorities,
- Laboratories, medical centers, ambulances, medical devices and institutions providing health services in the country or abroad with which we cooperate for medical diagnosis and treatment,
- The health institution to which the patient was referred or to which the patient himself applied,
- Your authorized legal representatives,
- Third parties we consult, including lawyers, tax consultants and auditors we work with,
- Regulatory and supervisory institutions and official authorities,
- With your Private Private Rami Hospital Employer within the group of companies to which our Hospital is affiliated and/or domestic or abroad systems.
- If you get Live Support via Private Rami Hospital website, social media accounts, direct message sharing or Corporate Whatsapp line, you will share the T.R. Identity No, Name and surname information and your health data limited to what you declare while using these programs / applications, Private Rami Hospital's servers abroad.
- It can be shared with our suppliers, support service providers, archive service providers and business partners whose services we benefit from or cooperate with (for more detailed information, you can get information by applying in writing to our hospital).

Method and Legal Reason for Personal Data Collection

Your personal data is collected in all kinds of verbal, written, visual or electronic media for the purposes stated above and for the execution of all kinds of work within the scope of the activities of Private Rami Hospital within the legal framework, and in this context, Private Rami Hospital

can fully and duly fulfill its contractual and legal obligations. and processed. These persons are the legal reason for the collection of your data;

- Law on Protection of Personal Data No. 6698,
- Health Services Basic Law No. 3359,
- Decree Law No. 663 on the Organization and Duties of the Ministry of Health and its Affiliates,
- Private Hospitals Regulation,
- Regulation on the Processing of Personal Health Data and Protection of Privacy,
- Ministry of Health regulations and other legislation provisions.

In addition, as stated in paragraph 3 of Article 6 of the Law, personal data related to health and sexual life can only be kept confidential for the purposes of protecting public health, preventive medicine, medical diagnosis, treatment and care services, planning and management of health services and financing. It can be processed by persons or authorized institutions and organizations that are under the obligation without seeking the explicit consent of the person concerned.

Your Rights Regarding the Protection of Personal Data

In accordance with the law and relevant legislation;

- Learning whether personal data is processed or not,
- If personal data has been processed, requesting information about it,
- Accessing and requesting personal health data,
- To learn the purpose of processing personal data and whether they are used in accordance with the purpose,
- Knowing the third parties to whom personal data is transferred in the country or abroad,
- Requesting correction of personal data in case of incomplete or incorrect processing,
- Requesting the deletion or destruction of personal data,
- Requesting notification of the third parties to whom personal data has been transferred, regarding the correction of personal data and/or the deletion or destruction of personal data, in case of incomplete or incorrect processing of personal data,
- Objecting to the emergence of a result against the person himself by analyzing the processed data exclusively through automated systems,
- You have the right to demand the compensation of the damage in case of loss due to unlawful processing of personal data.

Data Security and Right to Apply

Your personal data is meticulously protected within technical and administrative possibilities, and necessary security measures are provided at a level appropriate to possible risks, taking into account technological possibilities.

- Your requests within the scope of the law, by filling out the “[Application Form in accordance with the Law on the Protection of Personal Data](#)” on the web address " www.ramihastanesi.com;
- Cuma Mah. Talimhane Cad. No:13 Rami, Eyüpsultan, 34055 Eyüp/İstanbul,
- You can send it through a notary public,
- You can send it to guvencozelsaglik@hs01.kep.tr with secure electronic or mobile signature, via your registered e-mail address or your e-mail address registered in our system.