

CERRAHPAŞA INTERNATIONAL CLARIFICATION TEXT ON PROCESSING PERSONAL DATA

Document code	Publication Date	Revision No	Revision Date	Page No
CTF.INT.KU.IYD.05	06.08.2020	00	00.00.0000	1 / 4

CLARIFICATION/NOTIFICATION ON PROCESSING PERSONAL DATA

As İstanbul University–Cerrahpaşa, Cerrahpaşa School of Medicine we highly and most diligently value privacy of your personal data. Having this awareness, we display maximum sensitivity to protect any type of data in the most secure manner possible. Pursuant to this responsibility and within the context of 6698 no Law on the Protection of Personal data (KVKK) and effective regulations as a result of “Data supervisor” title, your personal data are processed in accordance with the framework below.

COLLECTING AND PROCESSING OF PERSONAL DATA AND TOOLS FOR PROCESSING

In order to offer you a high-standard service, we collect your personal data via call center, internet/mobile applications, physical spaces and various other channels in written, verbal, visual or electronic format depending on the quality of provided service.

Within that context, primary general and private personal data the foremost of which is personal health data, essential to operate all medical consultancy services and collected to serve that purpose, are as listed below.

- Name, Surname, Turkish citizenship number, if you are non-Turkish citizen your passport number or temporary Turkish citizenship number, place of birth and date, marital status, gender and similar identity information; photocopy of submitted Turkish identity card or driver's license,
- Correspondence data such as address, telephone number, electronic mail address,
- Bank account number, IBAN number and similar financial data,
- Laboratory and screening examinations and results submitted in your file, examination data, prescription details and other medical diagnosis, data on your health and sexual life obtained while care and treatment services are executed,
- Your comments and feedbacks shared to evaluate our services,
- Views shot by closed circuit camera system and voice record saved during your visit to our hospitals,
- If you contact our call center, voice call records saved,
- In order to finance and plan your health service, relevant data on your private health insurance and Social Security Institution (SGK) data,
- If you use parking lot and valet service, please submit vehicle registration number,
- Navigation data retrieved during the use of our website and mobile application, IP address scanner information and medical data you consented to share, images, surveys, personal information in the submitted form and location data.

Document code	Release date	Revision No	Revision Date	Page No
CTF.INT.KU.IYD.05	06.08.2020	00	00.00.0000	2 / 4

All of the personal data listed-above and personal data having private quality could be processed to meet the objectives hereinafter:

- Protection of public health, preventive medicine, medical diagnosis, treatment, care and consultancy services,
- Pursuant to effective regulation; sharing of demanded information with the Ministry of Health and affiliated public institutes and agencies,
- Abiding by the legal and regulatory requirements,
- Financing the health services provided by Patient Services, Financial Affairs, Marketing Departments; paying for examination, diagnosis and treatment expenses, sharing demanded information with private insurance companies within the context of entitlement,
- Notifying about your appointment via our call center and digital platforms,
- Confirming your identity via patient services, health professionals and call-center departments provided by our Faculty,
- Planning and managing of in-house operations by the Faculty Administrative Board,
- Conducting relevant analyses in order to improve health services by quality, patient experience, and information management departments,
- Providing trainings to our employees by Human Resources and Quality Departments,
- Monitoring and blocking unauthorized and violating procedures by departments of Auditing and Information Systems,
- Invoicing issued by Patient Services, Financial Affairs, Currency Capital departments and Marketing Units in return for our services,
- Checking your connections with our contracted institutions by Patient Services, Financial Affairs and Marketing Departments,
- Responding to your questions and complaints in relation to our health services by Hospital Administration, Patient Experiences, Patient Rights and Call Center Departments,
- Taking all of the required technical and administrative precautions by Hospital Administration and Information Systems Departments within the scope of data security of our hospital systems and operations,
- By Marketing, Media and Communication and Call Center Departments sharing data on campaigns and participating in campaigns, designing and sharing of custom contents, abstract and concrete benefits via web and mobile platforms,
- Measuring, increasing and investigating patient satisfaction by Hospital Administration, Patient Rights, and Patient Experience Departments,
- Implementation of training and education activities by the partner training institutes of our establishment,

Abovementioned "Personal and Private Data" you provide will be most attentively safeguarded as per effective legislations in the physical and electronic archives conserved within the body of İstanbul University–Cerrahpaşa and our external service providers.

