

SAMİLSAN HEALTH SERVICES TURİZM DANIŞMANLIK TİCARET LTD.ŞTİ

PHONE CALLS INFORMATION TEXT

1. DATA CONTROLLER

This Information Text, data controller **Samilsan Health Services Tourism Consultancy Trade Ltd. Sti.** (referred to as “ **International Plus**” or “**Institution**”) , and **its** personnel, personal data obtained from real persons contacted by telephone during the health tourism intermediary service offered to you, in accordance with the Personal Data Protection Law No. 6698 (in this text, the “Law”) It has been prepared in order to operate in accordance with the provisions of the Law (referred to as) and other legislation. 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"**.

International Plus, as the data controller of the activities carried out by the Company within the scope of the law and relevant legislation, with this information text, your personal data will be processed in accordance with the relevant legislation within the framework explained below.

2. PURPOSE OF PROCESSING PERSONAL DATA AND LEGAL REASON

Your personal data may be processed by **International Plus** for the purposes and legal reasons stated below.

2.1. Legal reasons

Your personal data processed within the scope of this activity carried out by **International Plus**;

Article of the law in paragraph 5/2-(a), “It is clearly foreseen by law”, in paragraph 5/2-(c) “ it is necessary to process personal data of the parties to the contract provided that it is directly related to the establishment or execution of a contract”, in paragraph 5/2-(ç) “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 mandatory to process data for the legitimate interests of the data controller provided that it does not harm the fundamental rights and freedoms" and art. it is processed based on the legal reasons "It is mandatory for the data controller to fulfill its legal obligation".

2.2. Purposes

Your contact information, voice recording and personal data you specify within the scope of the intermediary service provided by International Plus;

- Confirming your identity, addressing the caller correctly, and confirming the call,
- 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, 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
- To fulfill legal and regulatory requirements, ensure legal and commercial security, and be used as evidence in disputes that may arise in the future, in accordance with International Plus's fields of activity; the call center is processed through phone calls.

3. COLLECTION OF PERSONAL DATA

Your personal data is collected and stored electronically by automatic methods through the virtual switchboard system.

4. TRANSFER OF PROCESSED PERSONAL DATA

Your personal data collected in line with the fulfillment of the above-mentioned purposes; It will be transferred to legally authorized public institutions and legally authorized private organizations within the scope of fulfilling our legal obligations and as clearly stipulated in the law, in accordance with the rules regarding the transfer of personal data specified in Article 8 of the Law, within the scope of the data processing conditions described in Article 5 of the Law.

In addition, your personal data will be shared with our employees regarding the service you have requested/received, as well as with our business partners when making your hotel reservation, with the doctors and hospital we have a contract with during the planning of the treatment you have requested, and with the relevant financial institution for the purpose of creating your financial record.

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

In accordance with Article 11 of the Law, you can make requests regarding the following issues regarding your personal data by applying to **International Plus**:

- a .** Learning whether personal data is being processed or not,
- b .** Requesting information if personal data has been processed,
- c .** Learning the purpose of processing personal data and whether they are used for their intended purpose,
- ç .** Learning about third parties to whom personal data is transferred domestically or abroad,
- d .** Requesting correction of personal data in case of incomplete or incorrect processing and requesting that the action taken in this context be notified to third parties to whom personal data has been transferred,
- e .** Requesting the deletion, destruction or anonymization of personal data in case the reasons requiring the processing of personal data disappear, and requesting that the action taken in this context be notified to third parties to whom personal data has been transferred,
- f .** Object to the emergence of a result that is unfavorable to the data owner by analyzing the processed data exclusively through automatic systems,
- g.** Request compensation for damages in case of damage due to unlawful processing of 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 "<https://www.internationalplus.net>",

(i) You can send it by cargo to the Hürriyet Mahallesi Doktor Cemil Bengü Caddesi No.8/4 Kağıthane İstanbul, Turkey address, along with a petition including your wet signature and writing "Information Request within the Scope of the Personal Data Protection Law" on the envelope,

(ii) You can send it through a notary,

(iii) “samilsan@hs01.kep.tr” with a secure electronic or mobile signature, via your registered e-mail address or your e-mail address registered in our system, and/or

your requests within the scope of the law to us by filling out the "Application Form in accordance with the Personal Data Protection Law" at “<https://www.internationalplus.net>” and using the procedures specified in the form.

Requests submitted in this context are sent to **our Institution . It will be concluded** within thirty 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 specified above.