

PERSONAL DATA PROTECTION DISCLOSURE NOTICE

DATA CONTROLLER: Private DentArma Oral and Dental Health Polyclinic

1. Introduction and Information About the Data Controller

This disclosure notice has been prepared by Private DentArma Oral and Dental Health Polyclinic ("Our Polyclinic"), acting as the data controller, in accordance with the Personal Data Protection Law No. 6698 ("KVKK") and the relevant legislation.

Our Polyclinic takes all necessary technical and administrative measures to ensure that your personal data are processed, stored, transferred to third parties, and secured in compliance with the law. In addition, utmost care is shown to patient confidentiality, and personal data are processed solely within the framework of the relevant legislation and for the specified purposes.

2. Method of Collection of Personal Data

Your personal data are collected verbally, in writing, or electronically through the following means:

- Patient registration forms and patient files filled out at our Polyclinic,
- Face-to-face meetings, telephone, SMS, e-mail, and social media communication channels,
- Appointment and patient follow-up systems,
- Security camera systems,
- Laboratory, imaging, and examination processes,
- Website, online appointment systems, mobile applications, and digital platforms.

3. Categories of Processed Personal Data

The categories of personal data processed by our Polyclinic are as follows:

- **Identity Data:** Name, surname, Turkish ID number, passport number (for foreigners), date of birth, gender, marital status, patient file number, and similar identifying information.
- **Contact Data:** Telephone number, address, e-mail address, social media accounts (in cases where you contact us through these channels).
- **Financial Data:** Bank account information, IBAN, credit/bank card information, and billing-related data.
- **Health Data:** Medical history, anamnesis information, examination and treatment data, X-ray and laboratory results, prescriptions, imaging records, operation information, and reports related to patient follow-up.
- **Insurance and Social Security Data:** Social Security Institution (SGK) information, private health insurance information, and authorization data.
- **Digital Data:** IP address, cookie data, log records, images obtained through camera systems, and telephone call records.
- **Other:** Survey responses, complaint and satisfaction forms, patient interviews, requests, and petitions.

4. Purposes of Processing Personal Data

Your personal data are processed for the following purposes:

Fulfillment of Legal Obligations

- In accordance with the Personal Data Protection Law No. 6698 (KVKK),
- Law No. 3359 on Basic Health Services,
- Decree Law No. 663 on the Organization and Duties of the Ministry of Health and Its Affiliated Institutions,
- Regulation on Private Hospitals,
- Regulation on the Processing of Personal Health Data and Protection of Privacy, and other regulations of the Ministry of Health.

Provision of Health Services

- Protection of public health,
- Preventive medical services,
- Execution of medical diagnosis, treatment, and care services,
- Appointment planning, reminders, and information activities.

Administrative and Financial Operations

- Billing of services, accounting, and financial transactions,
- Execution of SGK and private health insurance procedures,
- Management, auditing, and reporting of our Polyclinic's internal operations.

Patient Relations and Satisfaction Management

- Evaluation of patient complaints, suggestions, and requests,
- Statistical and scientific studies to improve service quality,
- Measurement and improvement of patient experiences.

Information Security and Communication

- Ensuring digital security and preventing unauthorized access,
- Informational activities via our Polyclinic's website, social media, and mobile applications.

5. Transfer of Personal Data

Your personal data may be transferred, solely within the scope of the law and relevant legislation, to:

- The Ministry of Health and affiliated public health institutions,
- Social Security Institution (SGK),
- Judicial authorities and law enforcement units,
- Turkish Dental Association and affiliated chambers,

- Pharmacists' Association,
- Laboratories, imaging centers, and oral and dental health service providers cooperating in diagnosis and treatment processes,
- Legal, tax, and audit firms from which consultancy services are received,
- Our business partners providing information systems, software, archiving, and accounting services, in mandatory and limited cases.

6. Retention Period of Personal Data

Your personal data are retained:

- For the periods stipulated in the legislation related to the provision of health services,
- Within the framework of the Turkish Code of Obligations, Turkish Commercial Code, Tax Procedure Law, and other relevant legislation, for the required duration, and upon the expiration of such period, they are deleted, destroyed, or anonymized.

7. Your Rights Under KVKK

Pursuant to Article 11 of KVKK, as a data subject, you have the right to:

- Learn whether your personal data are processed,
- Request information if your personal data have been processed,
- Learn the purpose of processing and whether they are used in accordance with that purpose,
- Know the third parties to whom your personal data are transferred domestically or abroad,
- Request correction of incomplete or inaccurate data,
- Request deletion or destruction of personal data if the legal conditions are met,
- Request notification of such operations to third parties to whom personal data have been transferred,
- Object to the occurrence of a result against you by analyzing processed data exclusively through automated systems,
- Claim compensation if you suffer damage due to unlawful processing of personal data.

8. Application Methods

You may submit your requests regarding your rights under KVKK:

- By delivering a written application in person to our Polyclinic's address,
- Through a notary public,
- Via registered electronic mail (KEP) address,
- Via our Polyclinic's official e-mail address (with applications signed with electronic signature or wet signature),

in accordance with the provisions of the "Communiqué on the Procedures and Principles of Application to the Data Controller."

Data Controller:

Private DentArma Oral and Dental Health Polyclinic
(DentArma Private Healthcare Services Industry and Trade Limited Company)

Address:

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