TRANSFER OF PERSONAL DATA

In line with the abovementioned objectives your personal data will be shared with;

- Ministry of Health, sub-units affiliated to the ministry and family practice centers,



Document code	Release date	Revision No	Revision Date	Page No
CTF.INT.KU.IYD.05	06.08.2020	00	00.00.0000	3 / 4

- Private insurance companies (health, retirement, life insurance etc.),
- Social Security Institution,
- General Directorate of Security and other law enforcement agencies,
- Council of Higher Education,
- General Directorate of Population Registry and Citizenship,
- Turkish Pharmacists' Association,
- Judicial authorities,
- Laboratories, medical centers, ambulances, institutions providing medical devices and healthcare service in Turkey or abroad that we cooperate for medical diagnosis and treatment,
- The health institution to which the client and/or patient has been referred or the client and/or patient himself has applied to,
- Your legal representatives that are authorized by you,
- Third parties to whom we receive consultancy, including the lawyers we work with, tax consultants and auditors,
- Regulatory and supervisory agencies and official authorities,
- Systems both at home and abroad, and / or to the university that our faculty is affiliated with,
- Your employer,
- Our suppliers, support service providers, archive service providers and business partners, whose services we use or cooperate (for detailed information, you can apply to our hospital in writing).

MANAGEMENT AND LEGAL OBJECTIVES OF PERSONAL DATA COLLECTION

Your personal data is being collected and processed in all kinds of verbal, written, visual and electronic media for the objectives stated above, for carrying out all kinds of processes included in Cerrahpaşa International's activity subject within the scope of legal framework and so that Cerrahpaşa International can fulfill its contractual and legal obligations fully and properly

The legal objectives for the collection of this personal data hereby are;

- Law numbered 6698 on Protection of personal Data
- Law numbered 3359 on Health Services Fundamental Law
- Decree Law numbered 663 on the Organization and Duties of the Ministry of Health and its Affiliates,
- Regulation on Processing Personal Health Data and Protection of Privacy,
- The regulations of the Ministry of Health and other legislative 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 for the purpose of protection of public health, preventive medicine, medical diagnosis, treatment and care services, planning and management of health services and financing and it can be processed by people under confidentiality obligation or authorized institutions and organizations without the explicit consent of the concerned.

YOUR RIGHTS IN RELATION WITH THE PROTECTION OF PERSONAL DATA

In accordance with the law and related legislation your rights are;



Document code	Release date	Revision No	Revision Date	Page No
CTF.INT.KU.IYD.05	06.08.2020	00	00.00.0000	4 / 4

- Learning whether the data is processed,
- Requesting related information if the personal data is processed
- Access to personal health data and requesting data
- Learning the purpose of processing personal data and whether they are used in accordance with their purpose,
- Getting information about the third parties to whom personal data are transferred both at home or abroad,
- Requesting correction of personal data if it is incomplete or incorrectly processed,
- Requesting personal data to be deleted or removed,
- In the event that personal data are incomplete or incorrectly processed, asking the third parties to whom the personal data is transferred to be notified of the processes related to their correction and /or deletion or removal of personal data,
- Objection to the emergence of a result against the person by analyzing the processed data exclusively through automated systems,
- Demanding the compensation of the damage if the personal data is damaged due to unlawful processing.

DATA SECURITY AND RIGHT OF APPLICATION

Your personal data, being limited to the objectives specified in this Clarification Text, will be processed based on the processing and timeout periods stated in Higher Education legislation, which our Faculty and the centers and units of our Faculty are subject to, and other related laws and legal regulations.

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

You can submit your requests within the scope of the Law personally with an original signed copy of the [Application Form For Personal Data Owner](#) to the Editorial Office of our Faculty with an identification document or you can submit it by notarized proxy showing that you are authorized to apply to rights stated in Article 11. In addition, you can also send it to the address “**İstanbul Üniversitesi-Cerrahpaşa, Cerrahpaşa Tıp Fakültesi Yerleşkesi (İstanbul University-Cerrahpaşa, Cerrahpaşa School of Medicine Campus) Kocamustafapaşa Caddesi No: 53 Cerrahpaşa 34098 Fatih / İSTANBUL**” via notary.

By signing the [Application Form For Personal Data Owner](#) with an electronic or mobile signature with the “secure electronic signature” certificate defined in the Electronic Signature Law numbered 5070, you can send it to “**istanbulc@hs01.kep.tr**” which is our registered electronic mail address. You can also send it via an e-mail address which you have notified beforehand and is registered in our Faculty's system or if any via a software or application developed by our Faculty for the purpose of application.

[Click for the Application Form For Personal Data Owner](#)

